

Total number of contacts this month: 67,
of which 44 gave us more detailed feedback

Top issues

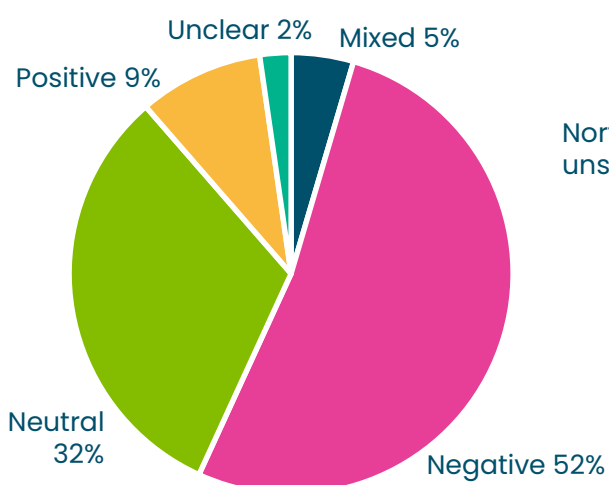
GP services

Poor service and difficulties getting appointments.

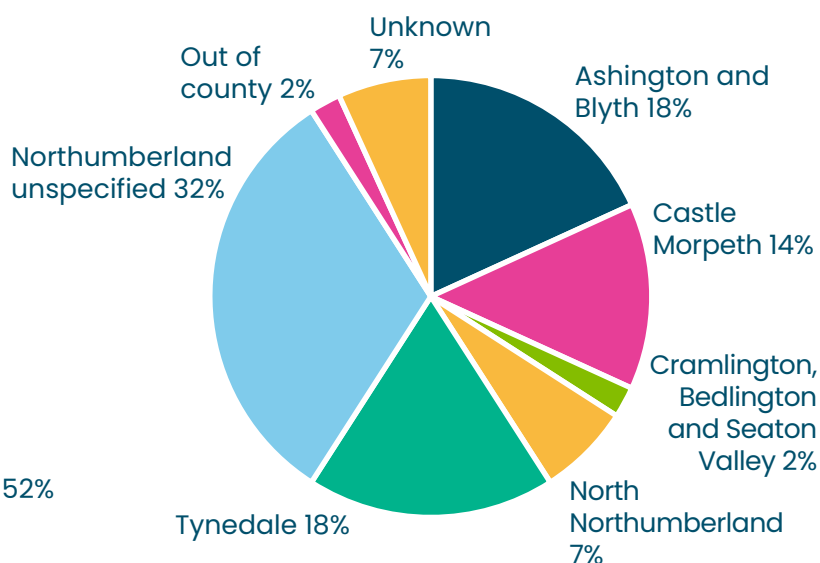
Audiology

Long distances to travel and the new drop-in clinics have been oversubscribed.

How people were feeling



Where they were from



Information and Signposting Service

Benefits advice	3
Scams awareness	2
NHS complaints	2
Right to choose	1
Support services directory	1
Local community groups	1
Voluntary counselling placements	1
Registration with GP practice	1

Service providers and number of enquiries

The Freeman Hospital Audiology Department	5
North East Ambulance Service	2
Wansbeck General Hospital	2
Wansbeck Hospital Urgent Treatment Centre	2

We also heard about 15 other service providers once each.



Positive feedback

A person told us that they received excellent care from a hospital ward team specialising in urology.

The person was first on the list for being operated on, and this happened promptly. The staff were extremely busy but still went out of their way to make time to chat with the patient. The anaesthetist made them feel at ease, even cracking jokes with them. The person was well cared for once out of theatre, provided with a good breakfast with added homely touches such as a teapot rather than just a mug of tea.

They were given clear information on discharge and about what would happen next regarding test results and a follow-up appointment. The staff made the whole process as positive as it could be.

Ashington, Blyth and Newbiggin resident



Negative feedback

"The new audiology drop-in session in Morpeth, dealing with hearing aid checks, is totally oversubscribed and people are turned away on the third Monday of the month because the technician can only see 25 people in the session and it is not possible to make an appointment – first come, first served basis or just waiting to see if you can be seen at the end of the session.

"Getting tubes and lobes is exceedingly difficult. Personally I think the audiology department is a shambles."

Castle Morpeth resident

Feedback and enquiry issues

10 GP services

7 Audiology services

3	Ambulance services
3	Hospital – outpatients
2	Mental health
2	Adult Social Care
1	Hospital – inpatients
1	NHS 111
1	Urgent care
1	Cardiology
1	Dentist



This month's focus

This month we held our Here to Hear public drop-in sessions in Blyth, Bedlington, Morpeth and at Hexham General Hospital. We also attended Northumberland County of Sanctuary's session in Blyth, Hexham Livestock Mart, and Adapt (NE)'s Warm Space as additional sessions hearing from local communities.

We have been heavily involved with planning and delivering the North East and North Cumbria Integrated Care Board's end-of-life care planning engagement and Northumberland County Council's Mental Health Needs Assessment.

Our [online talk](#) was delivered by Vision Northumberland for which we had a good audience.



Impact

Email from Head of Services and Support, Community Pharmacy North of Tyne:

"Thanks, I had received a copy of the [Pharmacy First report](#), which makes for interesting reading. It confirms our feeling that the older population is probably not as aware of the services offered by community pharmacy and the skills and knowledge that pharmacists have.

"We have already started to make contact with Age UK, etc. within Northumberland to start addressing this inequality."