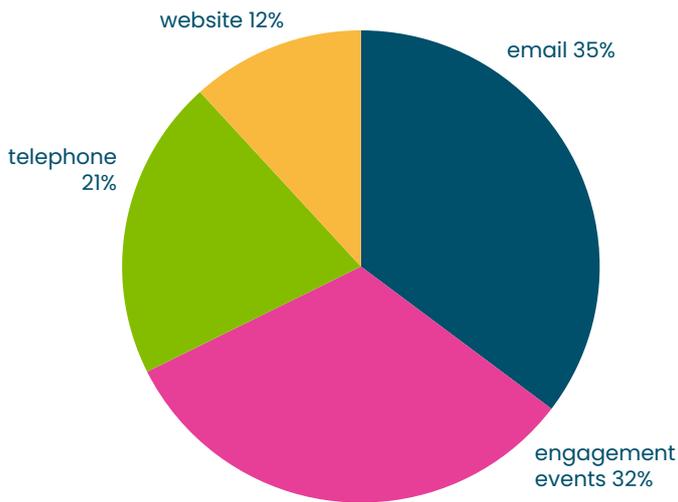


Total number of contacts this month: 98,
of which 27 gave feedback about services

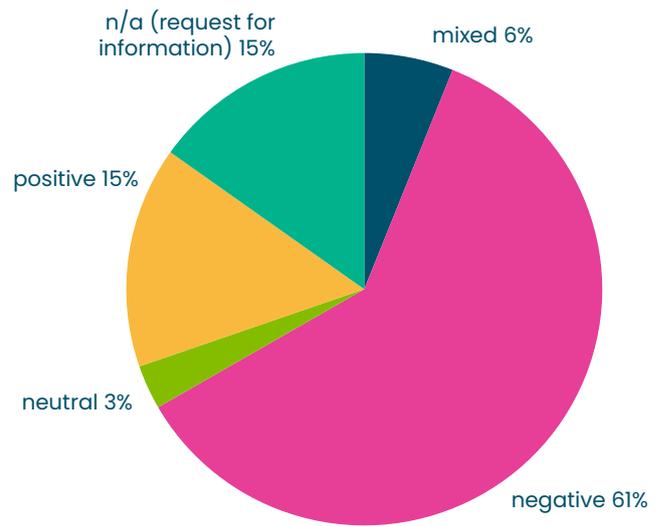
Top issues – there are no services that really stand out for receiving negative feedback this month. Instead there are two common themes of issues – access to services and poor quality of service. These two themes were spread across a wide range of services, from GPs and dentists to hospitals and outpatients' clinics.

In all cases there were no more than a couple of comments per service so, it isn't possible to highlight any one in particular.

