



Total number of contacts this month: 154, of which 57 gave us more detailed feedback

Top issues

GP services

About 50% of comments praised the quality of care received however, poor communication and poor quality of care were also highlighted.

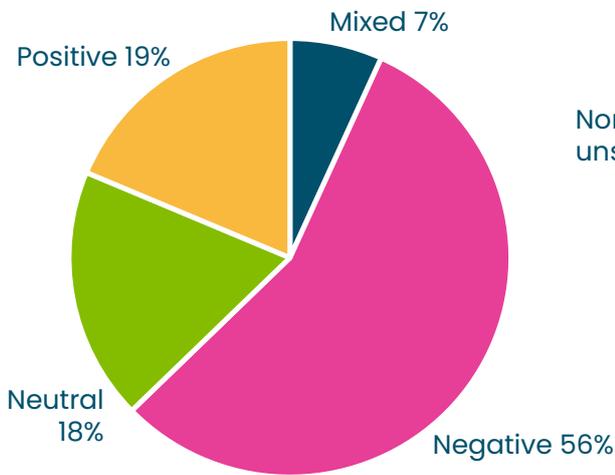
Hospital - outpatients

Poor communication and long waits for an appointment were the biggest issues we heard this month.

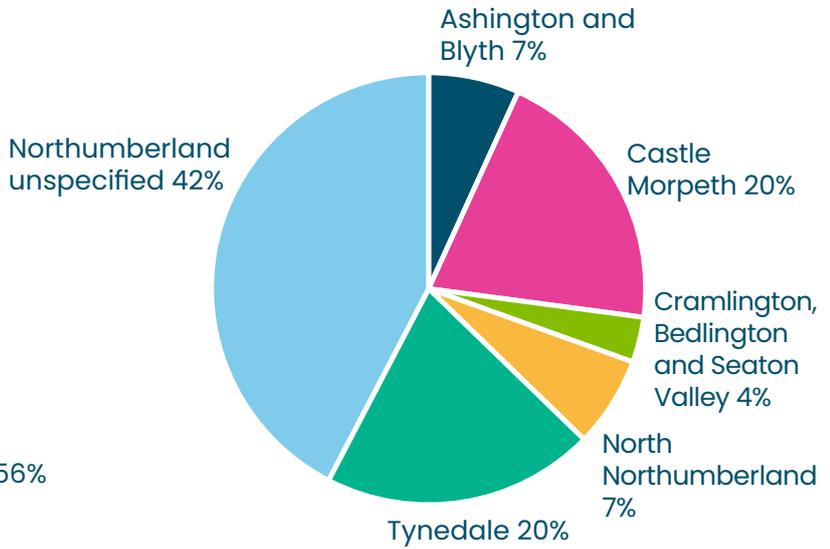
NSECH maternity and baby unit

Poor quality of care.

How people were feeling



Where they were from



Information and Signposting Service

Cancer support groups	2
IT equipment	1
Secondary care for asylum seekers	1
Care in the home	1
Parkinson's support	1
Carers' support	1
Social prescribing	1
Hearing support	1
How to complain about the ICB	1

Service providers and number of enquiries

Burn Brae Medical Group	4
Northumbria Specialist Emergency Care Hospital	4
NSECH - maternity services	4
Railway Medical Group	3
Northumbria Healthcare NHS Foundation Trust	2
Greystoke Medical Practice	2
Alnwick Medical Group	2
Hexham General Hospital - physiotherapy	2

We also heard about 15 other service providers once each.

Feedback and enquiry issues

17 GP services

11 Hospital outpatients

4 Maternity unit and aftercare

3 Mental health

3 Ambulance services

2 Audiology

2 Urgent care

2 Hospital inpatients

1 Podiatry

1 Physiotherapy

1 Breast screening service

This month's focus



This month we held our regular Here to Hear drop in sessions in Alnwick, Morpeth and at Hexham General Hospital.

We have had additional in-person sessions at Northumberland County of Sanctuary in Ashington, Hexham Livestock Mart, and at Newbiggin Community Hub.

We were also invited to attend the Northern Cancer Voices event held at Cramlington Manor Walks, and we gave a talk about our services to the Age UK group in Ponteland.

Our online talk was given by Healthworks and was about women's cancers.

We launched our Annual Survey this month, which asks 'what matters to you?' The results will help set our work priorities for the year ahead. You can leave feedback [online](#) until 31 March 2026.

Negative feedback



A woman told us she was concerned about the reduction in podiatry services. She said they don't just cut toenails but they provide a vital early detection service for conditions like diabetes.

She said she is concerned that more health conditions will go undetected or not be picked up early with the new service levels.

Castle Morpeth resident

Positive feedback



A woman told us she was really happy with her GP surgery. They helped her stop vaping and continued to monitor her after stopping. They had also given her antibiotics when she had a chest infection.

Tynedale resident

Impact



One of Northumberland County Council's Locality Coordinators reported that she had taken our mental health booklets to Ashington College where they were well received and 'picked up by a surprisingly high number of students'.