



**Total number of contacts this month: 258,
of which 92 gave us more detailed feedback.**

Top issues

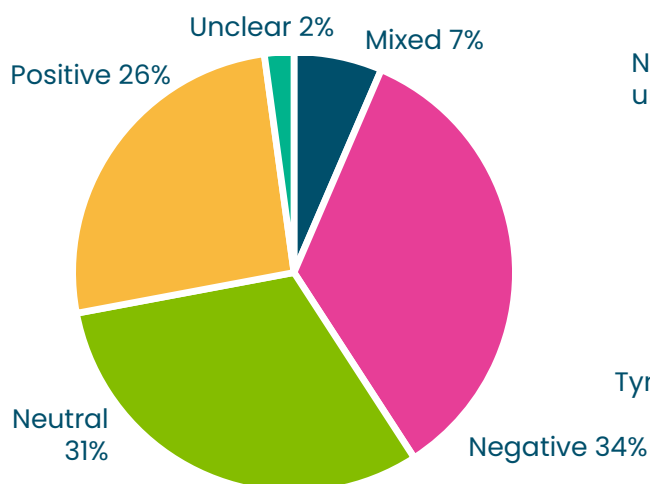
GP services

We heard most about appointment booking and online access difficulties this month. About a quarter of the detailed feedback we received was in praise of the quality of care.

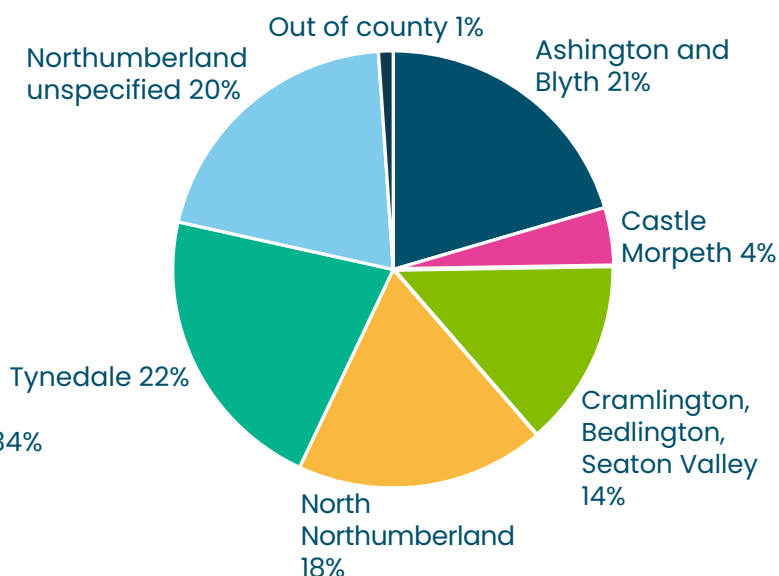
Audiology services

About half of the feedback we received was positive about the care patients received, but there were concerns expressed about long waiting times for appointments.

How people were feeling



Where they were from



Information and Signposting Service

NHS dentistry	3
NHS complaint process/PALS information	3
Audiology and hearing aid support	3
Macular degeneration and sight loss support	2
Mental health support	2
Patient transport	2
Diabetes support	2
Cancer and limb loss support	1
Bereavement support	1
Housing advice	1
Menopause support and education resources	1
Social isolation and family support	1
Volunteering opportunities	1
Home adaptations and falls prevention	1
Home care and turnover of carers	1
Personal alarm/call help button	1
Cost of living resources	1
Funding appeal support for disabled adult	1

Service providers and number of enquiries

Hexham General Hospital	6
Royal Victoria Infirmary	4
Patient Transport Services	4
Wansbeck General Hospital	3
NPC Amble and Broomhill Practice	3
Seaton Park Medical Group	3
Railway Medical Group	2
Northumbria Specialist Emergency Care Hospital	2
NPC Elsdon Avenue Practice	2
NHS 111	2
Union Brae and Norham Practice	2

We also heard about 29 other service providers once each.

Feedback and enquiry issues

27 GP services

9 Hospital outpatients

7 Hospital inpatients

5 Ambulance services

3 Audiology

3 Dentist

3 Urgent care

2 Care home

1 NHS in general

1 Urology

1 Hospital discharge



Impact

We received feedback about replacement hearing aid batteries being available at Seghill surgery, after we raised this with the audiology service as a gap in services for local people.

"It has been extremely well received not just by patients of the practice, but patients of other practices who were experiencing difficulty, so a real community resource. Thank you for your help."



Positive feedback

A woman told us that she was full of praise for Alnwick Infirmary after recently attending a physiotherapy appointment there. She had wanted to be seen at Hexham General Hospital but the waiting list was long. Instead, she opted to be seen at the Infirmary, which was excellent and, because the ticket machine wasn't working, even the parking was free!

Tynedale resident



This month's focus

We have been out and about hearing from the public at our drop-ins at Bedlington, Hexham General Hospital and Morpeth Library. We could also be found at Berwick Cancer Cars coffee morning, Hexham Mart, Allendale's Meet and Eat session, the Fishermen's Mission events at Blyth and Amble, a wellbeing event in Belford, a Prudhoe Silver Friends event and ASDA in Ashington.

We supported the North East Ambulance Service with its Patient Transport Service engagement and have been sitting on a steering group of Public Mental Health Strategy and attended a workshop on this.

The online talks were from Live Well with Cancer and Hoarding Disorders UK. We had our highest number of people on record sign up for the Hoarding Disorders talk!



Negative feedback

A patient who often struggles with GP access sometimes as they are not online told us they have to rely on a family member for help. More generally they feel that they are not offered the option to contact the surgery by phone.

They also sometimes feel dismissed or not really listened to at GP appointment due to their age – they have multiple concerns and have been told it's just old age and there's no cure. They do receive regular health checks, although never with a GP. They told us they do not mind this, however, they often feel those doing the health checks are not able to answer their questions.

Ashington and Blyth resident