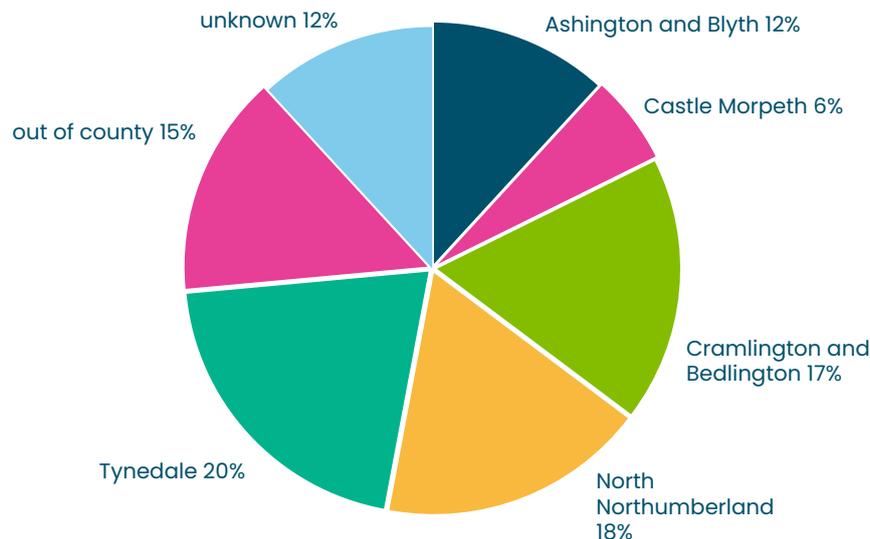
How we heard from people



How they were feeling



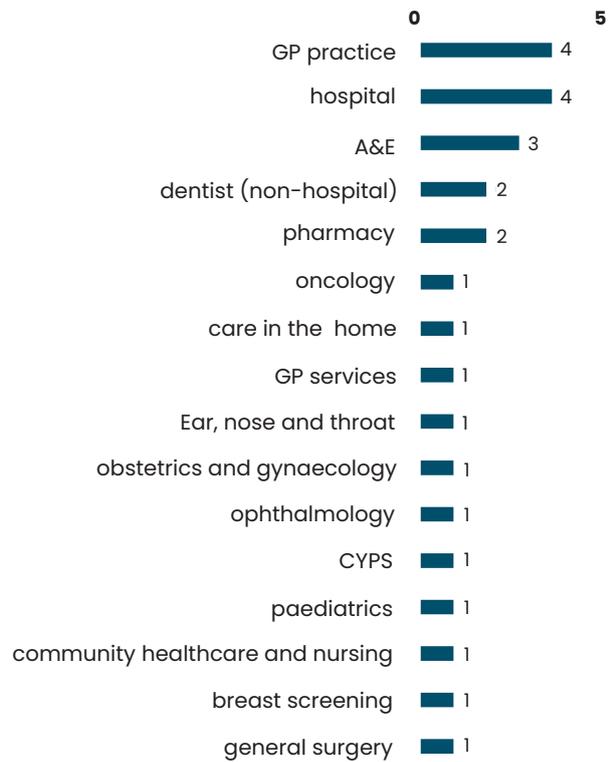
Where they were from



Service providers and number of enquiries

The Freeman Hospital	3
Northumbria Specialist Emergency Care Hospital	2
Northumbria Healthcare NHS Foundation Trust	2
Newcastle Westgate Cataract Centre	1
North Tyneside General Hospital	1
South Tyneside and Sunderland NHS Foundation Trust	1
Marine Medical Surgery, Blyth	1
Seaton Terrace Surgery	1
Royal Victoria Hospital A&E	1
NHS England	1
Riversdale Surgery	1
The Newcastle Upon Tyne Hospitals NHS Trust	1
Prudhoe Medical Group	1
Healthwatch Northumberland	1
Haydon Bridge Pharmacy	1
Cramlington Dental Care	1
Optegra Eye Hospital (in partnership with NHS)	1
Wansbeck General Hospital	1

Feedback and enquiry issues



This month's focus

We have continued to attend the new Here to Hear venues at Prudhoe and Bedlington and raise awareness of our presence there.

Our mid-year report was published and we promoted our online Annual Survey.

We contributed written evidence to the Health & Social Care parliamentary select committee inquiry into NHS dentistry.

The 'How are you feeling?' young people's campaign, developed with our volunteers, was finalised and will launch in March.

Our regular monthly online session was from Epilepsy Action.

Negative feedback

"Eight weeks is the estimated time for a result from a 48 hour heart monitor reading to be conveyed to the patient via the GP surgery who requested the investigation.

Presumably, this condition was considered serious enough to require this and I feel that this delay is unacceptable."

Anonymous feedback left on our web form.

Positive feedback

A resident's daughter visited A&E and the children's ward at NSECH after breaking her arm. She was seen inside 40 minutes and her mother noted just how child-friendly the staff were, as was the ward, with lots of toys on hand. They involved the child in the whole medical process. She told us they could also do with some toys for older children aged 8-12 years.

(Castle Morpeth resident, speaking at a Here to Hear drop-in)