Healthwatch Northumberland

David Thompson , Chair

Thank you

Carole Pitkeathley

Sharon Spurling

Stephen Blackman

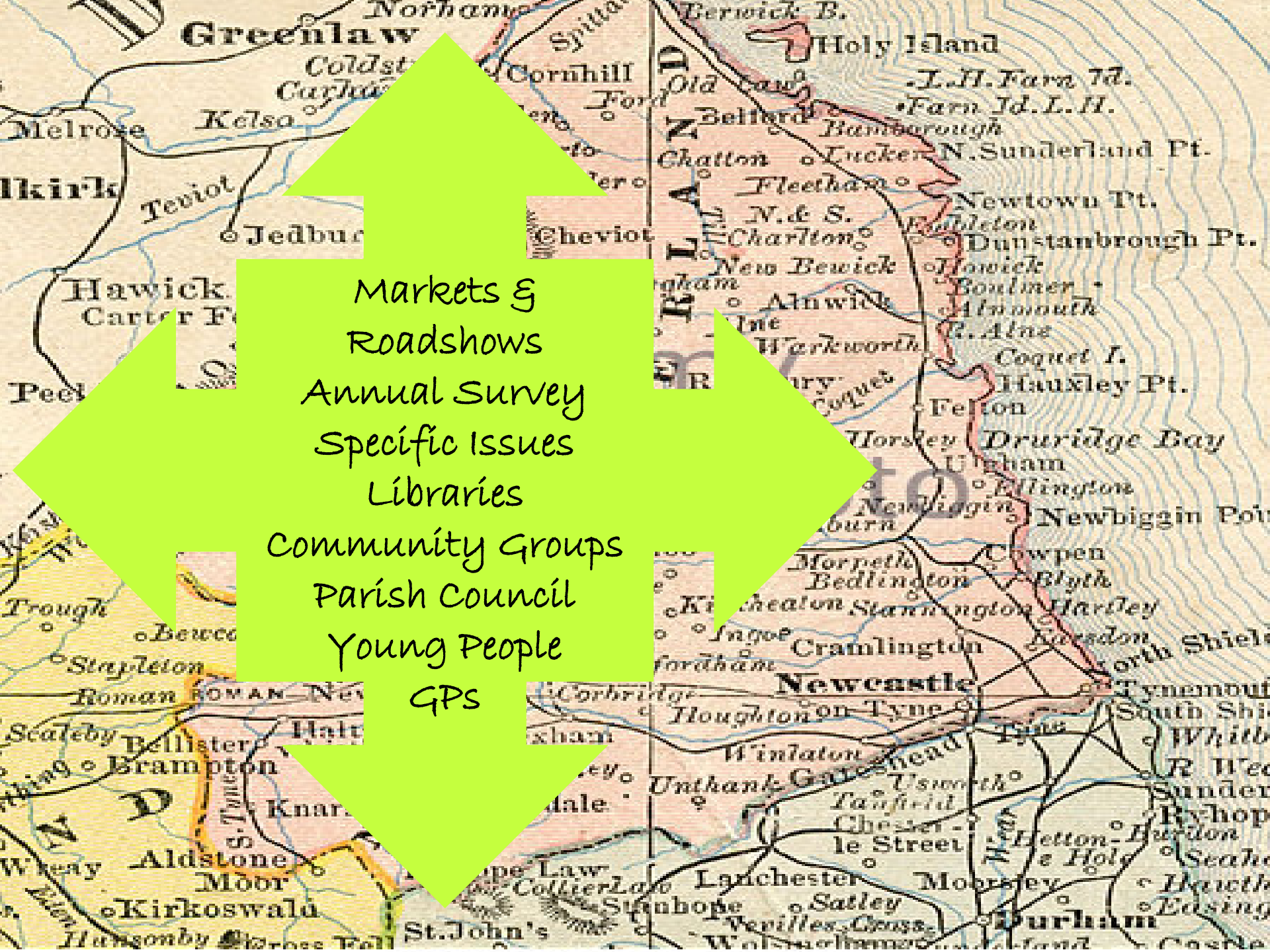
Chief Officer

North of Tyne Local Pharmaceutical Committee

Healthwatch Northumberland

Derry Nugent, Project Coordinator

“Most people do not listen with the intent to understand they listen with the intent to reply”


Markets &
Roadshows
Annual Survey
Specific Issues
Libraries
Community Groups
Parish Council
Young People
GPs

"It's difficult to get a time to suit especially at dentist for the children, not many appointments after school time and none on weekends for working parents"

"Travelling 50 miles for a blood test, followed by a similar trip the next day for treatment"

"Patient transport inconsistent. Harshness in taking into account family circumstances"

"What else could the money buy? We don't know"

"Prescriptions never ready, always asked to come back"

"Clear information about hospital appointments I found phone service worked well. Nurse taking bloods worked well so doctor was freed up to do other things"

"As for the care received from medical/nursing/ancillary staff it has been good/excellent"

What is Northumberland saying

65% of respondents said that their experiences of health and social care were good or excellent over the last twelve months.

