

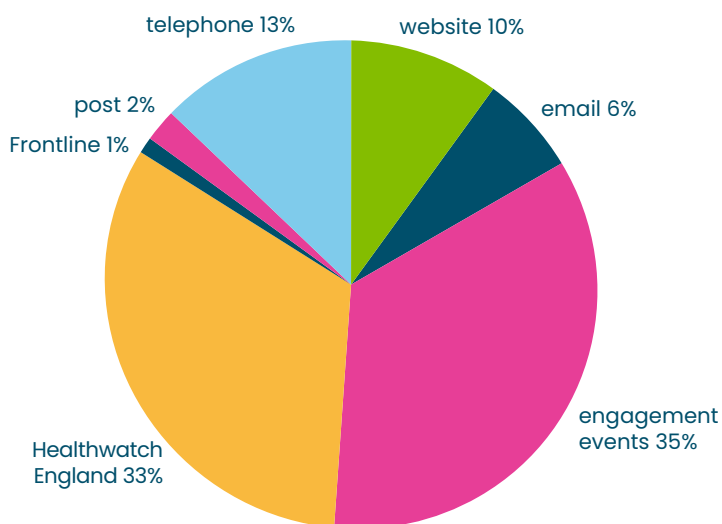
Total number of contacts this month:  
145 of which 92 gave us more detailed feedback

## Top issues

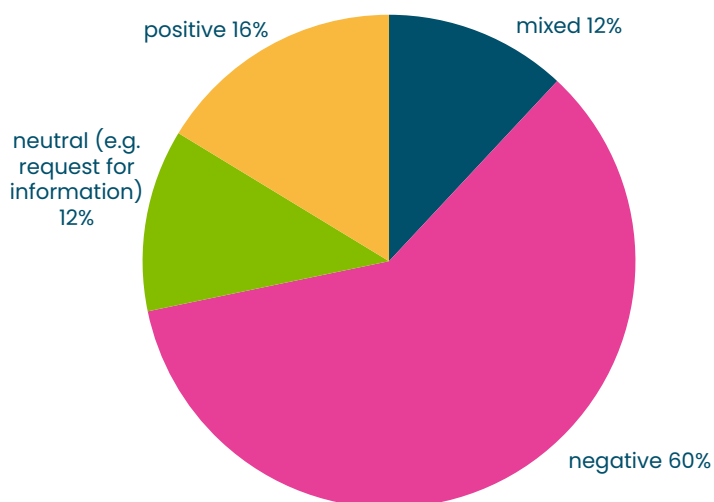
Poor communication from service providers was the most common issue reported this month. This includes patients having trouble navigating telephone systems or difficulty using online triage systems such as eConsult, at GP surgeries.

We also had a noticeable minority of comments around the cost of accessing private podiatry and dental services.

