

Total number of contacts this month: 186, of which 106 gave more detailed feedback.
We also received 377 responses to our Annual Survey which we will report on separately in due course.

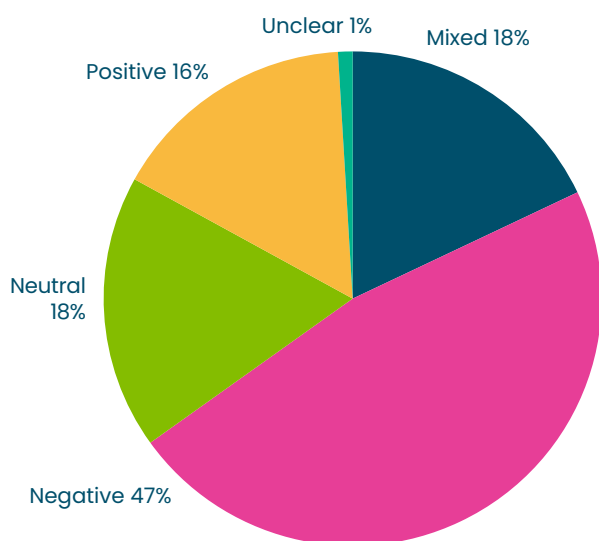
Top issues

GP services – difficulty getting an appointment, digital exclusion/feeling forced online and poor communication were the main issues. Just under a fifth of the comments we received regarding GP services were in praise of the service patients received at their GP practice.

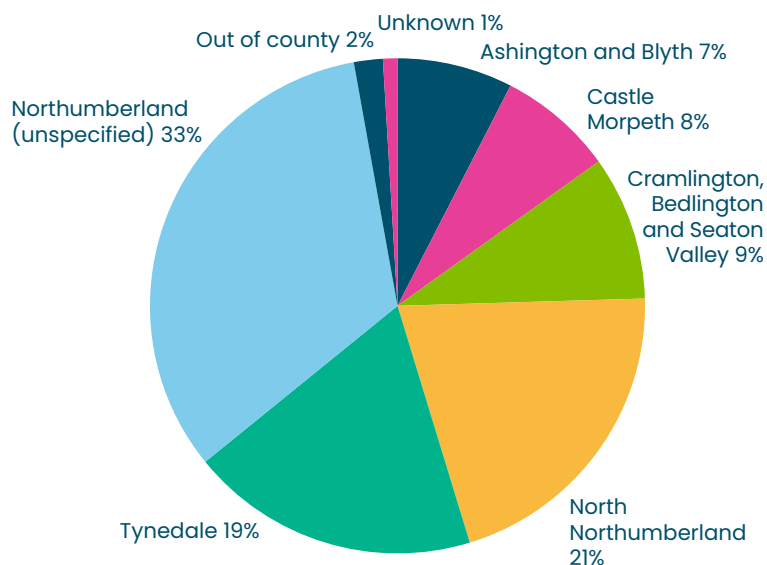
Hospitals (A&E) – poor quality of care was the main issue.

Mental health services – length of time on waiting list and poor or inconsistent quality of care were the main areas of feedback.

How people were feeling



Where they were from



Information and signposting

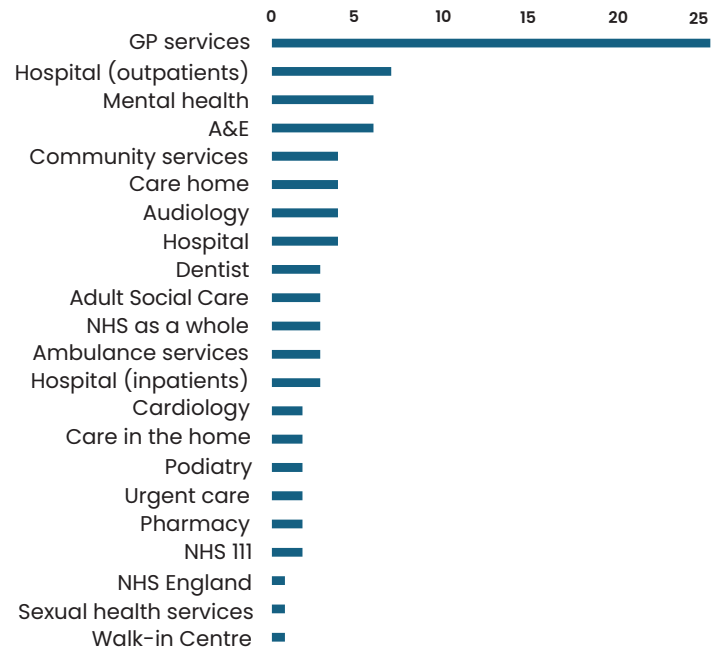
Subject	No. of enquiries
Benefits/housing advice	3
Local Healthwatch contact details	3
NHS complaints advocacy support	1
Aids and adaptations for bathroom	1
Refugee support	1
Volunteering activities	1
Addiction support	1
Car adaption/motability	1
Patient transport	1
Help around the home	1
Sight loss support	1
Weight loss support	1

Service providers and number of enquiries

Hexham General Hospital	6
Royal Victoria Infirmary	4
Northumbria Healthcare NHS Foundation Trust	4
Alnwick Medical Group	4
Wansbeck General Hospital	4
The Freeman Hospital	4
Burn Brae Medical Group	3
North Tyneside General Hospital	2
The Rothbury Practice	2
Adult Social Care	2
Allendale Pharmacy	2
Bedlingtonshire Medical Practice	2
Belford GP surgery	2
NHS 111	2

We also heard about 32 other service providers once each.

Feedback and enquiry issues



This month's focus

We have attended a lot of events hosted by other organisations this month including Allendale Meet and Eat and Berwick dementia café, as well as events in Cramlington, Seahouses, Blyth Family Hub's Step into Spring event and Vision Northumberland's equipment day. This is in addition to our usual Here to Hear events in Bedlington, Hexham and Morpeth.

We continued promoting our Annual Survey and have been analysing the feedback since it closed. Our online talk was from Northumberland's Domestic Abuse Service.

At the end of the month we attended the regional conference with 13 other Local Healthwatch from across the North East and North Cumbria.

Positive feedback

Patient left positive feedback about their experience of a hip operation at Wansbeck General Hospital.

They said "To help alleviate the fears and concerns regarding a hip operation, Wansbeck Hospital are getting it right. A whole team of people descended on me, helping me (literally) every step of the way. I felt well looked after and completely informed...Well done Wansbeck."

Cramlington, Bedlington and Seaton Valley resident

Negative feedback

An elderly person told us they had to call an ambulance during the night as they had been unwell, their condition was deteriorating and they lived alone. They were taken to the RVI and waited four hours to be seen/assessed. They were then placed on a trolley bed in a corridor where they remained for nine hours without being given any water (or food) and too weak to call out for someone's attention.

Eventually a member of nursing staff commented they looked dehydrated and brought a tiny cup of water. The staff member promised to bring more but never did. On discharge from hospital staff said "don't hesitate to come back if you have any more problems". The person said they'd rather stay at home and face the consequences because at least they'd have access to water.

Tynedale resident

Impact

"The JobCentres are feeding back saying that the Mental Health Support in Northumberland booklets are good and offer clear options of support for customers. They issue them to so many customers who are saying they need support with their mental health." Partnership Manager, DWP