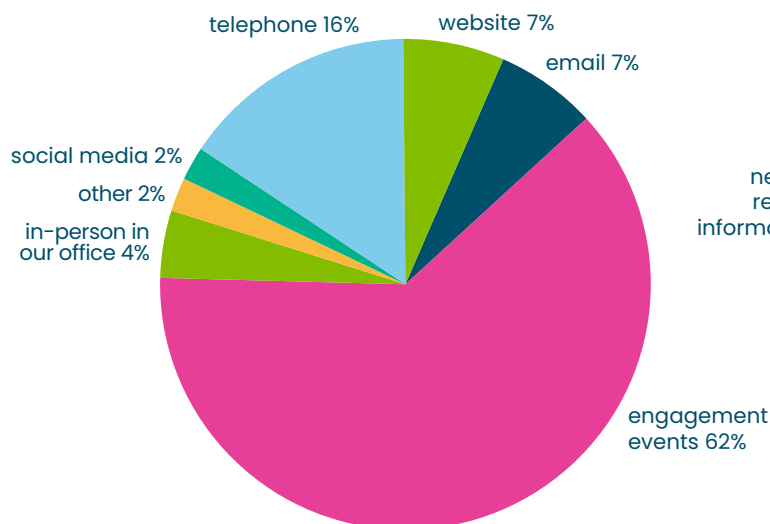


Total number of contacts this month:
269, of which 45 gave more detailed feedback

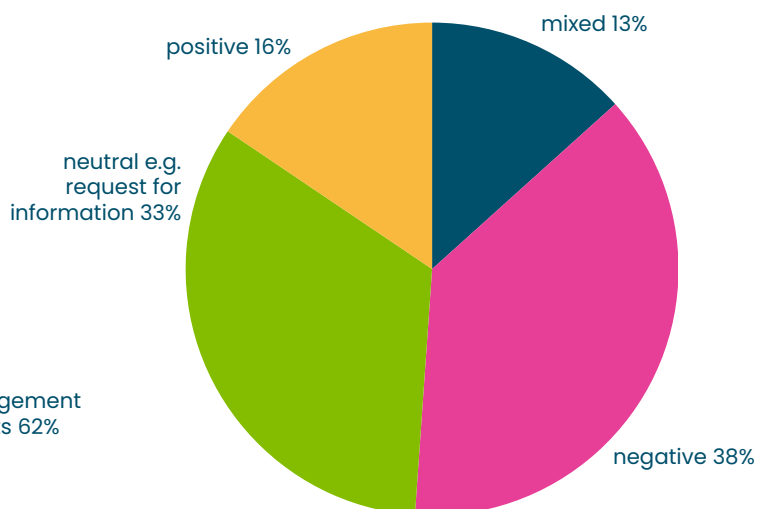
Top issues

Poor quality of care and communication issues at hospitals were the most common themes this month. There were also several positive comments about the quality of care received from GP surgeries.

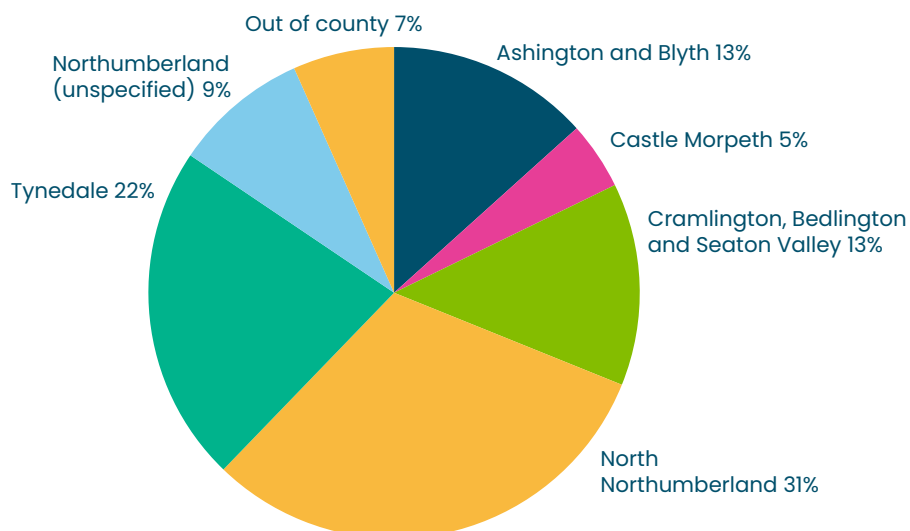
How we heard from people



How they were feeling



Where they were from

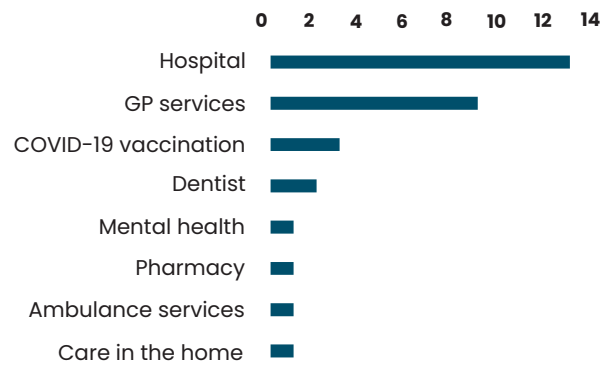


Service providers and number of enquiries

North East North Cumbria Integrated Care Board	4
Freeman Hospital - Audiology	2
Freeman Hospital - Urology	2
Hexham General Hospital	2
Railway Medical Group	2

We also heard about 17 other organisations once each only.

Feedback and enquiry issues



Negative feedback

A woman told us about the problems she and her husband had with the Anima system at their GP. They have to use Anima to book appointments and patients are actively discouraged from ringing the surgery. They say Anima is not intuitive – when the email is received about the appointment, the only option to reply is ‘yes’ or ‘no’. Husband wrote “I would like to see someone in person about this” and got a reply saying, “You have cancelled this appointment”. Husband now chooses to go to A&E for assistance as says it’s quicker than waiting two to three weeks for a GP appointment.

Castle Morpeth resident

Positive feedback

A gentleman contacted us and said that he has experienced very good care at his GP surgery. He needs regular repeat prescriptions and likes that fact that he can walk straight in, fill in a repeat prescription form at the desk, hand it in, then walk just two minutes down the road to the pharmacy. On one occasion he fell over at home and went straight to his GP surgery expecting to be told he’d have to book an appointment. They asked him to take a seat and he was seen by a GP within 20 minutes. He likes knowing that he can drop-in in this way if he needs to and won’t be turned away.

Cramlington, Bedlington and Seaton Valley resident

This month’s focus

We have continued to hold our regular Here to Hear drop-in sessions in Morpeth, Prudhoe, Bedlington and Alnwick. To hear from more people we have started a new drop-in at Café @ Burn Lane in Hexham. We also attended the Blyth Wellness event and two rural focus groups – one in Chatton and the other in Crookham.

Our online session this month was from Crohn’s and Colitis UK. The recording of the talk has been saved on the new dedicated [online events page](#) on our website, where you can find information about and register for upcoming talks, as well as view recordings of previous sessions.

Impact

We raised with a primary care group that a link on its website wasn’t working. The practice manager replied to say that they had fixed the link and thanked us for letting them know. Patients were now able to access the information in the weblink.