

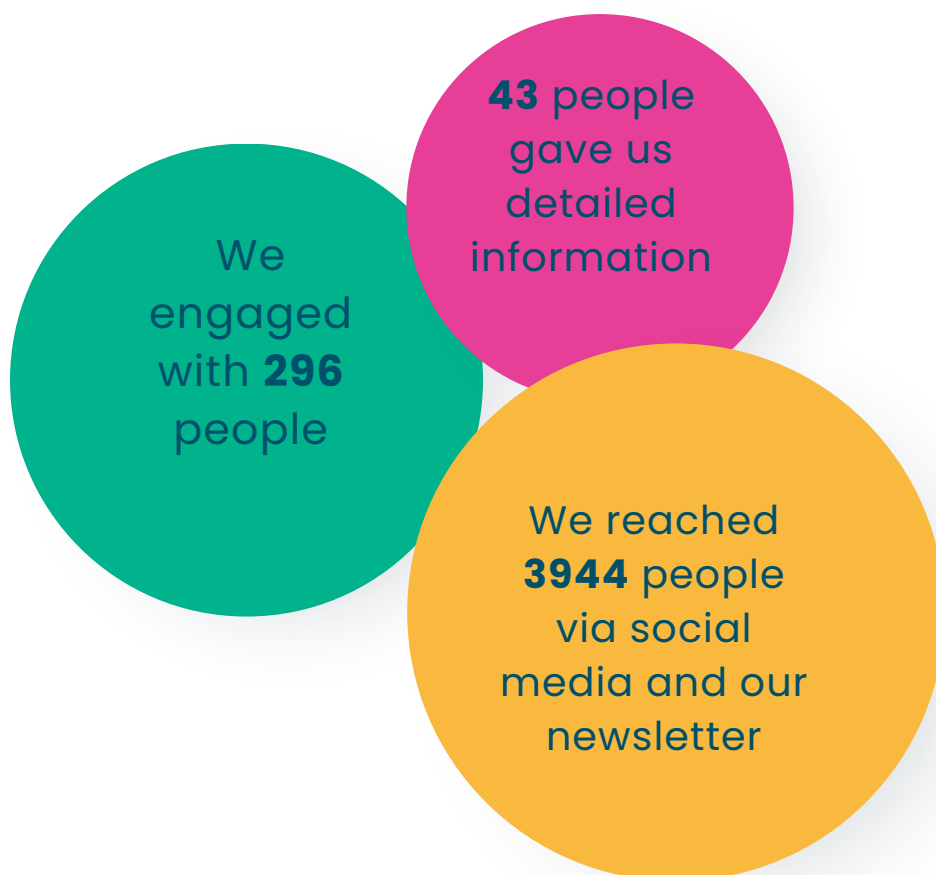
You Told Us

July 2025



You told us...

In July 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



Mental Health

Themes



Access to services



Treatment and Care

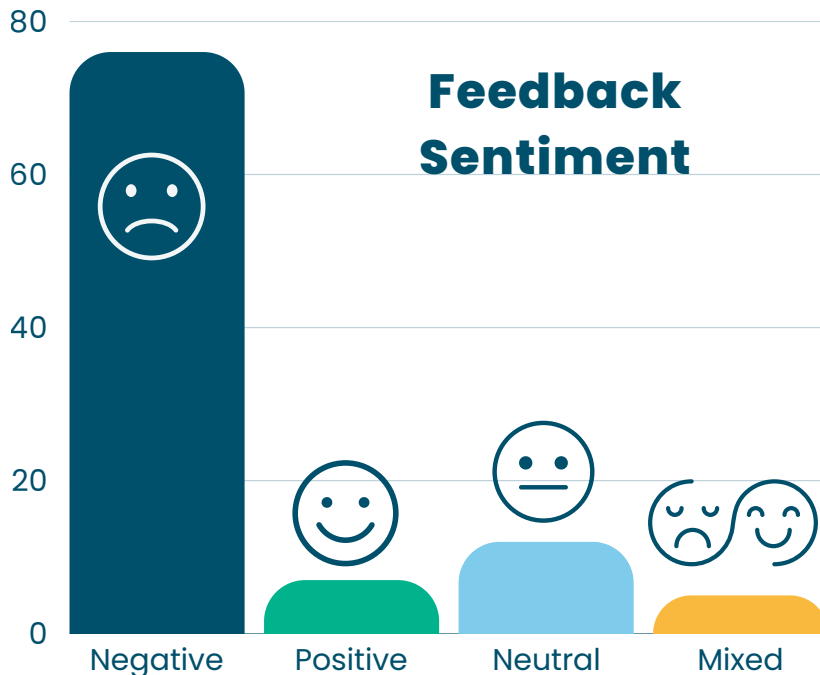


Administration

You told us...

