

What you told us: August 2025



Total number of contacts this month: 146,
of which 43 gave more detailed feedback

Top issues

GP services

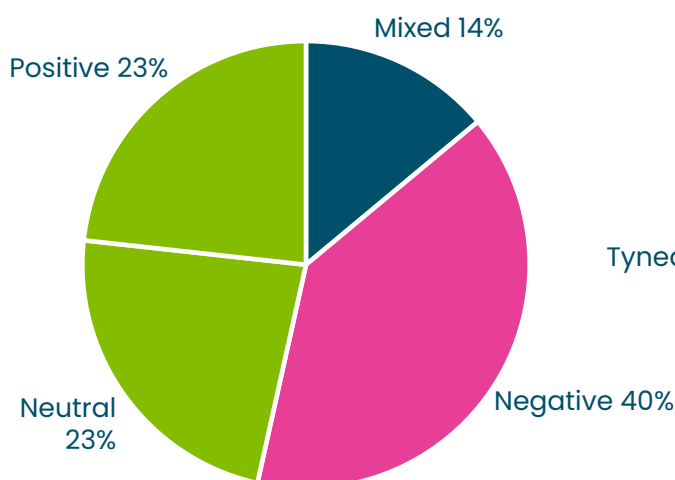
Poor quality of care and lack of up-to-date menopause treatment knowledge.

Just under half of the feedback about GP services was positive.

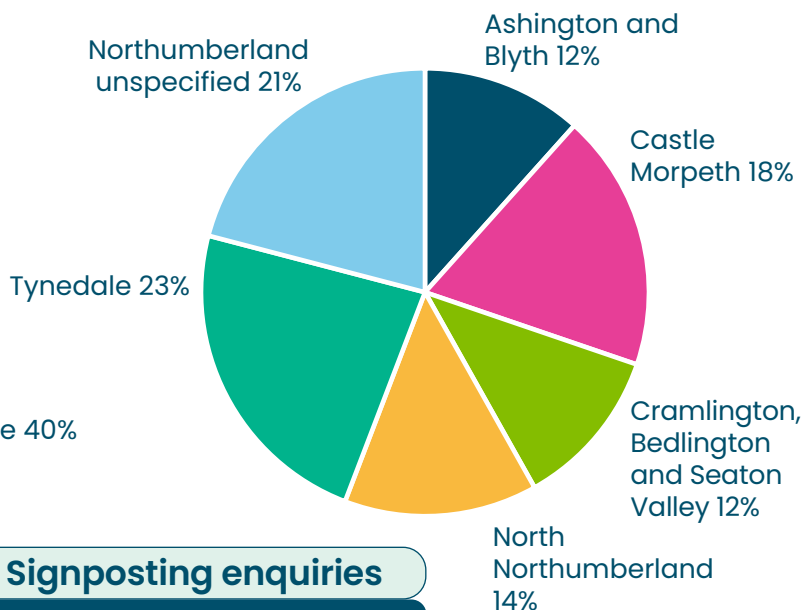
Hospital (outpatients)

We heard about poor communication and how some people found it difficult to read letters from hospitals.

How people were feeling



Where they were from



Information and Signposting enquiries

Mental health support	2
Social activities	1
Public transport information	1
Adult Social Care contact number	1
Antenatal classes	1
Qualifications required to work in a school	1
Counselling placement	1
Stoma care	1
GP access and care	1
Opioid Substitute Therapy prescriber	1

Service providers and number of enquiries

Northumbria Specialist Emergency Care Hospital	2
Royal Victoria Infirmary	2
Wansbeck Pain Management Team	2

We also heard about 23 other service providers once each.



Impact

We learnt that Northumberland County Council has been running Mental Health First Aid training for its staff, at which they issue our 'Mental Health Support in Northumberland' booklet to attendees.



This month's focus

This month we have been attending our regular Here to Hear sessions at Cramlington Hub, Alnwick Weaver's Court, Hirst Welfare Centre, Hexham General Hospital and Morpeth Library.

We also attended Hexham livestock mart as part of the joint working to support farmers' mental health.

Our online talk this month was by Colostomy UK on living with a stoma.

Details of our Annual Event in Hexham – Delivering in Tynedale! – were promoted widely to people in the area and across Northumberland.

Feedback and enquiry issues

15 GP services

5 Hospital outpatients

2 Care home

2 A&E

1 Ophthalmology

1 Children and Young People's Service

1 NHS as a whole

1 Opticians

1 Mental health

1 Care in the home

1 Radiology

1 Dentist



Negative feedback

A person told us that they have been diagnosed with Autistic Spectrum Disorder and find NHS letters difficult to read because they are often printed on both sides of paper. This means the print from the other side can be seen through the paper, as well as sometimes being printed upside down on the reverse side.

The person told us that issues like this can seem unimportant to others, but are very distracting for those with Special Educational Needs and Disabilities and can make focussing on the content more difficult.

Tynedale resident



Positive feedback

A woman came to see us very happy with the care she had experienced when she had hurt her ankle. She said all aspects of the care she received were excellent, timely and delivered by caring staff. Whether that was NSECH where she first went, the orthopaedic surgeon, the GPs or JMAPS, everything was well coordinated and picked up seamlessly from one another.

The Cora Health (previously Connect Health) physiotherapy ankle class was really good and she felt that 'everyone should have access to it.' The only improvement she could suggest is that the physiotherapy input should have started before she left hospital, rather than a short while after she had been discharged.

Castle Morpeth resident