

Total number of contacts this month: 106, of which 56 gave more detailed feedback

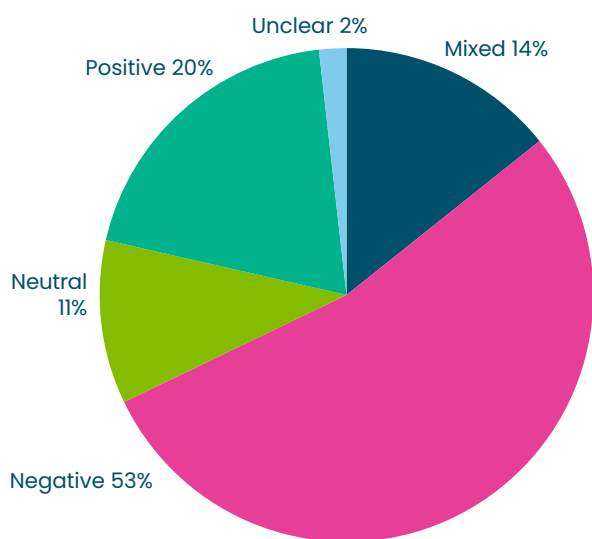
Top issues

The services we heard most about this month were GP services and, to a lesser extent, mental health services.

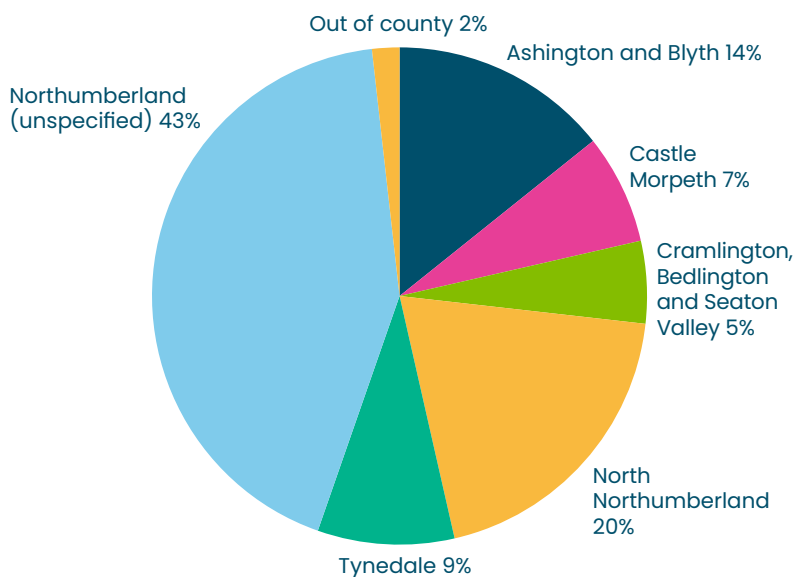
For GP services, the main issue was to do with getting an appointment as people found it difficult to get through on the telephone or were being forced to book an appointment online. Around a sixth of the comments were in praise of their GP practice.

There were concerns around the difficulty in getting access to mental health services including a couple of examples where support had been withdrawn. Over a quarter of the comments were positive about the service.

How people were feeling



Where they were from



Information and signposting

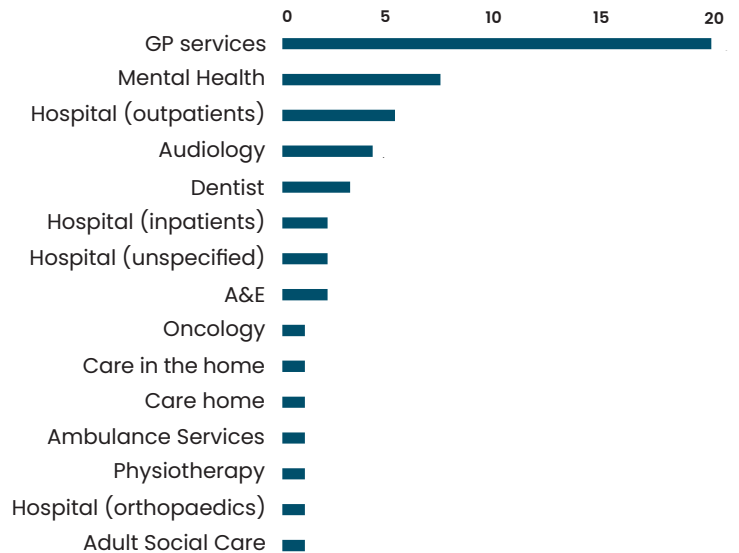
Subject	No. of enquiries
Dementia support	1
Mental health support through physical activities	1
Dentistry	1
Cancer care	1
Audiology	1
Carers support	1

Service providers and number of enquiries

Newcastle upon Tyne Hospitals	5
Northumbria Specialist Emergency Care Hospital	4
Hexham General Hospital	3
Lintonville Medical Group	3
Seaton Park Medical Group	2
Alnwick Medical Practice	2
Village Surgery	2
The James Cook University Hospital	2
North Northumberland Community Mental Health Team	2

We also heard about 19 other service providers once each.

Feedback and enquiry issues



This month's focus

This month, as well as our usual Here to Hear sessions in Alnwick, Ashington, Hexham and Morpeth, we also have been visiting communities we don't hear from very much, such as those living in rural communities and refugees.

We launched our Annual Survey, asking people to 'join the conversation' on health and social care services. Behind the scenes we have been analysing the responses from the Audiology Services project. The results will be published next month.

February's online talk from Kidney Care UK was well received and two thirds of attendees went on to sign up for our newsletter.

Positive feedback

"Excellent care from Consultant Psychiatrist and a Cognitive Analytic Therapist.

With understanding, advice and improved medication I began to recover from a prolonged, severe depression.

Once I was a little better the therapy has helped me become more resilient against further episodes. Nothing about the service I would change. It was a struggle to get my GP to make the referral though."

Tynedale resident

Negative feedback

Someone told us that their GP surgery tries to persuade patients to make appointments via its online system (Klinik) rather than ringing. They told us that they struggle to make an appointment online as they find the booking system too complicated and a very long process having to type lots of information - they said they find this difficult.

The person was supported with making an appointment by a Citizens Advice Northumberland staff member who also described the process as being too long and complicated.

Ashington and Blyth resident

Impact

"This is such an informative session, thank you so much. I had no idea of all of this support available. I have never been informed of any of this by GP surgery, or what I can do to slow things down. Actually got letter with CKD [Chronic Kidney Disease] on from GP surgery and had no idea about it. I will be promoting the support you have available to colleagues and family/friends."

From an attendee at our online session in Feb 25 given by Kidney Care UK