Positive feedback:

- Access to services
- Quality of treatment
- Staff attitudes and performance



Mixed feedback:

- Access to services
- Booking appointments
- Building, decor and facilities, including health and safety
- Staff attitudes and performance
- Remote appointments and digital services

Neutral:

- Access to services
- Administration (letters records/results)
- Assessment process
- Clinical decisions
- Follow-on treatment and continuity of care
- Referrals

Negative feedback on:

- Access to services
- Assessment process
- Booking appointments
- Caring, kindness, respect and dignity
- Clinical decision
- Communication with patients, treatment explanation/verbal advice
- Complaints
- Consent, choice, user involvement and being listened to
- Face to face appointments
- Follow-on treatment and continuity of care
- Health inequality
- Integration of services and communication between professionals
- Lifestyle and wellbeing, wider determinants of health
- Medication, prescriptions and dispensing
- Person centred care
- Quality of treatment
- Referrals
- Remote appointments and digital services
- Staff attitudes and performance
- Staffing – levels and training
- Waiting for appointments or treatment / waiting times
- Waiting times, punctuality and queuing on arrival

You told us...

"I don't think people who are neurodiverse are looked after. The access to care methods exclude us. The eConsults are a nightmare in meltdown and I am quite literal so am not sure I answer the eConsult or 111 questions correctly. I went round and round last week. It gets harder to communicate when I'm unwell too. No one wants to be suicidal, it took everything to reach for help and I'm using all I can think of to distract myself until I can be seen. Do services think ideation disappears when they put the phone down? This whole experience has frightened me and left me despairing, and I still haven't been able to access help." *Anonymous*

"Knowing about the Pharmacy First service, I went to a pharmacy for advice about what appeared to be an infected insect bite. The bite had blistered, I had a red area that had spread significantly and my arm was extremely hot. Pharmacy staff agreed that it appeared infected.

I was advised to see the GP. When I pointed out that this was in the remit of Pharmacy First, I was told that they couldn't do anything and I would need to see a GP first. I was not offered any further advice or treatment."

Anonymous

"I don't use the NHS App at all and I won't be using it. I don't like using technology, I much prefer face to face." *Anonymous*

"I experienced shadowing in my right eye affecting my vision. I rang my usual optician who said I needed a scan that they didn't provide. He looked up the number of the nearest optician to me that provided the required service. I rang them and got an appointment within 2 hours. A detached retina was diagnosed and I was told I needed to be seen at hospital. I saw the optician on the Monday, was seen in the hospital on Tuesday and had surgery on Thursday. Every single person who dealt with me was polite, professional, friendly and reassuring." *Anonymous*

What we have been up to...

- We hosted our annual event at Crook Community Leisure Centre
- Attended the Better Health at Work health and wellbeing roadshow at Bishop Auckland College
- Engagement drop in events at
 - Bullion Hall
 - Willington Methodist Church
 - Waddington Street



Our annual event at Crook Community Leisure Centre



What we have been up to...



Health and wellbeing roadshow hosted by Better Health at Work





healthwatch
County Durham

We're Listening — Tell Us What You Think!

Your voice matters, and we want to hear it.

There are multiple ways you can share your thoughts with us:

Call us at 0300 180 0025

Email us at info@healthwatchcountydurham.co.uk

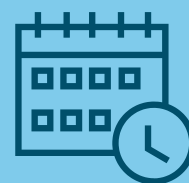


Whether it's a general experience or a specific enquiry, we're here to help.

If you'd like to leave feedback about a specific service — like your GP Practice, care home, or hospital — the best place to do that is on our website - www.healthwatchcountydurham.co.uk

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](#)



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