



**Total number of contacts this month: 179,  
of which 53 gave more detailed feedback**

## Top issues

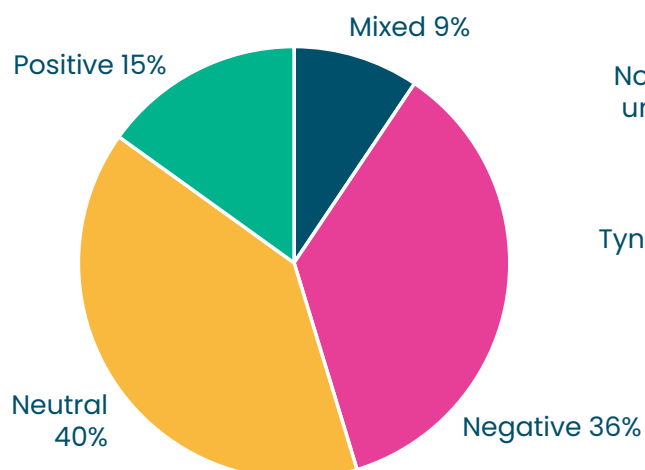
### GP services

Difficulty making appointments over the phone, poor quality of care and poor communication.

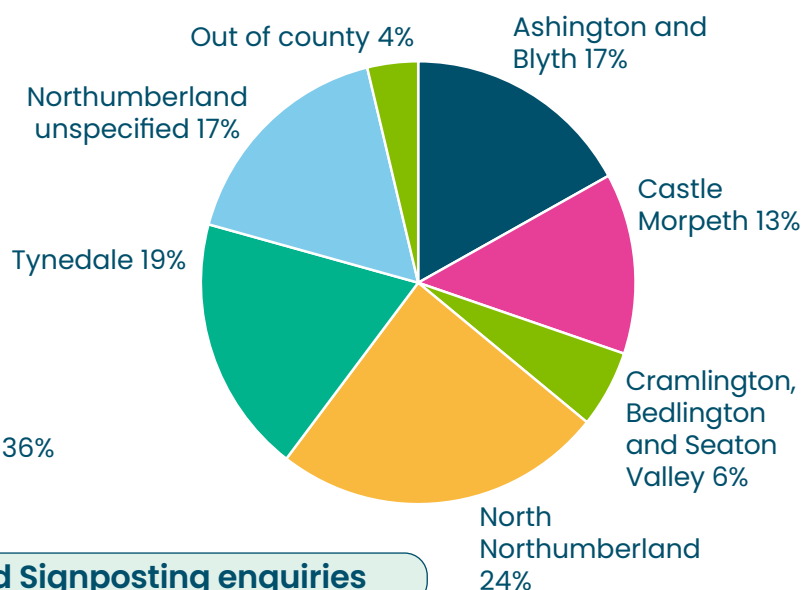
A third of the feedback about GP services was positive.

We heard about several other different services but not enough to pick out any themes.

### How people were feeling



### Where they were from



### Information and Signposting enquiries

NHS complaints	2
Mental health support	2
Adult Social Care	2
Memory loss and dementia support	1
Stoma support	1
Physiotherapy	1
Audiology	1
Length of waitlist for surgery	1
Dentists	1
Care home fees	1
Farmers' support	1
Sight loss support	1
Wellbeing support	1
Care in the home	1
Kidney care	1
Fibromyalgia support	1

## Service providers and number of enquiries

Amble GP surgery	4
Northumbria Specialist Emergency Care Hospital	3
Royal Victoria Infirmary	3
Newcastle Hospitals audiology service	2
Northumbria Healthcare	2
The Village Surgery, Cramlington	2

We also heard about 24 other service providers once each.

## Feedback and enquiry issues

### 14 GP services

### 4 A&E

### 3 Pharmacy

### 2 Urology

### 2 Audiology

### 2 Hospital (outpatients)

### 1 Talking therapies

### 1 District Nurses

### 1 Rheumatology

### 1 Urgent care

### 1 Glaucoma service

### 1 All NHS services

### 1 Hospital (inpatients)



## Negative feedback

A patient told us they feel anxious about NHS services (as well as other things) creeping towards digital reliance. They said they don't feel confident or comfortable using digital services, leaving them excluded in many ways and feeling quite vulnerable.

Tynedale resident



## Positive feedback

A person told us that they recently moved into the area and have been pleased with care from their GP surgery - much better than previous surgery out of the Northumberland area. They said that it was easy to get in touch online for help and they were offered support with mental health around menopause without asking, which they felt was really positive.

North Northumberland resident



## This month's focus

We have been out and about in the good weather delivering our Here to Hear sessions. We also attended Thriving Together's networking event in Newton, the Seafit event at Amble Harbour, Hexham Auction Mart, Blyth wellbeing event, and the Digital Phone Switch online training session.

Our online talk was from Prostate Cancer UK which our attendees found both informative and engaging.

We began the first of the public participation meetings for our Persistent Physical Symptoms project. More details to follow.

Promotion is under way for our Annual Event, **'Delivering in Tynedale!'**. This free event for people who live or work in the area is a chance to hear about the NHS ten-year plan and what changes mean locally, the Pharmacy First service, plus Direct Payments and taking control of your care.



## Impact

This month we helped someone find the information they needed around support for Myalgic Encephalomyelitis (ME).

They told us "Thank you for so much for your email and for all of the information provided - it has been so helpful, along with the video too. I am sincerely grateful.

"Thank you also for your listening and the sympathetic ear. Words just can't express the relief that comes with knowing that there are people out there willing to help and support those who are going through this rather debilitating illness, rather than having to fight it alone which I feel I have had to do over the last five months!

"So thank you for your understanding and a great service- it is very much appreciated."