

Autistic young people and mental health services



After hearing from local families that some NHS mental health services aren't working for their autistic children, we asked people living in Northumberland to tell us their experiences of services to get a better picture of what is happening.

We heard from parents and carers of children and young people with a formal autism diagnosis or currently being assessed, or where there is an indication of autism. We asked for feedback on the different services that families were involved with such as school nursing, Children and Young People Service, Primary Mental Health Work Service and Universal Crisis Team.

Thank you to everyone who gave feedback. You can read our findings and recommendations plus the responses from those who provide the services in our report. Find it on our website or get in touch for a paper copy.

A new way to complain about primary care services



How you make a complaint about primary care services in Northumberland is changing on 1 July 2023. By primary care services we mean GPs, dentists, opticians or pharmacy services.

There are two ways you can make a complaint:

- You can complain to the healthcare provider: this is the organisation where you received the NHS service, for example a GP surgery or dental surgery.
- You can complain to the commissioner of the service: this is the organisation that paid for the service or care you received.

After 1 July 2023 if you want to make a complaint to the commissioner you will need to contact North East and North Cumbria Integrated Care Board (ICB) instead of NHS England. Find more details on the ICB website.

Here to Hear monthly drop-in sessions

Call in to our monthly drop-in sessions and speak with one of our friendly team, in confidence, about your experiences of care services. You can also find out more about local services with our free Information and Signposting Service, and pick up one of our fantastic giveaways! Find us at:

East Bedlington Community Centre:

Fridays 2 June and 7 July, 10am-12pm

Berwick Sports and Leisure Centre:

Wednesdays 14 June and 12 July, 11am-1pm

Blyth Community Hub: Wednesdays 21 June and 19 July, 10am-12pm

Prudhoe Spetchells Centre: Thursdays 15 June and 20 July, 11am-1pm

Morpeth Library (inside the new leisure centre):

Wednesdays 28 June and 26 July, 11am-1pm

More events

SeaFit health drop-in event for fishermen and families

Wednesday 31 May 1pm - 3pm,
Amble Quayside

Online event with Arthritis Action, Friday 9 June 1pm - 2pm

Call us to register for this free information event where we'll be talking everything arthritis; how to manage the condition with diet and exercise, plus resources for people living with the condition.

What you told us

Our monthly feedback reports give an 'at-a-glance' overview of who we have heard from and the services we have been hearing about.

The main issues we heard about in April were accessing GP services, and the quality of service when seen, hospital service and access to NHS dentists; we are still hearing from people about the lack of provision in Berwick-upon-Tweed.

What you tell us helps build a picture of what is working well and where there are issues in services, and is shared with decision makers.

All the reports can be found on our website or please ask for a postal copy.



Temporary changes to inpatient care at Berwick Hospital



The building of the new £35 million hospital in Berwick is now at a stage where changes to inpatient care are needed to ensure that the new hospital will open on schedule towards the end of 2024.

A new temporary 10-bed inpatient ward will be installed in the maternity car park while the hospital works continue. This is necessary to ensure that patients can remain on the hospital site in Berwick rather than be cared for elsewhere in Northumberland.

Some patients that would usually be admitted to Berwick Infirmary will be cared for in Alnwick depending on their clinical need.

The Blue Book of dementia support 2023 is out now

The Blue Book gives a summary of support and activities for older people and those living with dementia in Northumberland.

The book can be downloaded from our website or if you would like a printed copy please get in touch and we can post one out to you free of charge.



Get in Touch

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Call: 03332 408468
Text: 07413 385275
Email: info@healthwatchnorthumberland.co.uk
Website: healthwatchnorthumberland.co.uk

Write to: FREEPOST Healthwatch Northumberland,
Adapt (NE), Burn Lane, Hexham,
Northumberland NE46 3HN

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