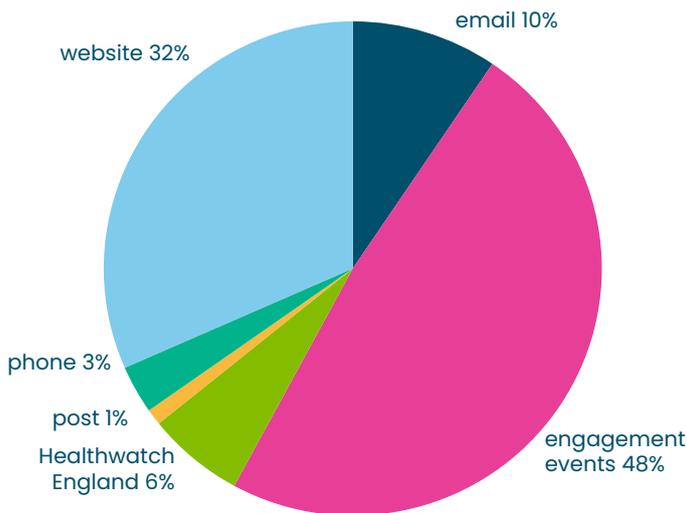


Total number of contacts this month:
561, of which 95 gave more detailed feedback.

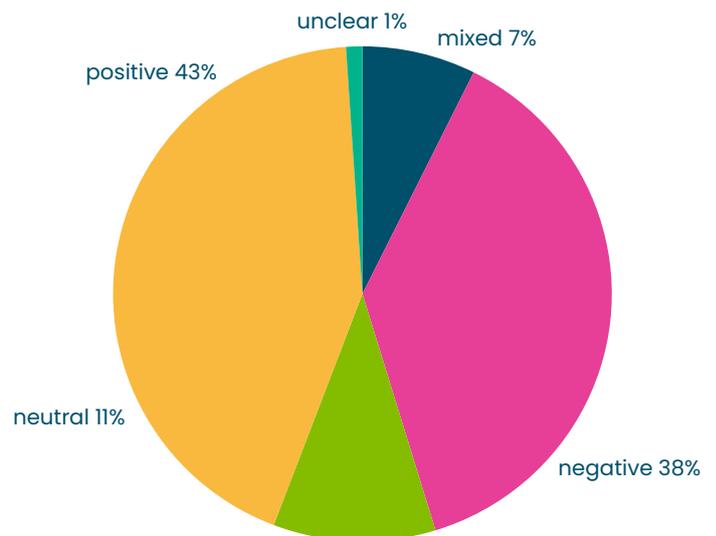
Top issues

This month the biggest issue, apart from difficulties getting an appointment at GP practices, has been poor communication by services. This is around prescriptions in particular, and the communication between patient, GP practice and pharmacy. There has also been communication issues with other services either not communicating with the patient or with each other, which has adversely affected the patient.

