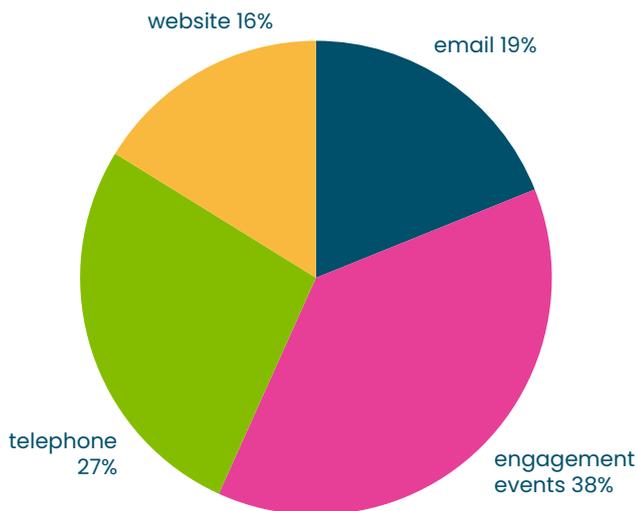


Total number of contacts this month:
107, of which 37 gave more detailed feedback.

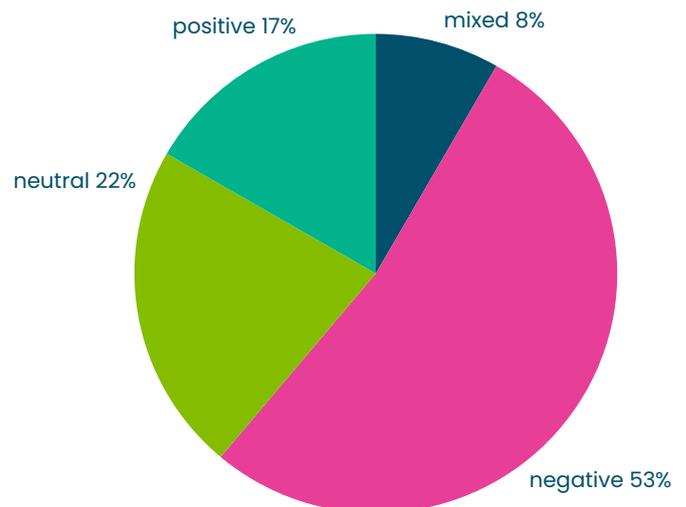
Top issues

Patients continue to express frustration at their experiences of making a GP appointment. Poor communication, both with the public and between services, came out strongly as a theme this month – sometimes with serious repercussions.

