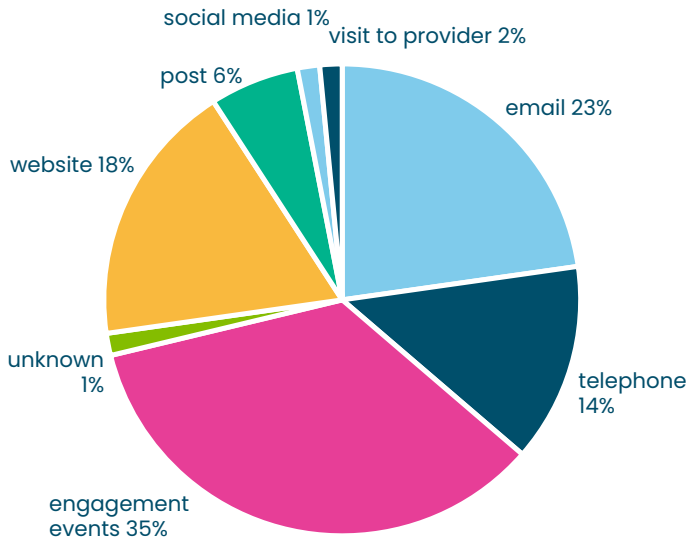


Total number of contacts this month: 66

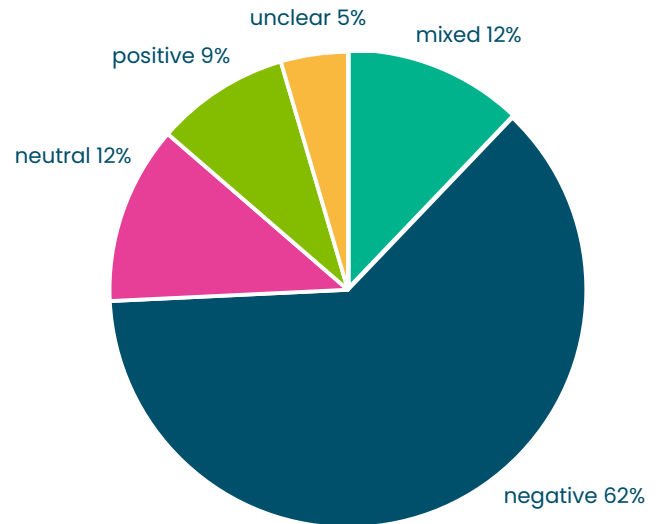
Top three issues

1. Accessing GPs and arranging appointments
2. Accessing NHS dentists: Berwick-Upon-Tweed still an issue
3. NHS England and finding a Covid booster site locally

