

You Told Us

August 2025



You told us...

In August 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.



51 People gave us detailed information about health and care services



We engaged with 816 members of the public, patients and charity sector



We reached 6056 people via our social media and newsletter

We had the most feedback about...

Services



GPs



Hospital Services



Dentists

Themes



Treatment and Care



Administration

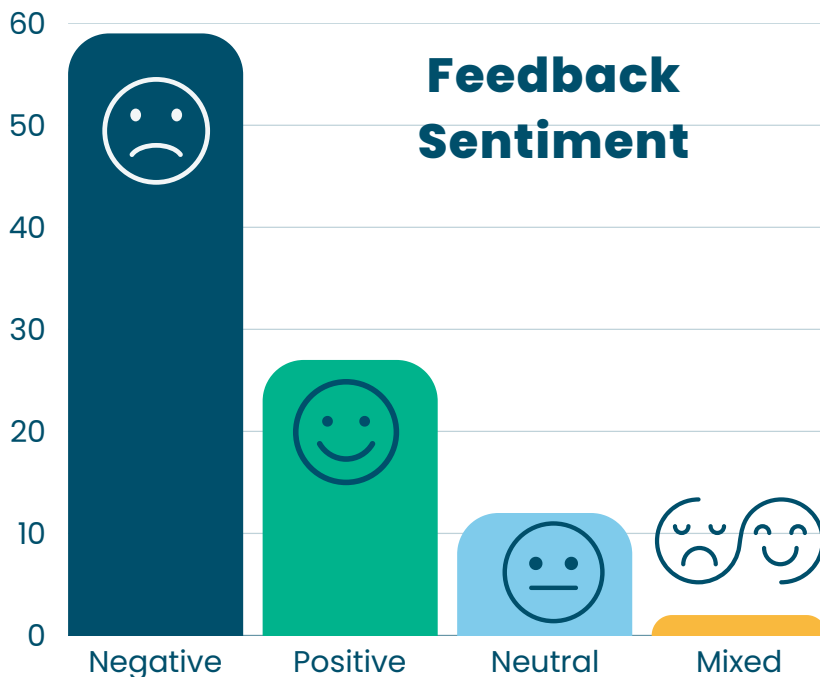


Access to services

You told us...

Positive feedback:

- Access to services
- Booking appointments
- Caring, kindness, respect and dignity
- Communication with patients, treatment explanation and verbal advice
- Cost and funding of services
- Face to face appointments
- Follow- on treatment and continuity of care
- Person centred care
- Quality of treatment
- Referrals
- Staff attitudes and performance
- Staffing – levels and training
- Triage and admissions



Neutral:

- Access to services
- Assessment process
- Booking appointments
- Caring, kindness, respect and dignity
- Cost and funding of services
- Face to face appointments
- Follow- on treatment and continuity of care
- Health inequality
- Person centred care
- Referrals
- Staff attitudes and performance

Mixed feedback:

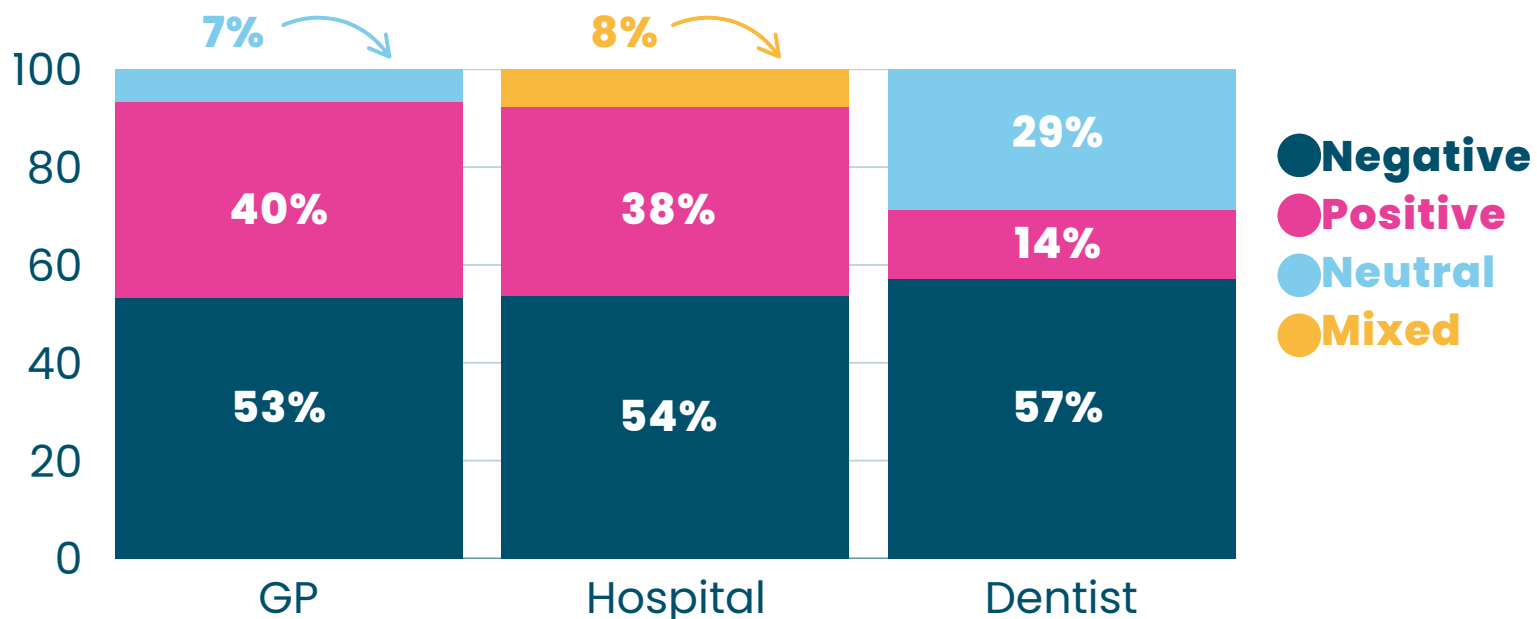
- Access to services
- Consent, choice, user involvement and being listened to