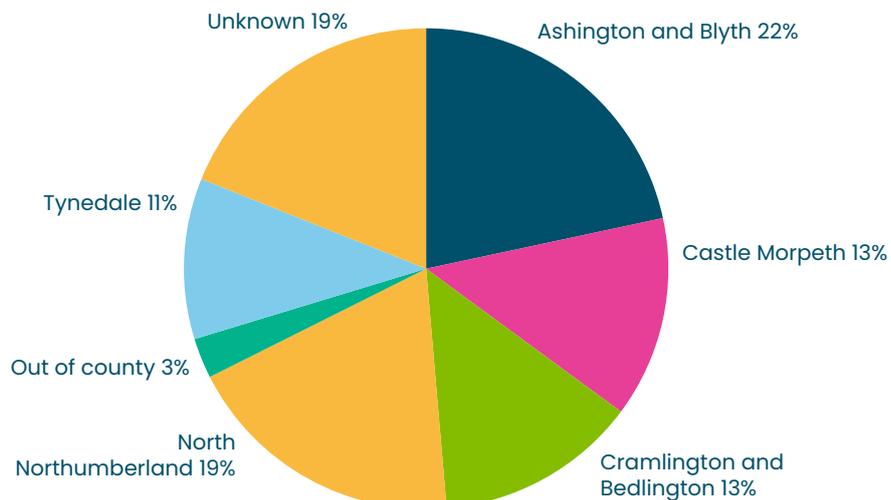
How we heard from people



How they were feeling



Where they were from



Service providers and number of enquiries

Seaton Park Medical Group	2
Alnwick Medical Group	2
Valens Medical Partnership	2
NHS England	2
Union Brae Surgery	1
RVI - medical photography	1
Railway Medical Group	1
Children and Young People's Service	1
Central Pharmacy, Ashington	1
Highgate House Dental Practice	1
Northumbria Specialist Emergency Care Hospital	1
JMAPS (Northumbria Healthcare and Connect Health)	1
Brockwell Surgery	1
MacMillan nurses	1
RVI cataract centre	1
Bedlingtonshire Medical Group	1
South Bebside Care Home	1
Wheelchair services	1
Coquet Medical Group	1
The Bellingham Practice	1
Wooler Health	1
North East Ambulance Service	1
Northumbria Healthcare NHS Foundation Trust	1

Negative feedback

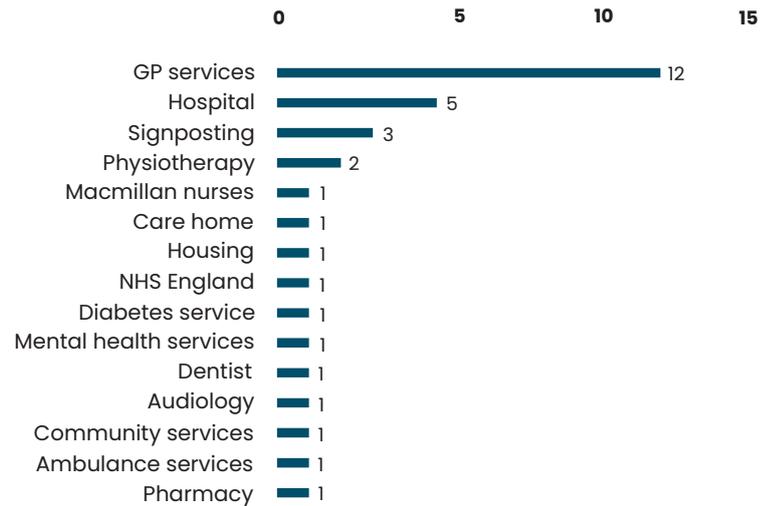
A man experienced issues with sight in one eye including a black disc obstructing vision. His GP suggested monitoring to see if it got worse. It did deteriorate; couldn't get GP appointment easily so went to opticians who said needed an urgent referral to eye clinic at hospital and wrote letter to GP to ask them to refer. Took letter to GP but did not hear back so had to chase. Was informed usual GP wasn't in but would be in the next day.

He feels another GP could have actioned this due to urgency. As still did not hear back and was extremely anxious and feeling nauseous a friend took him to A&E. Was told had a haemorrhage and had lost sight in eye. He feels referral should have been processed quicker by GP, or optician should have been able to refer. He is very distressed by the experience and loss of sight. Also unclear now what is happening with after care - who is responsible and whether sight loss is permanent etc. He hasn't had much communication from hospital or GP.

We signposted to PALS for answers to queries and Vision Northumberland for support.

North Northumberland resident

Feedback and enquiry issues



This month's focus

This month we have reviewed our Here to Hear session venues. We have visited a lot of potential venues to gauge how they will help us hear from different communities. Further details of the new venues will be announced soon.

We also published our [Annual Report](#) for 2022/23, which gives an overview of the work we have done over the past 12 months in Northumberland, to engage with communities and where we have worked with commissioners and providers to highlight key issues.

Positive feedback

A caller told us that they attended a medical photography appointment at the Royal Victoria Infirmary, and the appointment was so quick and efficient that he didn't have to pay for his parking, as he left the car park before the end of the first free 30 minutes. The department was well signposted so it was easy to find within the hospital, despite never having been there before.

Tynedale resident