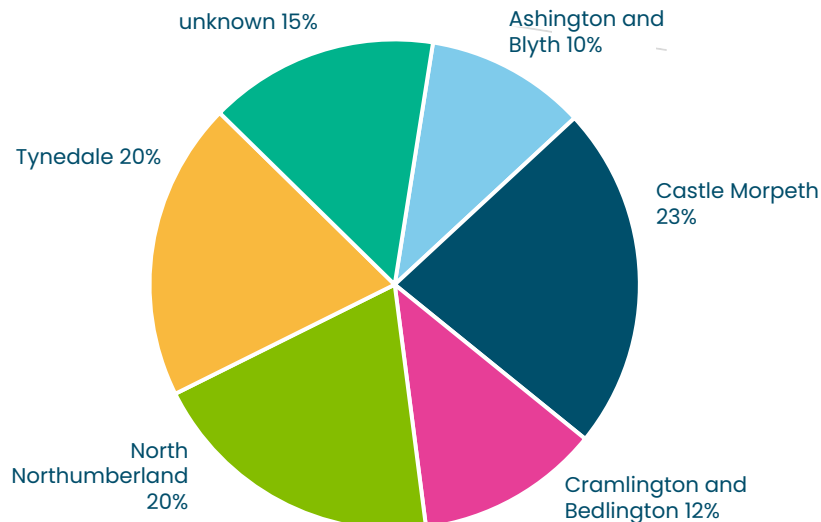
How we heard from people



How they were feeling



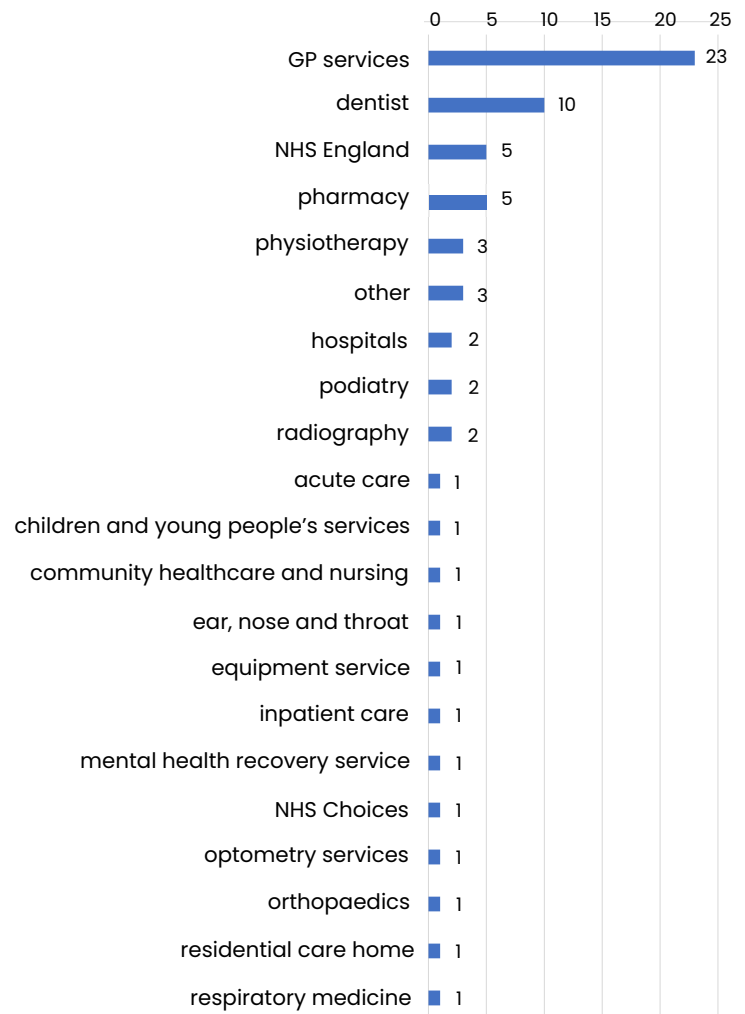
Where they were from



Service providers and number of enquiries

Wansbeck General Hospital	7
NHS England	6
Northumbria Healthcare	3
Bedlingtonshire Medical Group	2
Boots Pharmacy, Prudhoe	2
Haydon Bridge Pharmacy	2
Lintonville Medical Practice	2
My Dentist, Berwick	2
Royal Victoria Infirmary	2
Valens Medical Partnership	2
23 Cosmetic Dental Clinic, Morpeth	1
Adult Social Care	1
Alnwick Medical Group	1
Brucegate Dental Practice, Berwick	1
Castlegate Dentist	1
Children and Young People's Service	1
Forum Family Practice	1
Gas House Lane Surgery	1
Humshaugh and Wark Medical Group	1
Ponteland Medical Group	1
Prudhoe Medical Group	1
Railway Medical Group	1
Riversdale Surgery	1
Rothbury Surgery Patient Participation Group	1
S. Aaron Opticians, Ashington	1
Talking Matters Northumberland	1
The Newcastle Upon Tyne Hospitals NHS Trust	1
Sele Medical Practice	1
The Village Surgery	1
Union Brae and Norham Practice	1
Wellway Medical Group	1
White Medical Group	1

Feedback and enquiry issues



This month's focus

We have been concentrating on talking to targeted groups of people and individuals via focus groups, as part of our Annual Conversation. This is a new approach to hear from those we don't traditionally hear from in our Annual Survey.

We have also been holding sessions in outpatient clinics as part of the patient initiated follow-up project on behalf of Northumbria Healthcare Foundation Trust.

Positive feedback

"I had excellent service from my GP practice. I rang for an appointment and got a telephone appointment the same day. When I spoke to the doctor she asked me to come straight to the surgery as she needed to see me in person. I couldn't have received better treatment."

(North Northumberland resident)

Negative feedback

Caller had been invited to book an autumn Covid booster and went onto the online booking system. No sites locally to access job; nearest availability is about 20 miles away and not particularly convenient to get to on public transport. Has booked appointment there but bus strikes are also affecting ability to attend appointment. The nearest walk-in option online is at the same site.

(Tynedale resident)