12% of respondents rated their service as poor compared to 6% in 2017.

It not the care it is the things that happened around it – transport, administration, coordination

What is Northumberland saying

Comments about dentists, hospitals and ambulances generally more positive

GP's received many favourable comments but lost confidence from respondents when it came to booking appointments.

Appointments were mentioned 205 times

Issues – call backs, screening by reception staff and waiting all day to still need an appointment, impact of a hearing loss or mental health problems

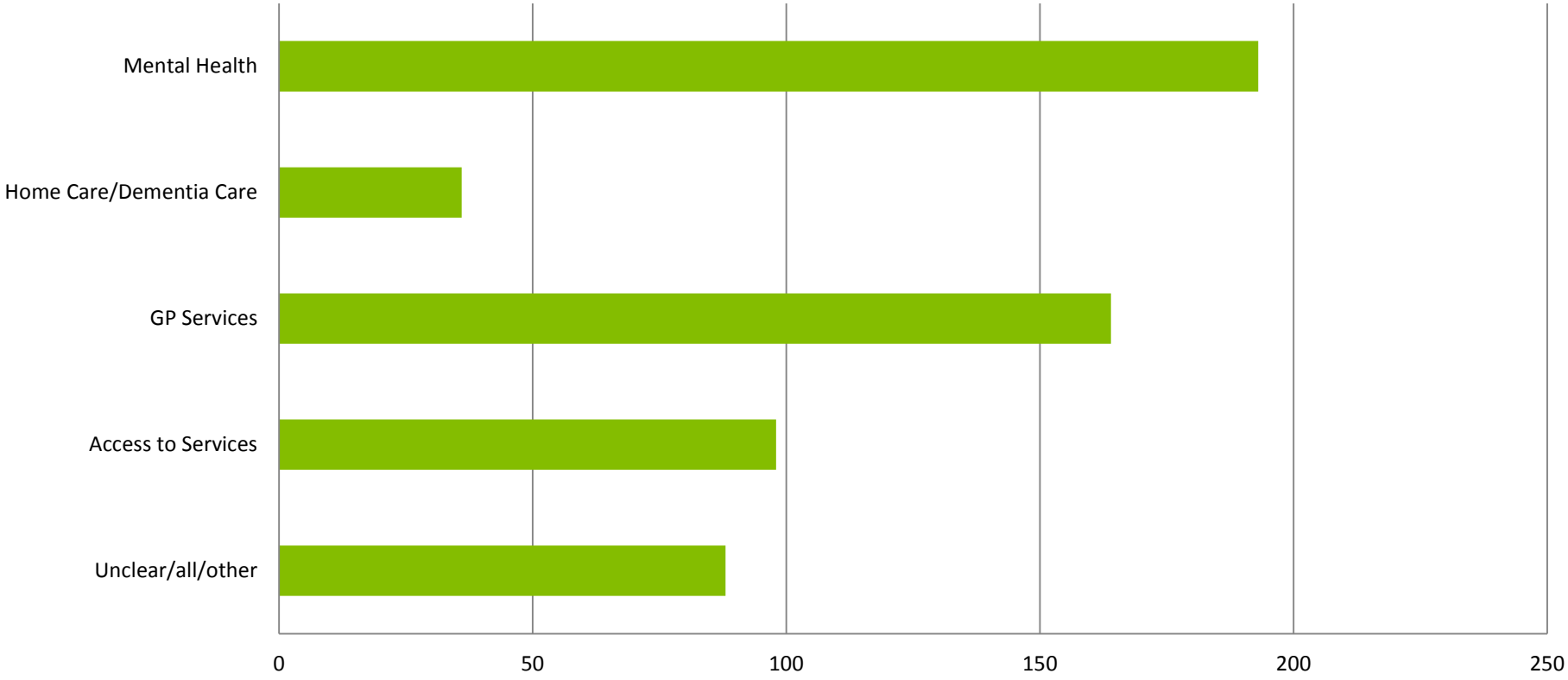
What is Northumberland saying

Finding out about general mental health services for young people is hard. No standard approach shades good quality

Welcome sensible ideas - sharing patient records

People care and want to be asked – energy generated in Rothbury, Berwick and Wylam

Your priorities for Healthwatch Northumberland in 2018-19



What we are doing

Primary Services: Online Appointments Survey**,** GP survey, Blyth, Wylam, Dental Services in Hadston and Rothbury

Acute Services: Cramlington, Berwick and Rothbury

Mental Health: Building on Insight Report feeding this into Children and young peoples Emotional health and well being Strategic Plan

Home Care: Coquetdale Carers Survey

Access: Accessible Information Standards – can you help?

What we do next

Keep energising networks

Hear from more people about more things

Volunteers