

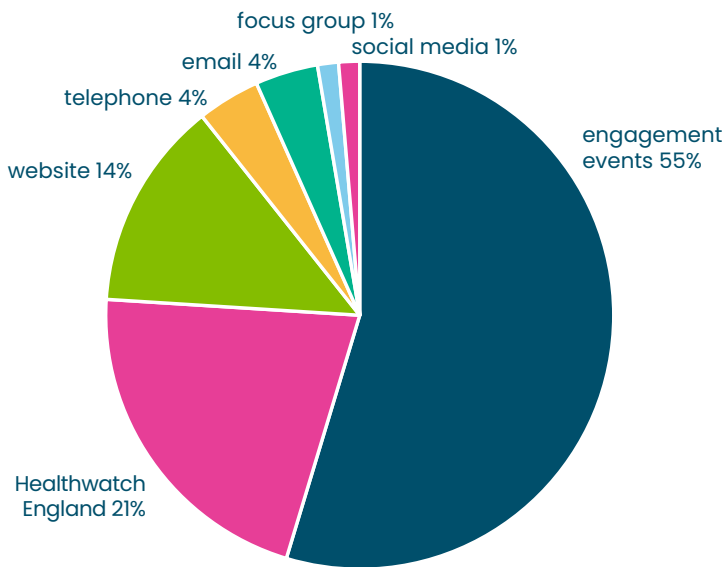
Total number of contacts this month:
208, of which 75 gave more detailed feedback

Top issues

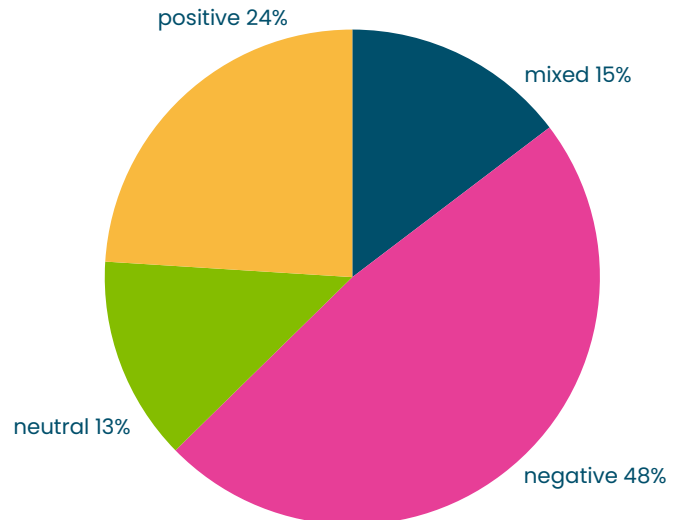
There were three main areas of concern this month, with roughly equal amounts of feedback about: difficulty getting an appointment with a GP or a dentist, and the distance to travel and lengthy waiting lists to be seen at hospitals.

There were also a good proportion of positive comments about the good standards of care received from GPs and hospitals.

