



**Total number of contacts this month: 127,
of which 66 gave more detailed feedback**

Top issues

GP services

Issues around getting an appointment and digital exclusion

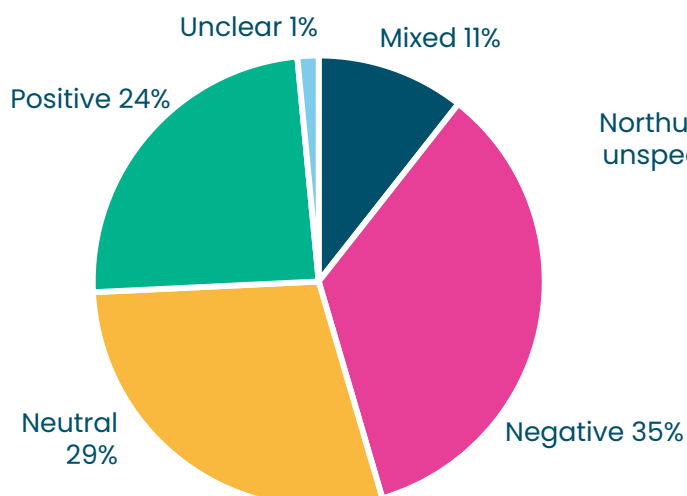
Hospital outpatients

Distance required to travel to an appointment and poor service. Almost half of the feedback received was positive.

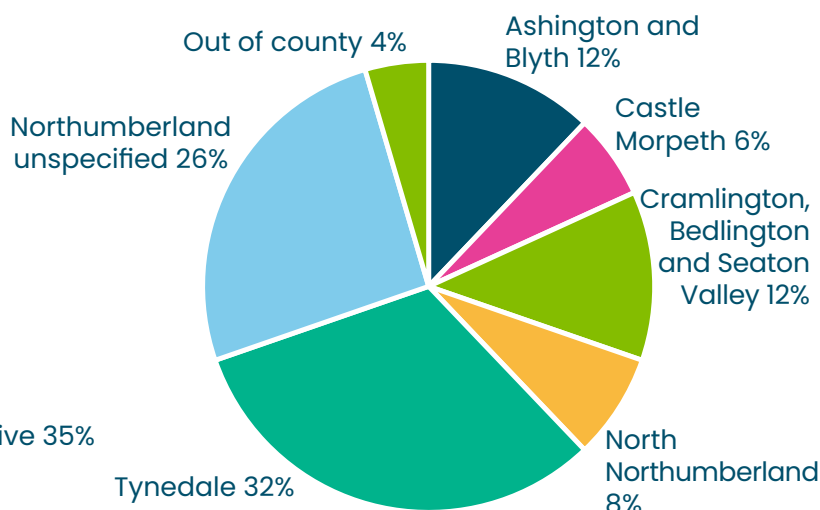
Dentists

Difficulties getting an appointment with an NHS dentist

How people were feeling



Where they were from



Information and Signposting Service

NHS complaints	2
Mental health support	2
Finding an NHS dentist	2
Adult Social Care telephone number	1
Assessment of capacity	1
Raising a concern (not a complaint)	1
Volunteering support	1
Mental health support for ex-Prison Officers	1
Choosing a care home	1
Moving house as a social housing tenant	1
Food parcels	1
Scams awareness/support	1
Hearing aid repair	1
Adult literacy	1
Information events (for a professional)	1

Service providers and number of enquiries

Burn Brae Medical Group	5
Northumbria Specialist Emergency Care Hospital	4
Wansbeck General Hospital	3
The Freeman Hospital Audiology Department	3
Hexham General Hospital	3
North East Ambulance Service	3
Wellway Newbiggin Surgery	2
Hencotes Dental Practice	2
Royal Victoria Infirmary	2
Fairnington centre	2

We also heard about 20 other service providers once each.

Feedback and enquiry issues

14 GP services

7 Dentists

7 Hospital outpatients

3 Hospital A&E

3 Hospital inpatients

3 Ambulance services

2 Audiology

2 Pharmacy

1 NHS England

1 Oncology

1 Neurology

1 The Fairnington Centre

1 Mental health services

1 Physiotherapy

1 Hospital urgent treatment centre



Positive feedback

A patient left positive feedback about their endoscopy appointment at Hexham General Hospital.

"A very positive experience from entering the department to leaving. The reception was very welcoming, the waiting area was comfortable and clean. The initial assessment was slightly rushed in a small room but still allowed time for questions etc.

I cannot thank Dr Lee and the endoscopy staff in the room enough. I was very stressed about the procedure but I was talked through it and it was over before I knew it. Recovery was swift and I was given a print out of findings. The staff contacted my husband to collect me. Excellent, professional and patient centred care. All credit to the team."

Tynedale resident



Impact

"Pharmacy First presentation was very informative. Useful to hear about service I was unaware of such as the 111 emergency prescription service. More local publicity definitely needed for Pharmacy First.

Direct Payment session also very clear and helpful."

Feedback on our Annual Event. Tynedale resident.



Negative feedback

"Whilst I feel digital is great for those that can use it, I am concerned that older people are feeling pushed into using digital services. Many who are much older have never used smartphones, or even computers, so patients still need to have choice of how to access GPs.

Surgeries should consider the demographics of an area when deciding on patient access."

North Northumberland resident



This month's focus

The main focus was on delivering our **Annual Event** in Hexham. 80 people joined us to hear about local services and our review of the year.

We've been out and about with our Hear to Hear events in Bedlington, at Hexham General Hospital, Morpeth Library, Seahouses Hub and Newbiggin. We attended **Thriving Together's** information events in Amble and Haltwhistle, a Northumberland County of Sanctuary session at Ashington, the Meet and Eat session in Allendale and we also heard from adults

with learning disabilities at Journey Enterprises in Acomb. We launched our Pharmacy First work, and started analysing results of the 'Taking a Break' carers project.

For the Persistent Physical Symptoms project, we held the second Patient Participation Governance group meeting and gave a promotional talk to Blyth Rotary club.

Our online talk this month was from Age UK Northumberland. The subject was Scams Awareness and the event was well attended.