

**Total number of contacts this month:
104, of which 78 gave us more detailed feedback**

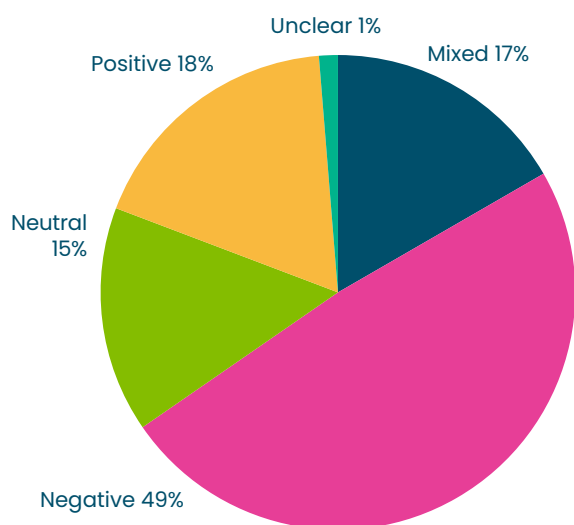
Top issues

This month we heard the most about GP services with patients feeling that the quality of care was poor: patients not being listened to, unhelpful reception staff, difficulties getting an appointment and difficulties with the online system being the most common complaints. However, just over a quarter of the contacts we had regarding GP practices were positive.

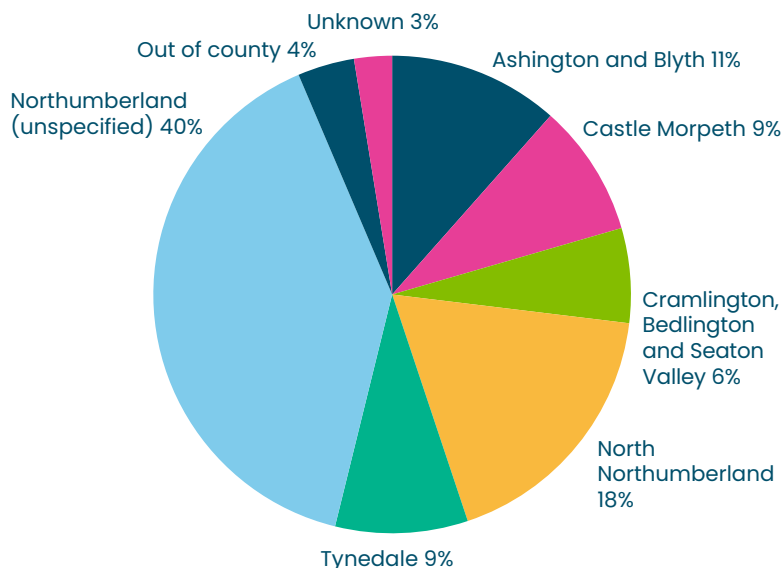
Patients contacted us equally about hospitals and pharmacies. For hospitals the main concern was around poor quality of care, with a couple of comments around living such a long way from the hospitals. Almost three quarters of the comments regarding pharmacies were positive and the remaining quarter were concerns around prescriptions.

We continued to hear concerns about the decline in service from audiology services, making up 6% of the feedback we received.

How people were feeling



Where they were from



Information and signposting

Subject	No. of enquiries
Mental health support	2
Prostate checks	1
Weight loss support	1
Gastric issues and smoking cessation	1
Migrant support	1
Housing information	1
Vaccinations	1
Information sharing networks	1
Employment rights	1
Live-in carers	1

Service providers and number of enquiries

Northumbria Specialist Emergency Care Hospital	8
Audiology services	4
Seaton Park Medical Group	3
Wansbeck General Hospital	3
Adult Social Care	3
Castlegate Pharmacy, Berwick	2
Northumbria Healthcare NHS Foundation Trust	2
Greystoke Medical Group	2
Valens Medical Group (Lintonville)	2
NENC ICB (as commissioner)	2
Widdrington Surgery	2
Wooler Health	2

We also heard about 27 other service providers once each.

