



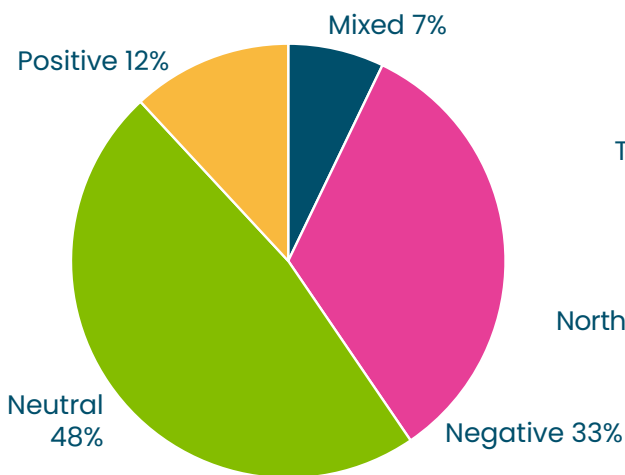
# What you told us: April 2026

**Total number of contacts this month: 148, of which 42 gave us more detailed feedback.**

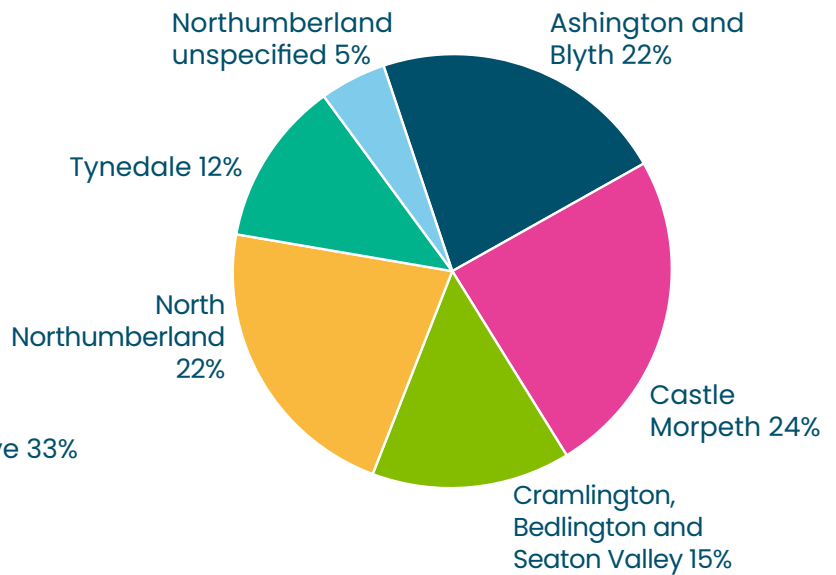
## Top issues

There were many different issues we heard about this month but no real common themes other than quality of care and communication issues with hospital outpatients services.

### How people were feeling



### Where they were from



### Information and Signposting Service

Scams awareness	3
Mental health support	1
Support for carers	1
Accessing urgent dental care	1
Pain management	1
Alzheimer's support	1
Where to get Pfizer Covid vaccine	1
Audiology	1
NCC Adult Social Care contact details	1
CQC inspection details	1
Prostate cancer testing	1
Funding support	1
Social links	1
Hidden disabilities lanyard	1
Vision loss support	1

## Service providers and number of enquiries

North Tyneside General Hospital	3
The Freeman Hospital (Audiology)	2
Wansbeck General Hospital	2
Northumbria Healthcare NHS Foundation Trust	2

We also heard about 12 other service providers once each.

## Feedback and enquiry issues

### 4 Hospital outpatients

### 2 Audiology

1 Community podiatry

1 Continence Service

1 Care home

1 Dentist

1 Community physiotherapy

1 Urgent care

1 Hospital inpatients



## Impact

"I am so impressed by the level of support I received from Healthwatch Northumberland. They really went the extra mile to find out what options were available to me with regards to receiving an alternative Covid vaccination because of impact the Moderna vaccine has on my rheumatoid arthritis condition.

It was a complex situation and they got to the bottom of it with the result that I now have an appointment in the next couple of days. Many thanks!"

Resident who used our Information and Signposting Service.

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## Positive feedback

We had feedback from a member of the public who feels access at their GP surgery is improving slowly.

The online system is much better since it changed from Anima to SystmConnect – forms are not as long or as complicated. However, they told us they still know of many patients who cannot use online systems.

North Northumberland resident



## Negative feedback

A visitor to one of our Here to Hear drop-ins told us they have several long-term conditions and get frustrated with poor communication from NHS services particularly in text messages.

For example, they will receive texts about appointments which fail to give information as to what condition it is for. They gave example of Cora health – physiotherapy service. They have had care for their shoulder and knee separately from this service. Texts were about appointments and also to give feedback but did not specify for which condition, so they had to contact the service to ask for clarification.

North Northumberland resident



## This month's focus

We held Here to Hear sessions around the county, as usual, including at Hexham General Hospital, Morpeth Library, Blyth Hub, Newbiggin Sports and Community Hub and in Alnwick.

We also attended sessions hosted by other groups including Karbon Homes Silver Friends event in Haltwhistle, Amble's Cancer Support Group, Supporting Our Farming Community session at Hexham Auction Mart and Ponteland Aging Well Group.