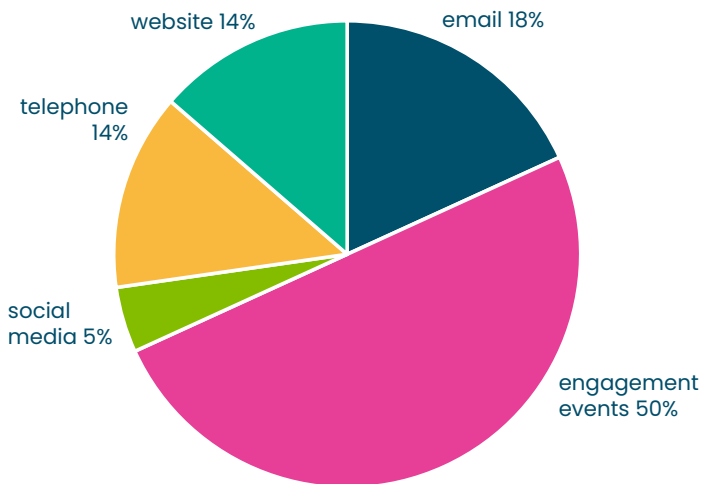


Total number of contacts this month: 22

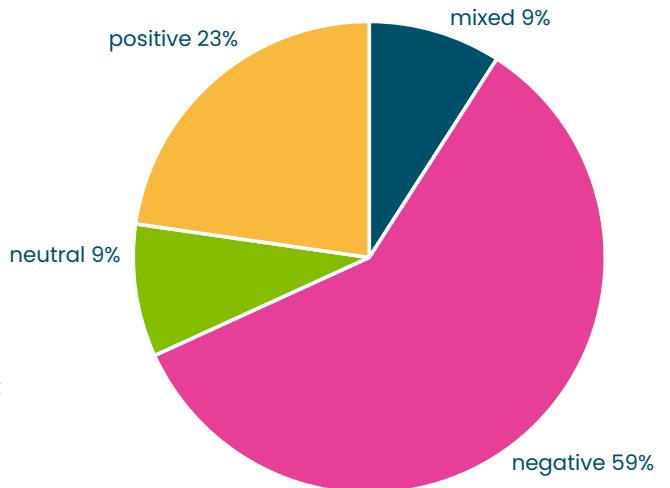
### Top three issues

1. Accessing GPs and arranging appointments
2. Accessing NHS dentists: Berwick-upon-Tweed still remains an issue and has been one of the top two issues since July
3. Quality of service provided by pharmacies

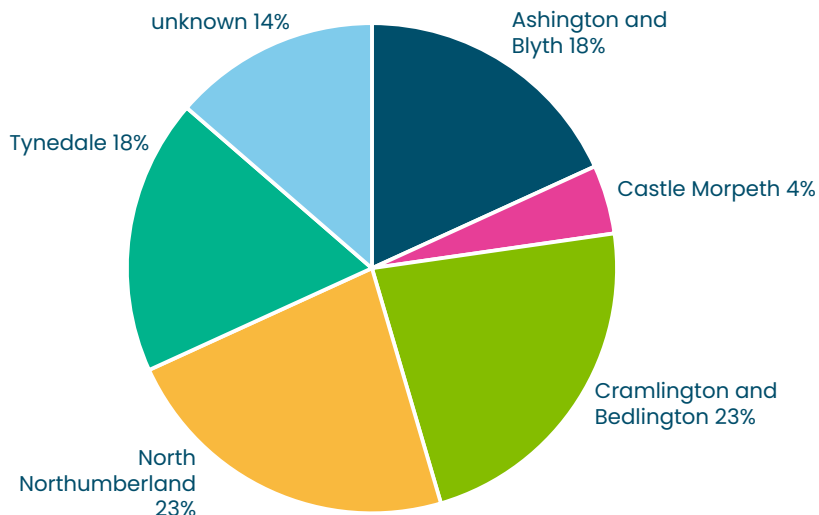
### How we heard from people



### How they were feeling



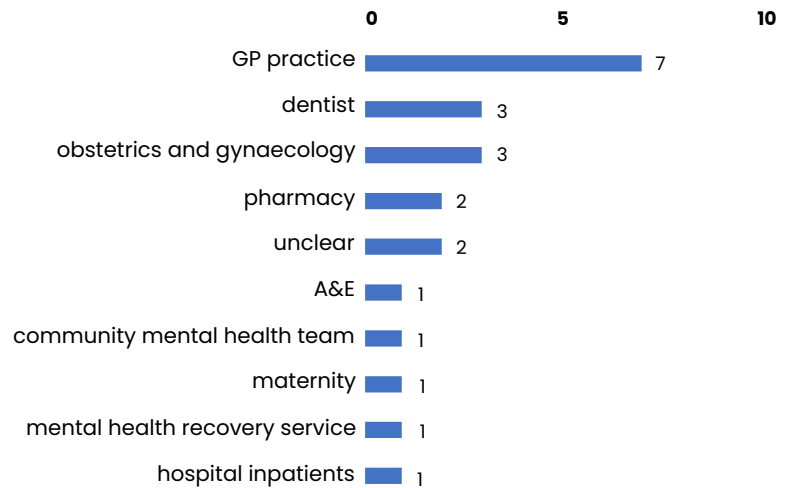
### Where they were from



## Service providers and number of enquiries

Northumbria Healthcare Trust	2
Northumbria Specialist Emergency Care Hospital	2
Railway Medical Group	2
Unknown	2
Cumbria, Northumberland, Tyne and Wear Trust	1
Coquet Medical Group	1
Forum Family Practice	1
Haltwhistle Medical Group	1
Haydon Bridge Pharmacy	1
Hexham General Hospital	1
mydentist (Cowpen Road, Blyth)	1
NHS 111	1
NHS England	1
Northumberland Recovery College	1
Royal Victoria Infirmary	1
Seaton Park Medical Group	1
The Village Surgery	1
Union Brae and Norham Practice	1

## Feedback and enquiry issues



### This month's focus

This month we have been continuing with our outreach programme and preparing for the year ahead. We have been analysing the feedback from the Annual Conversations ready to report in January/February.

Venues for the Here to Hear drop-in sessions have been reviewed, with the decision to move the Tynedale session from Haltwhistle to Prudhoe, and the Cramlington/Bedlington session from Cramlington to Bedlington to give other communities a chance to have their say.

New promotional literature has been produced and distribution to key venues across the county has begun.

We also launched a survey to gather feedback around Covid booster vaccinations this winter.

### Negative feedback

At one of our drop-in events a member of the public told us there was no NHS dentistry provision in the local area after her usual dental surgery closed. She is paying for private dental care for her young son.

She recently had dental pain from an abscess and called NHS 111 for an emergency appointment. She was advised to call a local dentist but could not access any help, so burst the abscess herself at home.

(North Northumberland resident)

### Positive feedback

We had positive feedback from a patient who'd had several hospital stays over the past year.

They told us the care they had received in two local hospitals had been very good and that the nursing staff in particular were brilliant. They said they had no complaints about their care.

(Cramlington and Bedlington resident)