

What you told us: December 2025



**Total number of contacts this month: 110,
of which 40 gave us more detailed feedback**

Top issues

Hospitals - inpatients

An equal mix of praise and criticism around the quality of service.

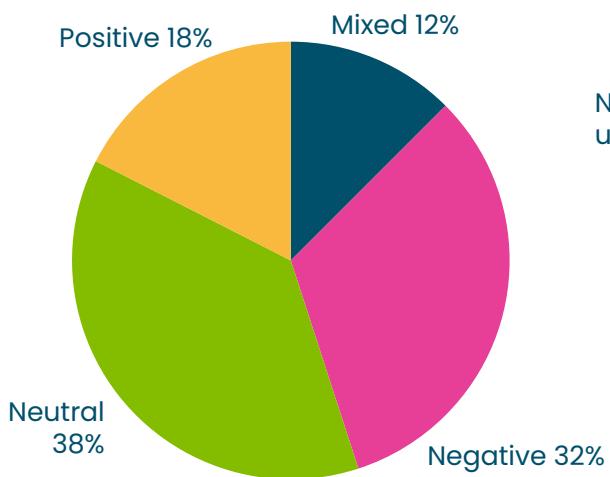
GP services

Also an equal mix of praise and criticism around the quality of service.

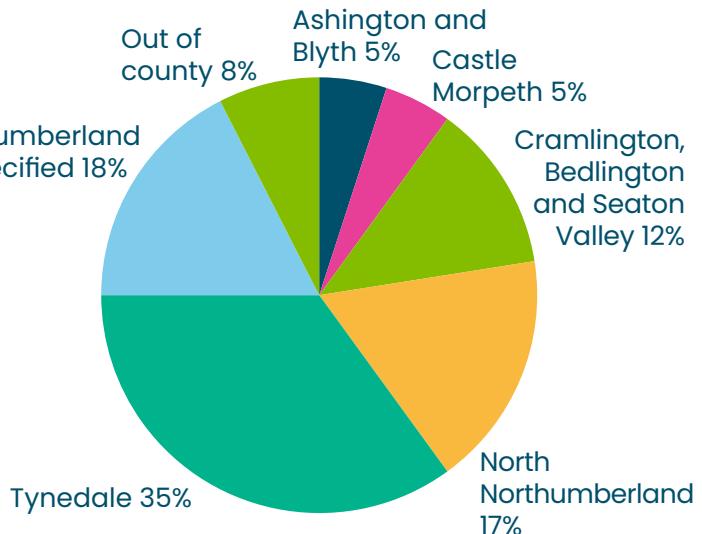
Hospital - outpatients

Poor communication and the distance to travel although these issues were balanced with praise for the quality of service received.

How people were feeling



Where they were from



Information and Signposting Service

NHS dentist	3
Making a complaint	2
Benefits advice	1
Gentle exercise classes	1
Healthwatch Gateshead	1
Mental health support	1
Message in a bottle scheme	1
Mobile NHS dentist	1
Support for carers	1
Support for manic depression	1
Support wanted for respiratory/cough/cold	1
Support with PIP reviews	1
Transport	1
Weight loss support	1

Service providers and number of enquiries

RVI Newcastle	4
Newcastle Hospitals (The Freeman)	3
Wansbeck General Hospital	2

We also heard about 14 other service providers once each.



Positive feedback

A patient left positive feedback about the gastroenterology department at Wansbeck General Hospital.

They said, "This was a first appointment. I wasn't sure what to expect or how long my appointment would be. I didn't see the consultant named on my appointment letter, I saw a more junior member of her team who took a full history. I had planned what to say and she listened and asked lots of questions. This took about 30 minutes. Then she went to relay all that information to the consultant. She was gone for 20 minutes and then returned to talk to me about next steps and likely diagnosis. This was another 15 – 20 minutes.

I felt listened to and that the impact of my condition on my life was understood. I was given enough time to ask questions about likely diagnosis, possible treatment, tests required before this could start and interim medication to control symptoms while waiting for tests. I could not have asked for a better experience."

North Northumberland patient

Feedback and enquiry issues

5 Hospital inpatients

5 GP services

4 Hospital outpatients

3 Audiology

2 Dentist

1 A&E

1 Pharmacy

1 Community physiotherapy

1 Care home



This month's focus

As well as our usual Here to Hear sessions across the county we also attended Hexham Livestock Mart, the Meet and Eat session in Allendale and the Northumberland County of Sanctuary session in Blyth. Adapt (NE)'s Community Hub opened in December 2025 and we are staffing the Warm Space once a week on Tuesdays, as an additional Here to Hear.

We have been supporting the NHS in our region to find out more about people's awareness of the Pharmacy First scheme, GP extended opening hours services and the NHS App. We also carried out a piece of work for the NHS to gauge the public's opinion of proposed dentists' awareness publicity materials.

Our online information event this month was from Tyneside and Northumberland MIND and was about the mental health services it provides to people in Northumberland.



Negative feedback

Feedback from a professional on behalf of a member of public:

92 year old female unable to access hearing support in the form of a hearing test at home. The Freeman Hospital audiology department has confirmed she can have a domiciliary visit. However, this needs to be recommended by her GP. The patient has macular, is nearly blind and suffers from anxiety. Daughter has been trying to get this done for her mum for a while but the GP has not been supportive. Having to go through GP for this request is a barrier to access.

Ashington and Blyth resident



Impact

We received an email from Vision Northumberland which said, "Just to confirm Public Health have now agreed to undertake a Joint Strategic Needs Assessment of eye care... I have met with the Public Health person leading on it and central to her knowledge is the Healthwatch Northumberland report."