



Total number of contacts this month: 236 of which 99 gave us more detailed feedback.

Top issues

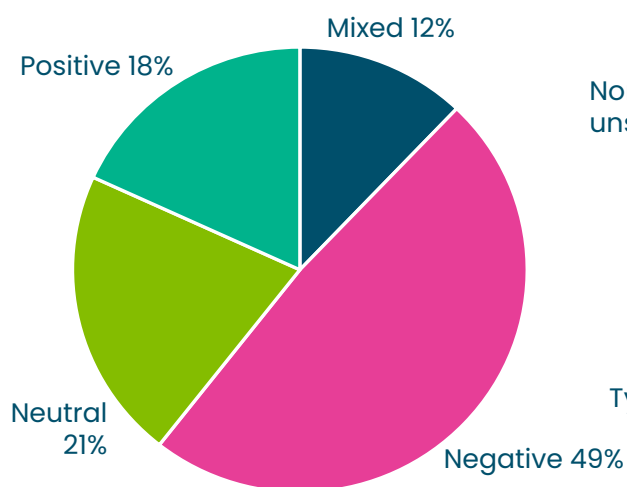
Hospitals - outpatients

Access to services and communication issues were the topics most frequently raised.

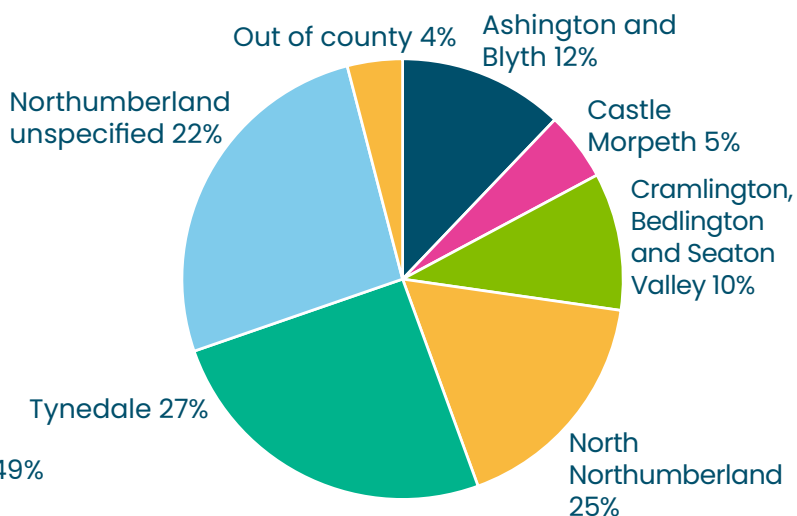
GP services

The quality of care and treatment was the most common reason people contacted us about GP services with a roughly 50/50 split between positive and negative comments.

How people were feeling



Where they were from



Information and Signposting Service

Advice on access to health services for asylum seekers	1
Advocacy	1
Adult social care support	1
Emergency dental treatment	1
Emergency food parcel	1
Freelance care team facilitator	1
Fundraising support	1
Help with funding applications	1
Housing support	1
How to contact the CQC	1
Patient transport	1
Physiotherapy	1
Regional patient participation groups	1
Respite care	1
Statistics on people with hearing loss in Northumberland	1

Service providers and number of enquiries

The Freeman Hospital	8
Newcastle Hospitals	7
Northumbria Specialist Emergency Care Hospital	5
Hexham General Hospital	5
Wansbeck General Hospital	5
Adult Social Care	4
JMAPS Northumberland	3
Union Brae Surgery	3
Northumbria Healthcare NHS Foundation Trust	3
North East Ambulance Service	3
Wylam Pharmacy	3
Lindisfarne Health	2
Marine Medical Group, Blyth	2

We also heard about 28 other service providers once each.

Feedback and enquiry issues

16	Hospital outpatients
15	GP services
9	Hospital inpatients
5	Audiology
5	Dentist
4	Ambulance services
4	Pharmacy
4	A&E
3	Mental health
2	Oncology
2	Physiotherapy
2	Neurology
2	Care home
2	Adult social care
1	Hospital nursing team
1	Community hospital
1	Psychiatry
1	Community physiotherapy
1	Urology
1	NHS 111
1	Community podiatry
1	District nursing

This month's focus

We have continued run are Here to Hear sessions throughout the summer months visiting our usual venues of Morpeth Library, Hexham General Hospital, Alnwick, Hirst Welfare in Ashington and Cramlington Hub. We also held extra drop-ins at Hexham Livestock Mart, Blyth Hospital and in Prudhoe.

We were involved with Healthwatch England's research into GP access, holding a focus group with a group of disabled people.

Our online sessions in July and September were by Pain Concern UK in July and Northumberland County Council's Stop Smoking service.

Positive feedback

"I want to thank everyone at the surgery - the receptionist, nurses, therapist and doctors - for all the care they have given to me over this past year. I am so grateful that it's so easy to access the GP of my choice as he knows me and I don't have to tell him my history again.

I have heard rumours that they are changing the system to an online one. This worries me greatly, I do hope they consider leaving the system as it is for older patients, like myself."

North Northumberland patient

Negative feedback



"I requested my medication, as usual. When I rang the surgery, it was not ready as their computer system had been down for three days. I had actually ran out of my medication and gave time for my medication to be delivered. This is not good enough; before the computers, there was other ways to order your medication, but now people are relying on them, and when they break down, nobody can think past them."

Tynedale patient

Impact



The Integrated Care Board has acted on our request to produce information about how to get urgent dental care. Initially, this was in process but it was postponed due to a review. We chased on a few occasions explaining that we were receiving multiple requests and the Care Board's communications lead pursued this to get it agreed and actioned.