



**Total number of contacts this month: 266,  
of which 52 gave us more detailed feedback**

## Top issues

### GP services

Difficulty getting an appointment and long waits to get an appointment.

Poor quality of care although there were several mentions of good service received.

### Hospital - outpatients

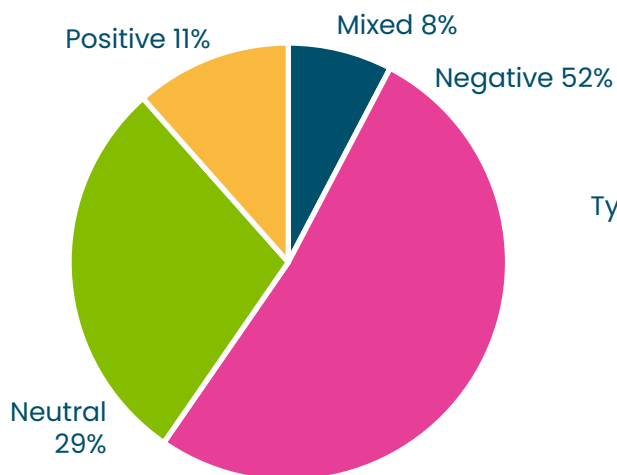
IT systems not joined up with other parts of the NHS.

Poor quality of service although several people reported they received good service.

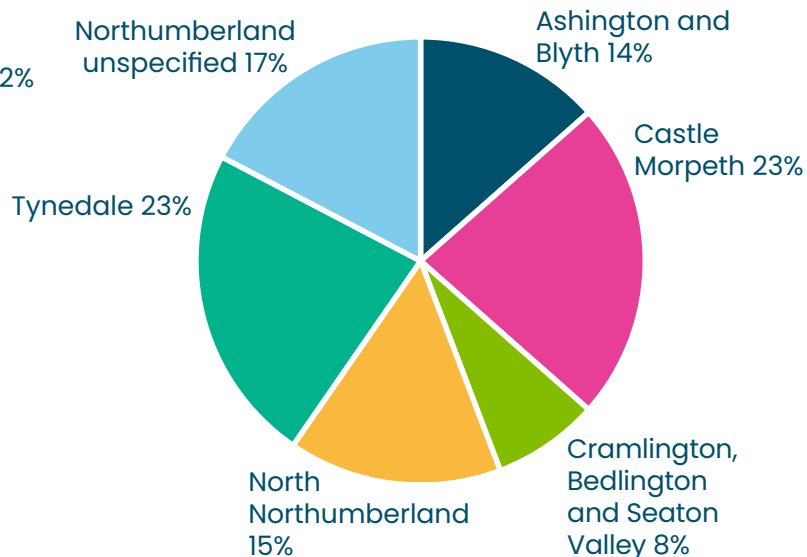
### Hospital - inpatients

Recovery and post-operation advice was not always provided to patients.

## How people were feeling



## Where they were from



## Information and Signposting Service

Sight loss support	2
Transport enquiry	1
Escalating an NHS complaint	1
Elderly support groups	1
Cost of living support	1
Community transport services	1
Respite day care	1
Digital Champions	1
Accessing adult social care	1
Drop-in hearing aid clinics	1

## Service providers and number of enquiries

Northumbria Healthcare NHS Foundation Trust	5
Ponteland Medical Group	4
The Freeman Audiology Services	4
Beech Tree care home	3
Hexham General Hospital	3
Northumbria Specialist Emergency Care Hospital	2
Union Brae Surgery	2
Newcastle upon Tyne Hospitals NHS Trust	2

We also heard about 16 other service providers once each.

## Feedback and enquiry issues

### 16 GP services

### 9 Hospital outpatients

- 3 Audiology
- 3 Care home
- 3 Hospital inpatients
- 2 Urgent care
- 1 Wheelchair services
- 1 Pharmacy
- 1 Community Transport
- 1 Mental health
- 1 District Nursing



## Impact

"Healthwatch Northumberland does a great job in terms of collating all of the patient feedback, distilling it, and presenting the key themes of that back to us. This evidence base can give us more to go on from a commissioning/contract perspective."

Comment received from the Strategic Head of Primary Care (Northumberland and North Tyneside Delivery Team) at NHS North East and North Cumbria Integrated Care Board.



## This month's focus

Our [Here to Hear drop-in sessions](#) took place in East Bedlington, Hexham, Morpeth, Prudhoe and Ashington. We also attended Wooler Warm Hub, Hexham Livestock Mart, Ageing Well's Winter Warmer event in Ponteland, Carers Northumberland's Carers Rights information day in Morpeth and the Digital health in rural communities: bridge or barrier? conference, organised by the National Innovation Centre for Rural Enterprise.

This month's free online information session from the ME Association was an update on the latest research on ME and Long Covid. A recording of the talk can be found on our [Online Events webpage](#) on our website.

Working with Local Healthwatch and the NHS in our area, we asked for feedback on three services designed to help people access the care they need more quickly. These are GP out of hours appointments, the NHS App, and the Pharmacy First Service. You can leave feedback about these services [online](#).



## Negative feedback

"The Newcastle Hospitals and Northumbria Trusts operate totally different IT systems and appointment systems and don't cross over. Arranging appointments between them as new patients to the English NHS was farcical and tortuous and not helped by the Scottish hospital records not being sent over into the England systems – which apparently is 'normal'. Why?"

This is an everyday occurrence and surely can be facilitated much more professionally, bearing in mind the huge and potentially serious range of health issues that are needing to be monitored/managed?

North Northumberland resident



## Positive feedback

A person told us they have attended a hospital on many occasions for cancer care, and found all the staff they came into contact with to be friendly and very attentive.

They particularly liked that the staff remember their name and use it throughout their interactions, making the person feel more at ease and like a person not a number.

Tynedale resident