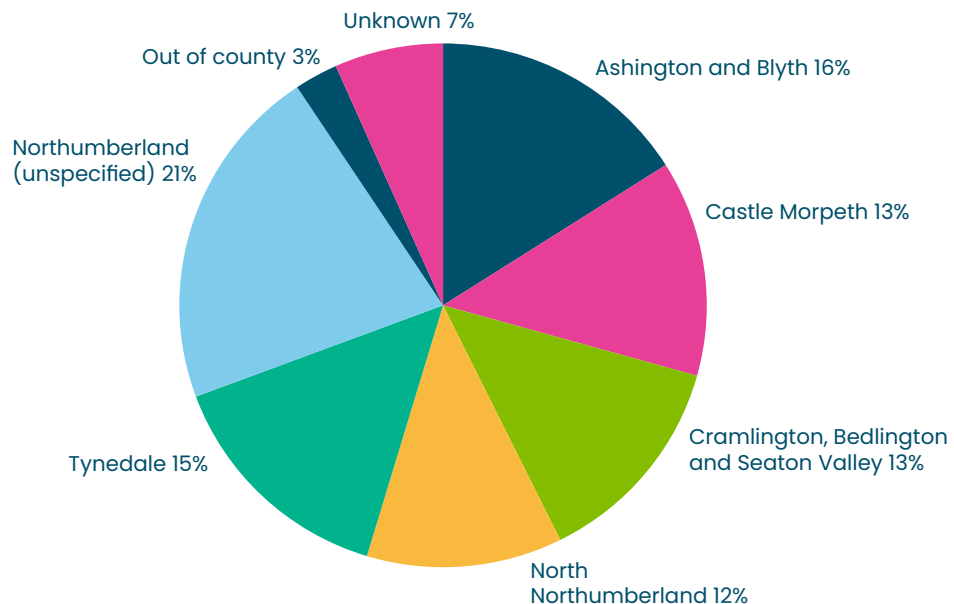
How we heard from people



How they were feeling



Where they were from

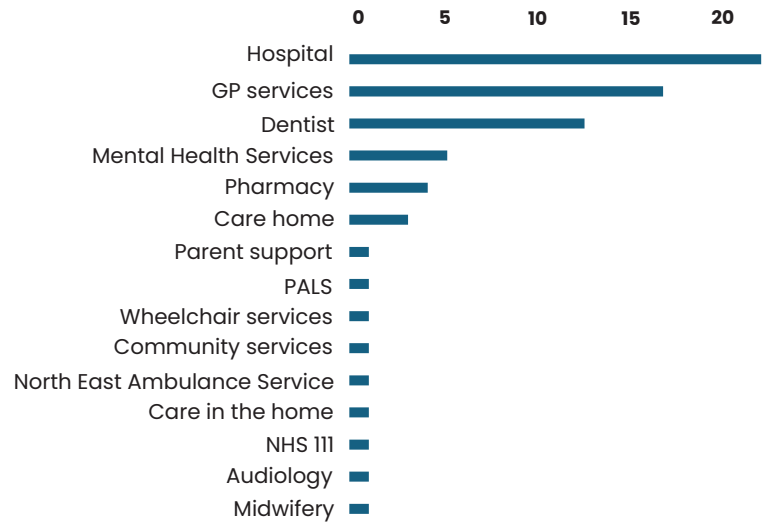


Service providers and number of enquiries

Hexham General Hospital	3
Royal Victoria Infirmary	3
Wansbeck General Hospital	3
Freeman Hospital	2
Seaton Park Medical Group	2
Allendale Pharmacy	2
Freeman Hospital audiology services	2
Northumbria Specialist Emergency Care Hospital	2

These are the service providers we heard about two or more times. There were also 34 other service providers we heard about once each.

Feedback and enquiry issues



Positive feedback

A man spoke to us at our Here to Hear session in Morpeth. He had potentially been diagnosed with prostate cancer and he was currently awaiting the results of tests.

He told us he couldn't fault the care he has had from the staff at the Freeman Hospital at his recent appointments.

(Castle Morpeth resident)

Negative feedback

Gentleman is unhappy that minor issues can't be carried out at local hospitals and require patients to have to travel further to larger hospitals, sometimes by public transport.

He feels that smaller, local hospitals should be utilised more for minor procedures. He said no-one should have to travel miles to get their ears syringed.

(Cramlington, Bedlington and Seaton Valley resident)

This month's focus

In addition to our usual Here to Hear sessions, we did a number of one-off sessions across the county.

Some of these were to support our health visiting services project and we heard from parents and carers at Bellingham Family Hub and Haltwhistle Hub. Other sessions were an opportunity for us to join existing events, such as the Carers Northumberland group meeting, the Thriving Together network event in Berwick and the Longhoughton Health and Wellbeing event.

We also were commissioned to hear from the residents of Coquetdale about potential changes to primary care services including the use of a mobile health unit.

We held two online sessions this month, from the British Liver Trust and Coping with Cancer. The Coping with Cancer talk was rescheduled from January when we experienced technical issues. The cancer event was very well attended, with more guests than had signed up for the original session.

Impact

We received feedback from Helen Bowyer, Children's and Young People's Operational Commissioning Manager of North East and North Cumbria Integrated Care Board, about our report on Autistic Children and Young People and Mental Health Services. She said "We have certainly used recommendations from the report as well as other sources, to support and inform our decision-making around the autism priorities and service development and delivery in general across Northumberland."