



**Total number of contacts this month: 176,
of which 58 gave more detailed feedback**

Top issues

GP services

Quality of care was the most commonly raised topic, with roughly equal numbers reporting poor and good experiences. A few people said the process for booking appointments has improved.

Audiology

Long waiting times for an appointment was the most common issue followed by poor service.

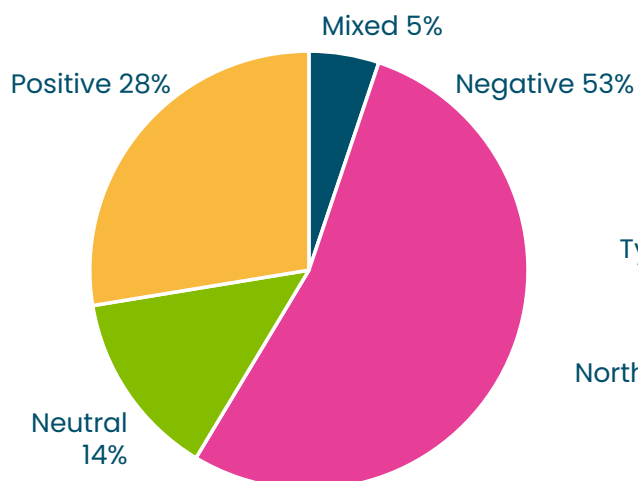
One person said the service had much improved.

Hospital - outpatients

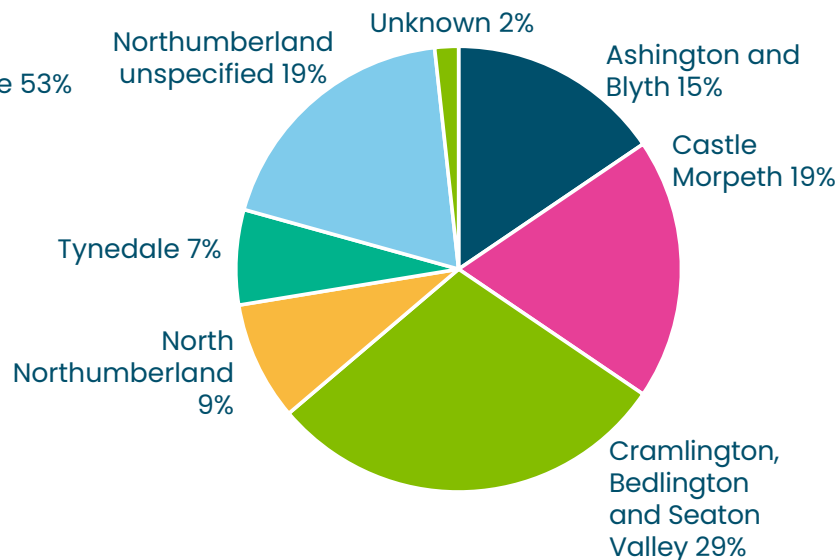
Distance required to travel to an appointment and poor service were the main issues we heard about.

A third of the feedback we received was positive.

How people were feeling



Where they were from



Information and Signposting Service

Counselling for young people	1
Recording of virtual consultations	1
Audiology	1
Blood pressure check	1
Carers' rights	1
Cancer support groups	1
Youth engagement	1
NHS complaints	1
Respite care	1

Service providers and number of enquiries

Audiology Services	9
Northumbria Specialist Emergency Hospital	5
North Tyneside General Hospital	4
Northumbria Primary Care	4
Northumbria Healthcare NHS Foundation Trust	3
Wansbeck General Hospital	3
Adult Social Care Services	2
Royal Victoria Infirmary	2

We also heard about 21 other service providers once each.



Negative feedback

A patient asked for a simple audiology appointment as her hearing aids are whistling. There are no obvious signs of what's wrong but the person is very social and relies on the hearing aids. They have been told it's at least 13 weeks wait for an appointment.

Cramlington, Bedlington and Seaton Valley resident



Positive feedback

"I get fantastic treatment at my GP surgery. It doesn't matter whether it's the receptionists, the practice nurses, the GPs or recently a trainee GP, they are all knowledgeable, approachable, thorough and very, very caring. I don't think anyone can ask for more."

Ashington and Blyth resident



Impact

A person asked us for support at our Hexham General Hospital Here to Hear event in June 2025. They wanted help to find a missing hospital appointment letter and scan result on the NHS App. Their GP had received the letter but it wasn't showing on the App.

We confirmed the details were not there and advised them to contact the consultant's secretary or PALS for support to get the information uploaded onto the App, or speak to GP reception.

This month we received an update. The patient had followed our advice and contacted PALS, who had carried out an investigation.

The outcome was that the letter and scan result were added to their health record on the NHS App and they had an apology from the department concerned.

Feedback and enquiry issues

13 GP services

8 Audiology

6 Hospital outpatients

5 Hospital inpatients

2 Podiatry

2 Urgent care

2 Pharmacy

2 A&E

1 Northumberland County Council

1 Community physiotherapy

1 NHS 111

1 Adult Social Care

1 NHS NENC Integrated Care Board

1 Care home

1 Diabetic eye screening

1 Oncology

1 Continuing Healthcare



This month's focus

This month we were out and about at our Here to Hear drop-in sessions in Alnwick, Hexham, Morpeth, Seaton Valley, Prudhoe, Blyth and Cramlington. We also attended Hexham Mart, Thriving Together's information sharing event in Ashington and had a table at the Young at Heart event in Blyth.

We hosted a 'Mind the Gap' session organised by Northumberland Health and Wellbeing VSCE Network, around farmers' mental health.

Our online session was from Northumberland Talking Therapies, Tyneside and Northumberland MIND, and Northumberland Recovery College on 'prioritising mental health in workplace', in support of World Mental Health Day.

The session included a guided reflection and tips for dealing with stress. This was our second highest attended online event of this year.

Our 'Pharmacy First' project took place throughout October, with the aim of finding out people's awareness and experience of the scheme. The results of this will be published in November.