

Total number of contacts this month: 108, of which 57 gave more detailed feedback

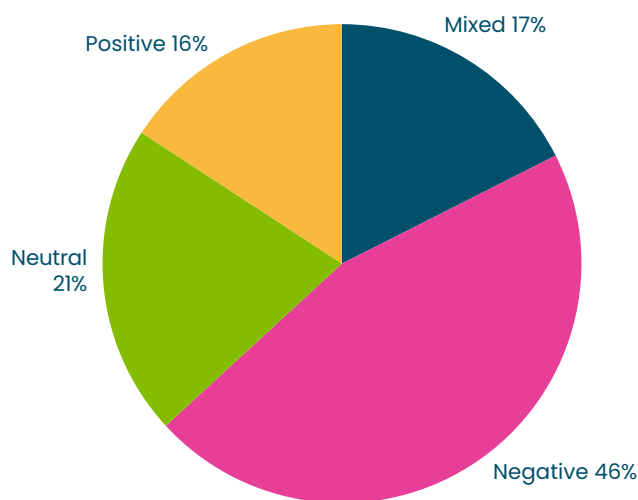
Top issues

The top issues we heard about were hospitals and GP services and, to a lesser extent, audiology services. The biggest issues raised about hospitals were poor quality of care and distance to travel to get to their appointments. About 1 in 9 pieces of feedback we heard about hospitals were positive.

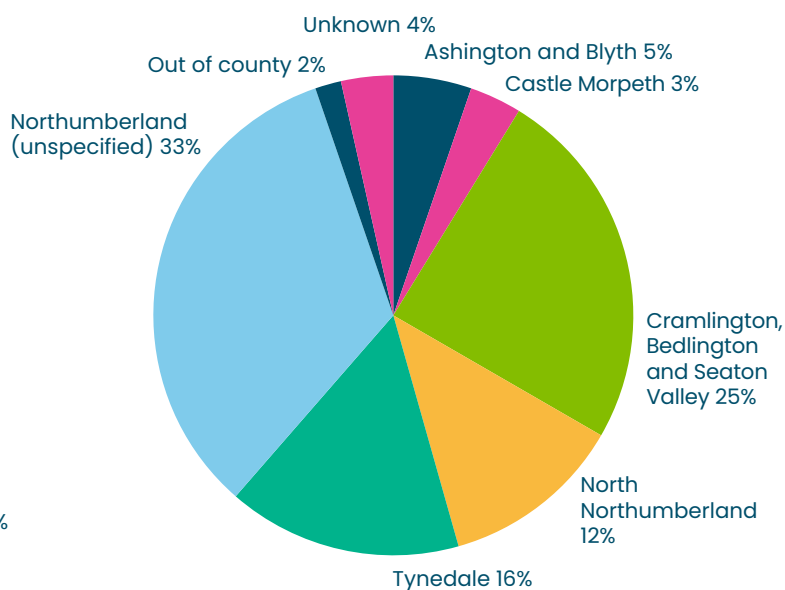
Poor quality care was the most frequently raised concern regarding GP services although around a fifth of the comments we received about GPs were positive about the quality of care.

For audiology services the biggest issue was the length of time it took to get an appointment.

How people were feeling



Where they were from



Information and signposting

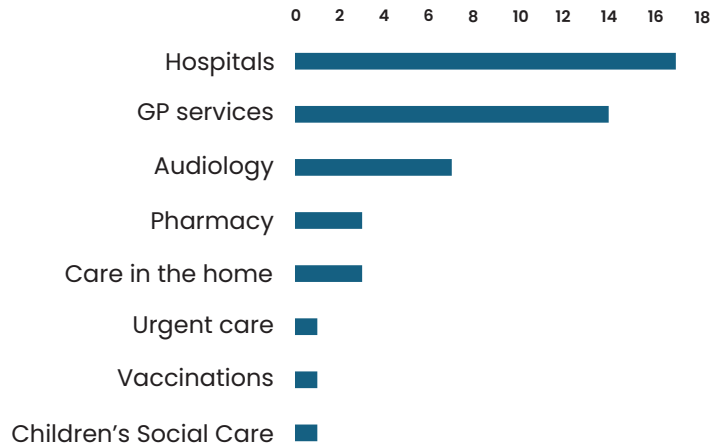
Subject	No. of enquiries
Dementia support	2
Psoriasis support	1
Housing support	1
Dentists	1
Care in the home	1
Patient Transport Services	1
Complaints procedure	1
Audiology services	1
ADHD support	1

Service providers and number of enquiries

Northumbria Specialist Emergency Care Hospital	5
The Freeman Hospital	5
Hexham General Hospital	4
North Tyneside Hospital	3
Burn Brae Medical Group	3
Northumbria Healthcare NHS Foundation Trust	2
Elsdon Avenue Surgery	2
Morpeth NHS Centre	2

We also heard about 16 other service providers once each.

Feedback and enquiry issues



This month's focus

We restarted our Here to Hear drop-in sessions after the Christmas break with a new venue for us at Hexham General Hospital. We also visited Alnwick Dementia Café, Hexham Auction Mart, Seaton Delaval Welcome Café and took part in the Fishermen's Mission SeaFit event at Amble.

At these events, plus online and through our networks, we promoted our Audiology Services survey. The results of this piece of work will be published early spring.

Our online session was on fibromyalgia, given by Fibromyalgia Action UK, and was well attended by both the public and professionals.

Positive feedback

A woman told us that her daughter recently suffered a suspected heart attack and they called 999. The ambulance was two hours away so they were asked to make their own way to NSECH. When they got to hospital they were met by a volunteer who was extremely helpful and took the daughter to A&E in a wheelchair without having to be asked.

Once at A&E, she was triaged in 20 minutes and then had thorough medical investigations with a huge range of tests. NSECH staff were fantastic and diagnosed a musculo-viral strain rather than a heart attack.

In addition the volunteers in the shop charged the mother's phone whilst they were there so that she could keep in contact with the rest of the family.

Ashington and Blyth resident

Negative feedback

A person told us that they have to see different GPs each time they visit their surgery, either due to availability or GPs leaving. They commented that it can be difficult to build up any rapport when seeing a different GP and they don't know your medical history – the person queries how they can be up to date with your history within such a short appointment time.

They said that appointments feel rushed as they're conscious that there are so many other patients waiting in line to see the GP. The person told us they feel that the surgery is good at seeing people when they need urgent care, often seeing them on the same day, but it isn't so easy to book an appointment in advance for routine care. They have found there are no appointments showing online.

Tynedale resident

Impact

"Thank you, really helpful, I understand the condition much better now. As a nurse in a hospital [1] did not deal with Fibromyalgia unless the patient was admitted with another condition which was our main priority."

Feedback from an attendee at our fibromyalgia online information session.