

You Told Us

June 2025



You told us...

In June 2025, we reviewed the feedback gathered from individuals across County Durham to identify key trends in health and social care. These shared experiences not only help shape our future engagement priorities but also enable us to pinpoint concerns that may require direct escalation to service providers.



We had the most feedback about...

Services



GPs



Dentistry



Adult Social Care

Themes



Treatment and Care



Access to services

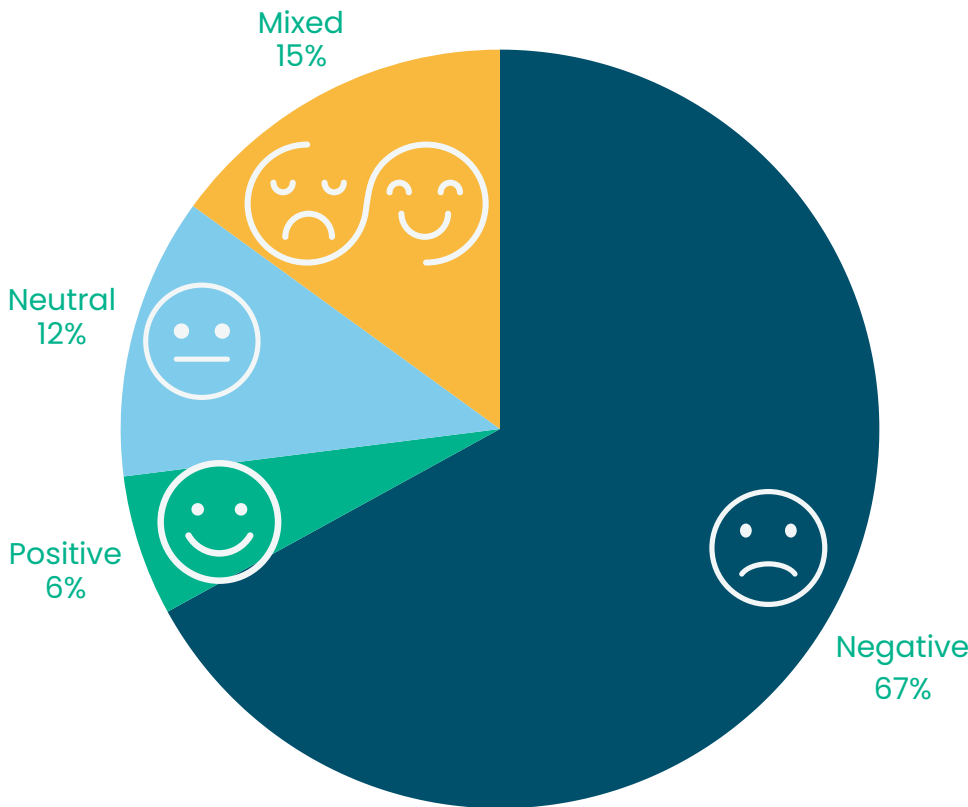


Administration

You told us...

Positive feedback

- Access to services
- Caring, kindness, respect and dignity
- Communication with patients, treatment explanation
- Face to face appointments



Mixed feedback

- Access to services
- Caring, kindness, respect and dignity
- Clinical decision
- Consent, choice, user involvement and being listened to
- Communication with patients treatment explanation / verbal advice
- Privacy and confidentiality
- Referrals
- Staff attitudes and performance
- Waiting for appointment or treatment; waiting times

Neutral

- Access to services
- Face to face appointments
- Health inequalities

Negative feedback on:

- Access to service
- Administration (letters, records, results)
- Assessment process
- Booking appointments
- Caring, kindness, respect and dignity
- Clinical decisions
- Communication with patients treatment explanation / verbal advice
- Complaints
- Consent, choice, user involvement and being listened to
- Follow- on treatment and continuity of care
- Medical records
- Medication, prescriptions and dispensing
- Patient / resident safety
- Person centred care
- Privacy and confidentiality
- Quality of treatment
- Staff attitude and performance
- Waiting for appointment or treatment; waiting times

You told us...

One client reached out to us experiencing a range of health challenges, including anxiety. Although he had been receiving counselling, his support was unfortunately discontinued due to funding cuts, leaving him without ongoing assistance.

He contacted us because, while he was able to drive, his ability to travel long distances was limited, contributing to feelings of isolation and loneliness.

Following a detailed and empathetic conversation to better understand his needs, we were able to draw on our knowledge of local services to support him. We signposted him to the County Durham Resilience Team and confirmed the current status of their waitlist. After discussing this with him, he felt comfortable proceeding and agreed to contact the team to register for their services.

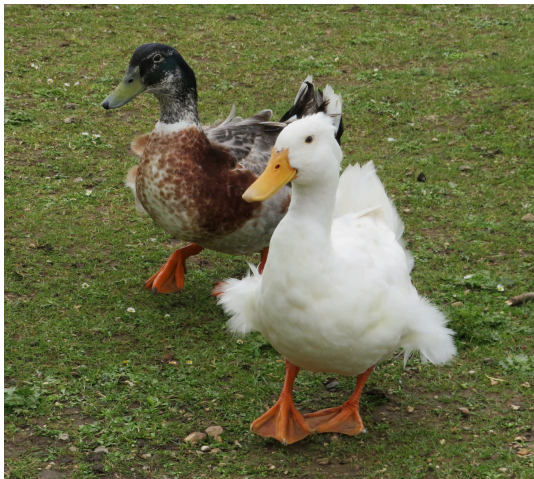


What we have been up to...

Here are a few of our engagement plans in June...

- **North East Ambulance Service held an event to showcase how the feedback we provided helped to shape their service delivery plans going forward.**
- **We attended the FREE (Female Recovery through Experience and Empowerment) group at the Methodist Church in Durham to listen to feedback about services.**
- **Joined a Refugee Awareness workshop.**
- **Attended a meeting with the Deaf Network.**
- **Travelled to Carlisle for the 1st Summer Operations day with People First.**

**We celebrated
Volunteers Day
at Hardwick Park**





Star Awards

Nominate a star!

We often hear about people or a service who have gone above and beyond in their role within health and care services. We would like to give them the recognition and award a certificate from us. You can nominate a staff member or service who you think fits this criteria. If you would like to nominate someone, please scan the QR code or email info@healthwatchcountydurham.co.uk

Scan
here



Stay up-to-date with our activities

Our monthly newsletter includes where we've been and where we are going to be, along with news stories on events, campaigns and projects. Read or sign up [here](#)

