

## And the winner is...! Congratulations to the first winners of our Stellar Awards

We were delighted to present the first Stellar Award to staff on the Hyperacute Stroke Unit at Northumbria Specialist Emergency Care Hospital last month!

Our Stellar Awards celebrate the people and services who provide a particularly positive health or social care experience for people in Northumberland.

The team were nominated by Stella from Northumberland in recognition of the exceptional, compassionate care provided for her late husband and the wider family. They felt they were supported with sensitivity, clear communication and dignity, and worked together to make an incredibly difficult time more manageable. If you would like to nominate an individual, team or service working or volunteering in any NHS health or social care service within Northumberland, please get in touch.



**Pictured: Lorna Beech from Healthwatch Northumberland, presenting the award to the Stroke Unit team at Northumbria Specialist Emergency Care Hospital.**

## Where to find us in May

Here's where you'll find us in person this month. We'd love to see you if you are able to call in to one of these venues.

You can share your feedback on services or ask a question about services and support with our Information and Signposting Service.



**Berwick Cancer Cars coffee morning:** Tuesday 5 May, 10am–12pm

**Hexham Mart:** Friday 8 May, 9am–1pm

**Newbiggin Hub:** Wednesday 20 May, 10am–12pm

**Hexham General Hospital:** Thursday 21 May, 10.30am–12.30pm

**Morpeth Leisure Centre:** Wednesday 27 May, 10.30am–12.30pm

**Port of Blyth SeaFit drop-in:** Thursday 28 May, 10am–3pm

## What are we hearing?

Our latest feedback report is for March 2026, and we heard positive feedback about Haltwhistle War Memorial Hospital:

“The staff were very friendly and supportive and nothing was too much bother for them. Excellent service!”

You also shared your thoughts about hospital outpatients appointments including insufficient parking and poor communication, and difficulties accessing audiology services and GP appointments.

The at-a-glance summary for March can be found on our website, or please ask for a copy in the post.

## Online event: cancer support

Friday 8 May 1.00pm – 2.00pm

This lunchtime event is a chance to make yourself a cuppa and join us to hear from Live Well with Cancer, a North East charity helping people affected by a cancer diagnosis to improve their health and wellbeing.

**We will hear about the support on offer from the charity plus other useful information for people affected by cancer.**

Please get in touch if you'd like to come along.

## Have your say on hospital appointments

Do you live in Blyth or Hexham? Northumbria Healthcare NHS Foundation Trust invites you to take part in a discussion about how to make it easier for people to attend appointments across its services.

The Trust wants to understand what gets in the way of people attending appointments, what support would help, and what changes could improve access. This may include travel and transport, costs, access to digital services, appointment information, practical arrangements, and the impact of physical or mental health.

This work is part of a wider programme to improve how people access and navigate healthcare services in the area. Your feedback will help make improvements so services better meet the needs of local communities.

Sessions can be held in person or via a short survey and will last no longer than two hours. To take part or find out more, please email: [HCN@northumbria-healthcare.nhs.uk](mailto:HCN@northumbria-healthcare.nhs.uk)

## Share your views on hospital radio



Northumberland Hospital Radio has been broadcasting in our local hospitals for over 50 years.

The team now wants to hear your views on background music in hospital waiting rooms and public areas.

If you are a patient, carer, volunteer or member of staff at hospitals across Northumberland and North Tyneside, please share your thoughts.

The survey is on our website or you can call us to share your views.

## Adult Social Care information leaflet

Adult Social Care is focused on keeping people independent and safe. Support is provided by a wide range of organisations and individuals to help those in need to maintain their independence and wellbeing. This could be help with living independently at home, staying safe and well, getting out and about, and everyday tasks.

Northumberland County Council has produced a leaflet to explain the care and support available in Northumberland. This is available on the council's and our website. If you would like a printed copy please get in touch.



**This printed newsletter will now be published every two months. If you would like to receive our monthly e-newsletter, please contact us with your name and email address.**

**Get in touch**

To unsubscribe from this newsletter or to contact us with feedback or a question, please get in touch.

Call: 03332 408468

Text: 07413 385275

Email: [info@healthwatchnorthumberland.co.uk](mailto:info@healthwatchnorthumberland.co.uk)

**Write to:** FREEPOST Healthwatch Northumberland, Adapt (NE), Burn Lane, Hexham, Northumberland NE46 3HN

**Social Media:**

