

**Total number of contacts this month: 102,
of which 77 gave more detailed feedback**

Top issues

Audiology services

Distance to travel to appointments

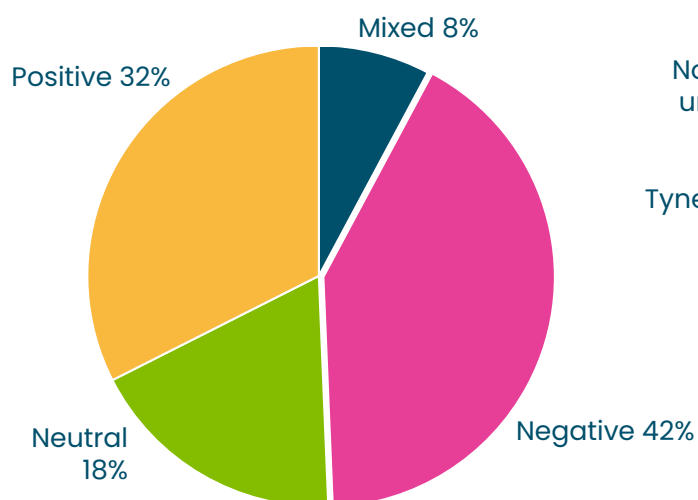
GP services

Difficulty getting a face-to-face appointment and issues with the online booking system.
Half of the feedback praised good service received.

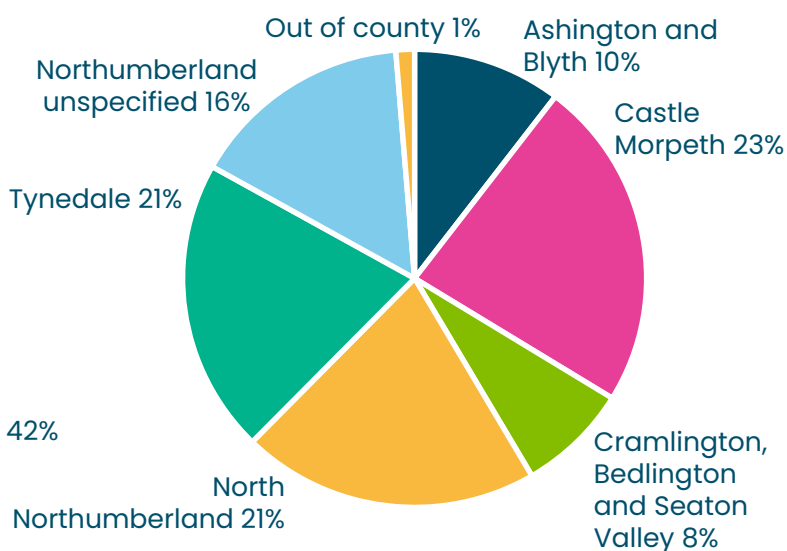
Radiology services

Distance to travel to appointments

How people were feeling



Where they were from



Information and Signposting Service

Patient transport	2
Social prescribing	2
Mental health support	2
Talking therapies	1
Awareness raising and publicity	1
NHS dentist	1
Hearing loss support	1
Care home directory	1
Autism support	1
HC2 certificate application	1
NHS complaints	1

Service providers and number of enquiries

Royal Victoria Infirmary	5
Northumberland County Council	5
Wansbeck General Hospital	5
The Freeman Hospital	5
Hexham General Hospital	4
North Tyneside General Hospital	3
Gas House Lane Surgery	3
Northumbria Healthcare NHS Foundation Trust	2
Bedlingtonshire Medical Group	2
Greystoke Medical Group	2
NEAS	2

We also heard about 23 other service providers once each.



Impact

Our team produced a simplified version of a Volunteer Agreement handbook for Thriving Together, to be shared with users of the new volunteering management system including Healthwatch Northumberland and other local organisations and services. "Many thanks to the team for updating the Volunteer Handbook to an easier read version."

Thriving Together Project Manager

Feedback and enquiry issues

14 GP services

6 Blue Badge applications

4 Urology

4 Radiology

4 Ambulance services

3 Orthopaedics

3 Audiology

2 Pharmacy

2 Podiatry

2 Oncology

2 Care home

2 A&E

2 Urgent Care Centre

2 Dentist

2 Maternity services

2 Mental health

2 Hospital (inpatients)

1 Hospital

1 ADHD support

1 Eye department

1 Hospital (outpatients)

1 Adult Social Care



This month's focus

Here to Hear sessions took place in Ashington, Hexham, Bedlington, Hadston, and Morpeth, plus we were at the Bell View wellbeing event in Belford.

We completed an Enter and View visit to Hartford Court Care Home (report to follow), and held focus groups in Hexham and Alnwick on audiology services.

Our online session from Parkinson's UK had 18 attendees who really enjoyed the talk.

The Persistent Physical Symptoms project has been re-establishing contact with groups in Ashington, Blyth, and Newbiggin-by-the-sea to recruit research participants.

We asked for experiences of applying for or renewing a Blue Badge and heard that the process is lengthy and slow.



Negative feedback

"This was a Blue Badge renewal but I had to give all the information again including ID, doctor's original letters of my conditions etc. – why?? As it was a renewal I was expecting a simple form i.e. giving any changes to my conditions.

It's a very long-winded procedure, photocopying everything a second time. I sent it well in advance but they came back with more questions last month. I had thought I'd been turned down and was getting anxious but I've just heard they will renew it. I know they advised of a large number of applications and a backlog but surely renewals should be much easier for all concerned."

Ashington and Blyth resident



Positive feedback

A person told us that they are happy with the care they received at their GP surgery, with a sensible booking process, being guided to ring on a Monday for non-urgent medical appointments available that week (although they did say that patients do have to ring early).

Having not needed to see a GP in over ten years, the person said they were pleased to be offered full blood testing, finding it reassuring that they were taken seriously. They were also pleased to be offered a wellness check for added reassurance.

Castle Morpeth resident