This month we have been out and about at our usual Here to Hear sessions as well as attending additional events in Bellingham (Wellbeing event), Blyth (Cancer patient event) and Morpeth (Carers' Rights Day event).

We have started researching more into the recent concerns raised around audiology services and held a focus group at Vision Northumberland.

We continued to promote Northumberland County Council's Pharmacy Needs Assessment survey and had 1,072 responses in total. Our online talk this month was from the Macular Society and we had nine people attend.

Our new mental health support guide was published and free copies are available on request.

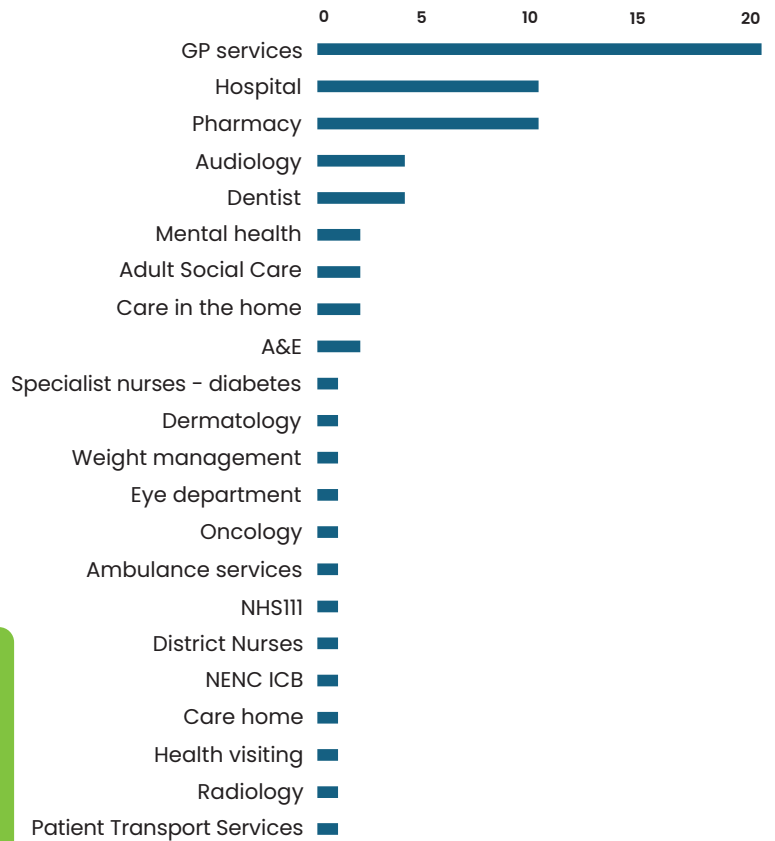
Our cost of living information booklet is now available as easy read and also in Arabic, Bengali, Kurdish, Turkish, Spanish and Ukrainian.

Impact

"As a result of today's session (monthly online talk by The Macular Society) I have contacted the Tobacco Dependence Service at the Royal Victoria Infirmary to seek out a contact person for the Ophthalmology Department re. referring smokers into our service."

Northumberland Stop Smoking Service,
Northumberland County Council

Feedback and enquiry issues



Positive feedback

Person's elderly relative has to attend regular diabetes clinic check-ups at Hexham General Hospital and finds them to be excellent. As the person lives in a remote area on a farm, the staff sometimes travel to carry out checks at the person's home instead.

The person told us that this is extremely useful for times when family are unable to get their relative to the hospital. They are very happy with the service and the care received.

Tynedale resident

Negative feedback

A caller told us "My relative waited nine months to get a hearing test after being referred by their GP. When they arrived at the clinic in Berwick the nurse/audiologist had forgotten to bring the correct equipment. Today they are still waiting to hear when they have to go back. This is terrible. They are in their eighties and live alone and find it hard to communicate and engage. I live seven hours away and have been trying to find who to call to help get them tested."

North Northumberland resident