

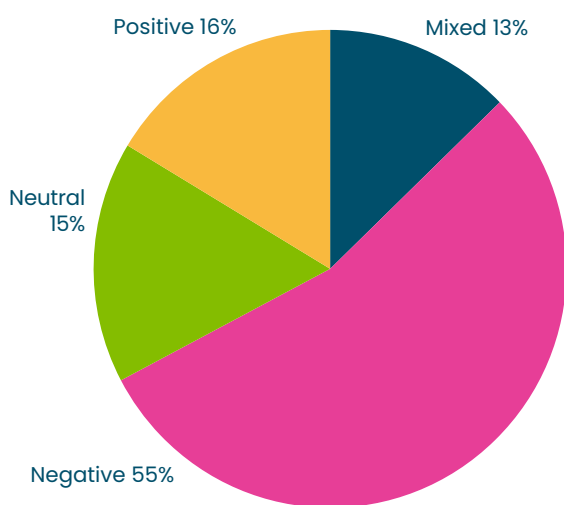
Total number of contacts this month:  
312, of which 55 gave us more detailed feedback.

## Top issues

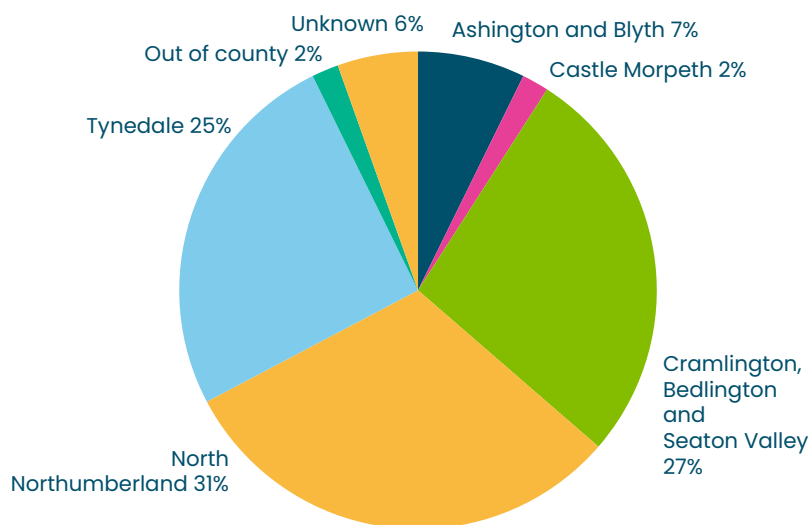
GP practices and hospitals were the services we heard about most this month. Issues about online access for patients was the most common concern raised for GPs. This issue started to emerge during September and makes up a third of all feedback about GP practices this month.

Poor communication and the distance to travel were the most common concerns reported for hospitals. Poor communication was an issue either with the patient, between GP and hospital, and/or between hospitals.

## How people were feeling



## Where they were from



## Information and signposting

| Subject                               | No. of enquiries |
|---------------------------------------|------------------|
| Adaptations at home                   | 1                |
| ADHD support                          | 1                |
| Care in the home                      | 1                |
| Cost of living support and food banks | 1                |
| Dentist                               | 1                |
| Ear wax removal                       | 1                |
| Falls prevention                      | 1                |
| Support for older people              | 1                |

## Service providers and number of enquiries

|                              |   |
|------------------------------|---|
| Brockwell Medical Group      | 5 |
| Northumbria Healthcare Trust | 4 |
| Alnwick Medical Group        | 4 |
| NSECH                        | 2 |
| Union Brae Surgery           | 2 |
| Hexham General Hospital      | 2 |

We also heard about 23 other service providers once each.

### This month's focus

We have had an active month out in our community with our Here to Hear events. We also attended Northumberland County Council's World Mental Health and World Suicide Prevention Day sessions in Berwick and Cramlington, and Health and Wellbeing events in Haltwhistle, Wark and Blyth.

Our Annual Event, held at The Maltings, Berwick was a hive of activity, with around 100 people attending the Information Marketplace. Over 25 organisations from across NHS, voluntary and community services were there to let people know about the care, support and services they can offer.

At our afternoon theatre session 85 people came along to hear our review of the year and from guest speakers about mental health services, the new Berwick Hospital and community services in the area.

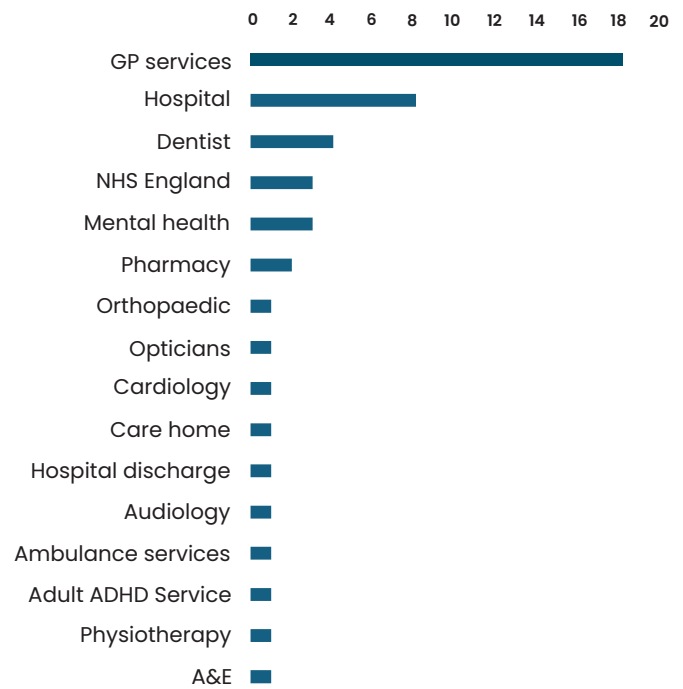
Working with Northumberland County Council we have launched the Pharmacy Needs Assessment survey which will run until the end of November.

This month's online talk was from Carers Northumberland. 20 people attended to find out more about the services available to unpaid carers.

### Impact

At Northumberland County Council's Health and Wellbeing Board this month, the Principal Social Worker for Adult Social Care reported that our work had helped Adult Social Care redesign its website and also 'helped rewrite and reframe Carers Assessment Training for Social Workers'.

## Feedback and enquiry issues



### Positive feedback

A member of public told us they had a very positive experience with the early intervention psychosis team (delivered by Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust). Their daughter is currently receiving treatment and they have not only been really good with her but also with the family: keeping them in loop, checking in etc.

Cramlington, Bedlington and Seaton Valley resident

### Negative feedback

Patient lives on the border between Northumberland and Cumbria (on the Northumberland side) so receives split care between Carlisle Hospital and Northumbria Healthcare NHS Foundation Trust/Newcastle Upon Tyne Hospitals NHS Foundation Trust hospitals.

This can sometimes cause issues with the trusts not communicating with each other and the patient not knowing which one they'll be referred to, when.

Tynedale resident