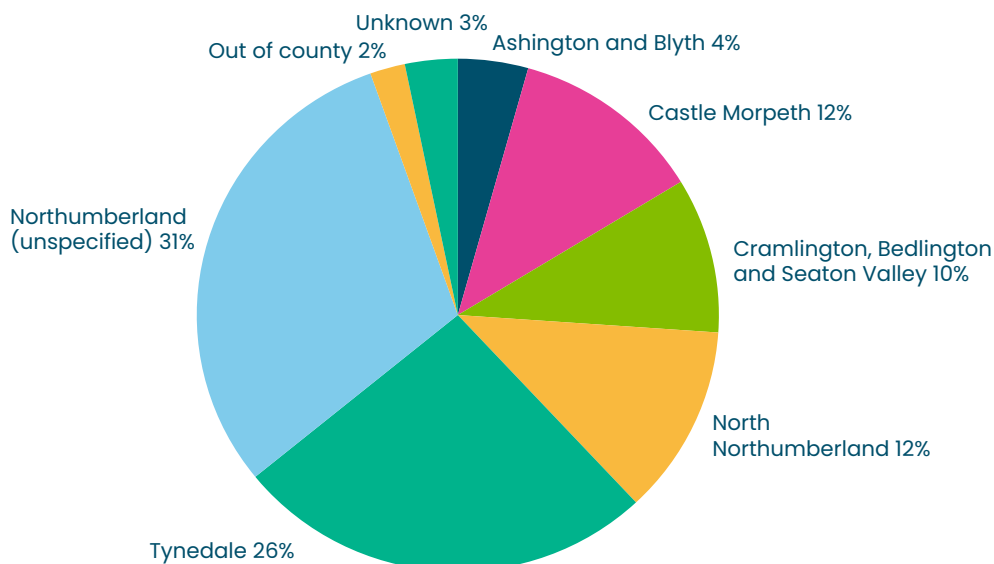
## How we heard from people



## How they were feeling



## Where they were from

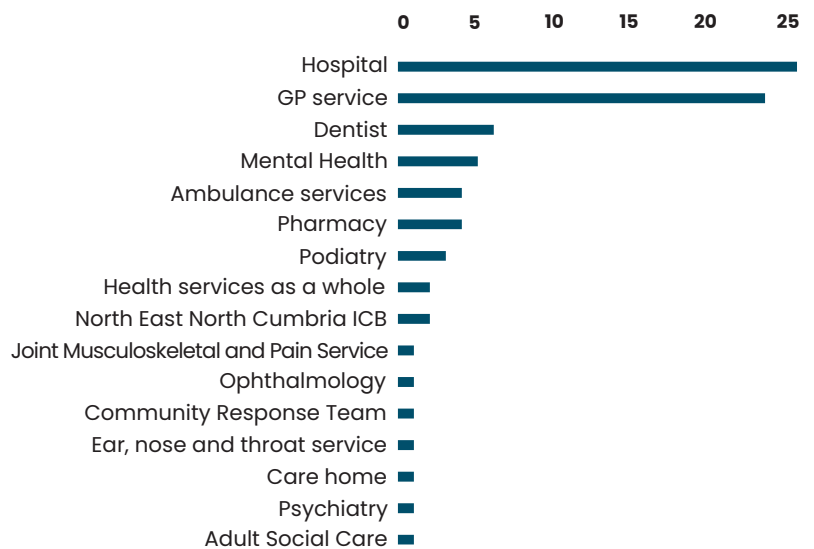


## Service providers and number of enquiries

Wansbeck General Hospital	5
Royal Victoria Infirmary	5
Gables Medical Group	5
Haltwhistle Medical Group	4
Alnwick Medical Group	4
NHS Northumberland Talking Therapies	3
Hexham General Hospital	3
Adult Social Care	2
Ambulance Services - patient transfer	2
Oaklands Medical Centre	2
North East North Cumbria ICB (as commissioner)	2
Well Pharmacy	2
Ambulance Services	2
Northumbria Specialist Emergency Care Hospital	2
Alnwick Infirmary	2

These are the service providers we heard about two or more times. There were also 33 other service providers we heard about once each.

## Feedback and enquiry issues



### This month's focus

We attended our usual Here to Hear sessions in Bedlington, Alnwick, Morpeth, Prudhoe and Ashington as well as the Zigzag group at Haltwhistle and the Wecan group in Hexham. Our online talk was delivered by Northumberland County Council's Health Trainer service. A good number of people came along to the session and we had permission to record this month's talk – the link to this and previous sessions can be found on our website and YouTube channel.

### Negative feedback

Someone living in rural Northumberland told us they need to attend three-monthly appointments at the Royal Victoria Infirmary following treatment for cancer. Every six months they have a CT scan and blood tests. However, at the appointments in between the health professional simply asks them how they are, with no physical examination. He feels these appointments should be carried out over the telephone, as it is a long way to have to travel for the appointment just for this.

Tynedale resident

### Positive feedback

A patient contacted us to praise their GP for how they were treated for long-term pain. The GP suggested a steroid injection. The GP told the patient they would refresh their learning to prepare for the procedure. The patient said "They gave me such confidence; their manner was so understanding of the unbearable pain I was experiencing. During the procedure I was quite anxious as the area was tender and it is a sensitive area anyway. The GP made me feel at ease at all times and preserved my dignity. The injection hurt slightly but as much as I anticipated. This is the experience that all patients should have when seeing a GP – being treated with respect, empathy, dignity and in consultation. I cannot speak highly enough of this GP."

Cramlington, Bedlington and Seaton Valley resident

### Impact

Concerns were raised with us about a lack of COVID-19 spring booster vaccinations in the Alnwick area. Patients were being told that they would have to travel to South East Northumberland. Also no Alnwick sites on national booking website. We raised with the ICB and ensured speedy communication of the Roving Vaccine Unit locations in the area to alleviate patient concerns. We asked that this information be released quickly in the future to avoid similar issues.

A North Northumberland resident said "Thank you from the population in Alnwick and surrounding areas in helping to get the Roving Vaccine Unit information to us as we felt very much neglected having been told initially we would have to travel at least 23 miles to areas where no parking was available. A high proportion of over 75s in this area have mobility issues and were greatly troubled as many are not able to drive to places they don't know. This mobile unit is such a welcome outcome as it can easily cope with people with mobility issues. We are very grateful for the prompt action following the great public outcry!"