Negative feedback on:

- Access to services
- Administration (letters records / results)
- Booking appointments
- Cancellation
- Caring, kindness, respect and dignity
- Cleanliness, hygiene and infection control
- Clinical decision
- Communication with patients, treatment explanation and verbal advice
- Complaints
- Consent, choice, user involvement and being listened to
- Cost and funding of services
- Diagnosis
- Face to face appointments
- Follow- on treatment and continuity of care
- Health inequality
- Integration of services and communication between professionals
- Medical records
- Medication, prescriptions and dispensing
- Parking and transport
- Patient / resident safety
- Person centred care
- Public consultation and engagement
- Quality of treatment
- Referrals
- Remote appointments and digital services
- Service organisation, delivery, change and closure
- Staffing – levels and training
- Waiting for appointments or treatment / waiting times
- Written information, guidance and publicity

You told us...

Patients gave us the most feedback about GP, hospital services and dentists, and this is how they feel (%)



Here a selection of positive and negative experiences from the public...

"Had a basal cell carcinoma removed at Bishop Auckland Hospital and I have to say I thought they were very good. No complaints about the service at all. I was very well looked after."

"Had to take Aunt to A&E at UHND, although we were there for 6-8 hours, we were really looked after. The staff were lovely. My Aunt is in a wheelchair and is non verbal and they sat us in the overflow area, there was a station to have tea/coffee and biscuits It is hard to keep my Aunt occupied and the staff were very helpful."

"Routine appointments are now approx 6 weeks ahead but can only be telephone consultations unless you specifically request face-to-face and it gets approved, econsults difficult to use as the practice has removed the general section to complete, they take a lot longer to complete than it would take to speak with a GP, there is a limited character count meaning you have to be mindful of what you write but that can leave things open to interpretation of the person reading it, and even though you specify a particular method for response, the GP will ultimately decide on what method they will use to reply, and they are only open on a morning sometimes full by 9am which is not helpful for anyone. I had a telephone appointment booked in and screenshot it as a reminder, the call then never occurred and although I received an apology, the Practice said there was absolutely no record of it having been booked."

Word on the street...

We asked our volunteers to gather information they are hearing about health and social care services whilst they are out and about. Here are some of the experiences people have shared...

Patient Transport

A volunteer regularly uses patient transport services. He has to give lots of details about what health and mobility issues he and his wife have many times over, whereas one would hope that once their circumstances were known they would not have to go through all the details again. To access patient transport he phones a call centre at the council's social care department and not only do they get a different person answering each time, but the council subcontracts the transport, to more than one provider, so he never knows which one will pick him up.

He has experienced being told they cannot have someone accompanying them, even though they both need that, and on occasion the transport turning up not being aware that he needed to stay in his wheelchair, and his wheelchair nearly turning over en route because it was not fastened properly. He also encounters an unpleasant attitude by one particular individual at the call centre whenever it is she who answers.

Tow Law Pharmacy

The pharmacy has changed hands recently and although there are no complaints about the quality of the practice, people are finding the change over difficult as the previous owners had been there for many years, knew their customers and were able to give a more personalised service.





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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