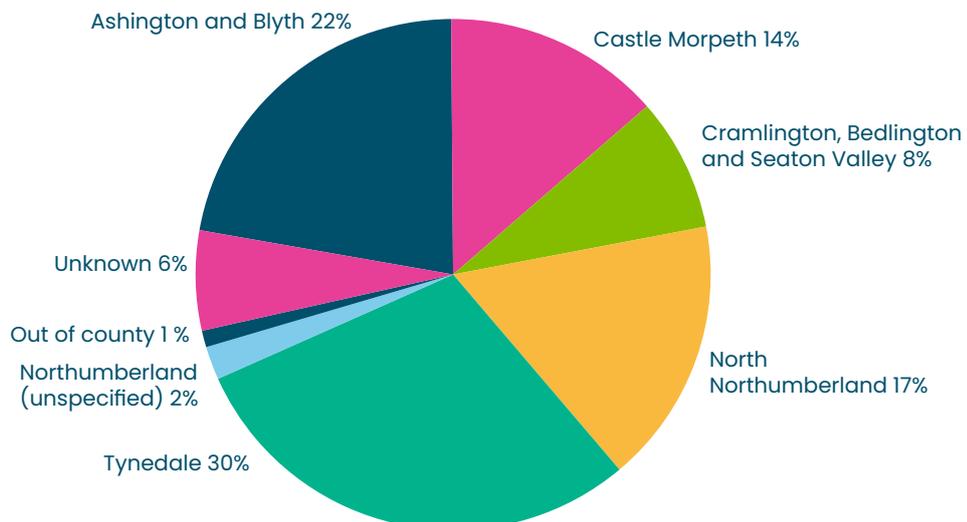
How we heard from people



How they were feeling



Where they were from

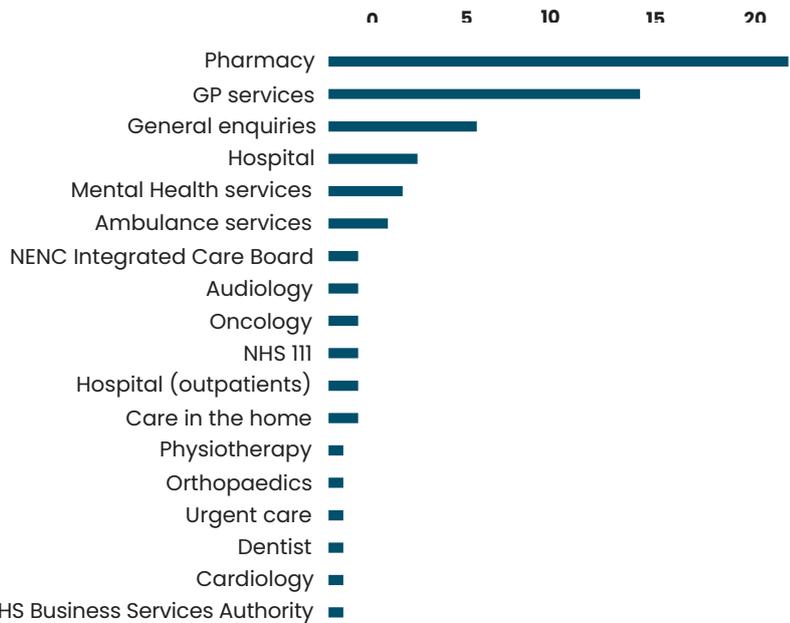


Service providers and number of enquiries

Allendale Pharmacy	14
Coquet Medical Group	4
Wellway Medical Group	3
North East Ambulance Service	3
Royal Victoria Infirmary	2
North East North Cumbria Integrated Care Board	2
Alnwick Medical Group	2
Northern Centre for Cancer Care	2
Northumbria Specialist Emergency Care Hospital	2
Corbridge Health Centre	2
Wansbeck General Hospital	2
Children and Young People's Service	2
Lloyds Pharmacy, Hexham General Hospital	2
The Freeman Hospital	2
Hexham General Hospital	2
Lloyds Direct Pharmacy	2

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

Feedback and enquiry issues



This month's focus

October has been a very busy month with an increased number of one-off sessions and events on top of our regular Here to Hear events. We were at Choppington Disability Forum's AGM, Blyth Wellbeing event, Silver Sunday and Mental Health Celebration event (also in Blyth), and Alnwick Garden's Wellness event, all of which have been well attended and have enabled us to speak to many more people than usual. Our AGM and listening event at East Bedlington Community was well-attended and we received lots of positive feedback from guests.

This month's online session on self-harm from Battle Scars was very popular, with our highest ever attendance since we began these sessions.

We ran an online campaign asking people to tell us what they think about their local pharmacy which generated a lot of feedback, almost exclusively positive, with many glowing references to Allendale Pharmacy. This meant that for the first time since we started the monthly reports in July 2022, we received more positive feedback than negative.

Negative feedback

We heard from a member of the public who received a text from their GP surgery saying they were cancelling the patient's prescription until they'd had a medication review that was due. However, some tablets will run out of before the review has taken place. The patient feels this would have been better communicated by telephone to allow for discussion around this as they are now left without adequate medication.

(Cramlington, Bedlington and Seaton Valley resident)

Positive feedback

Patient had a positive experience at The Freeman Hospital's Audiology Department.

He said "I went to have a hearing aid fitted and was promptly and politely dealt with. Most impressed by the fact that they're catching up after Covid by working on Sundays. It was the same about a month before when I went for my assessment. Well done NHS".

(Castle Morpeth resident)