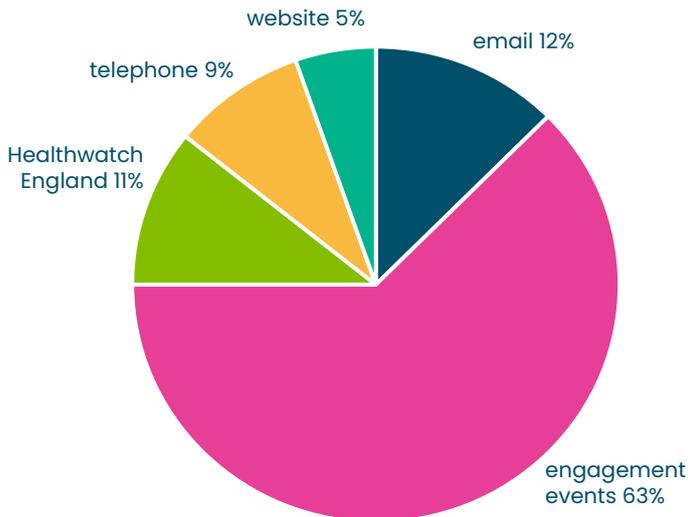


Total number of contacts this month:
122, of which 55 gave more detailed feedback.

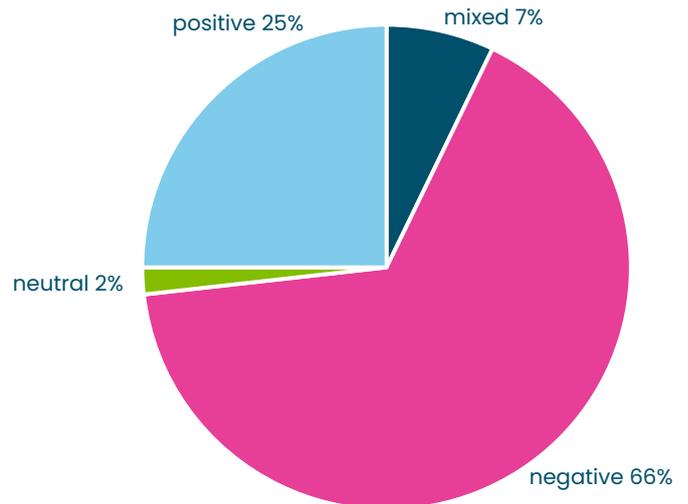
Top issues

- Difficulty finding a dentist
- Difficulty getting an appointment with GPs
- Incomplete prescriptions being provided by pharmacies

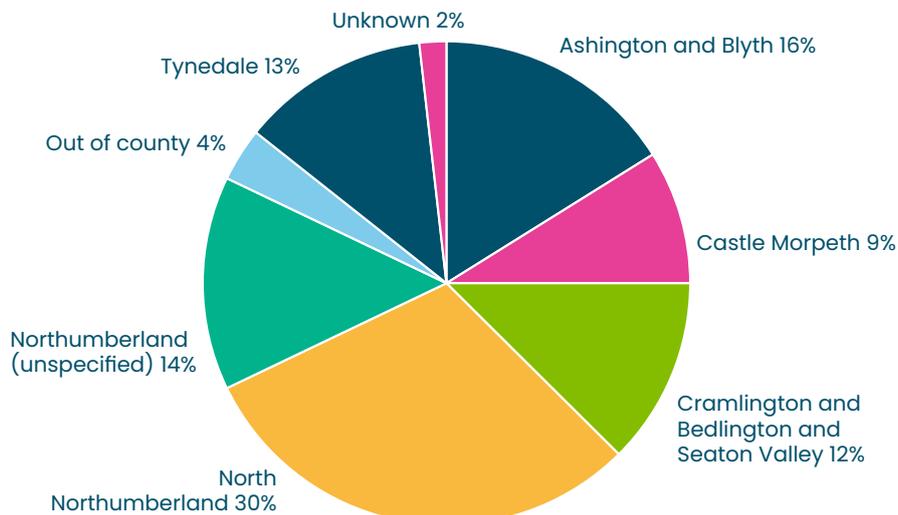
How we heard from people



How they were feeling



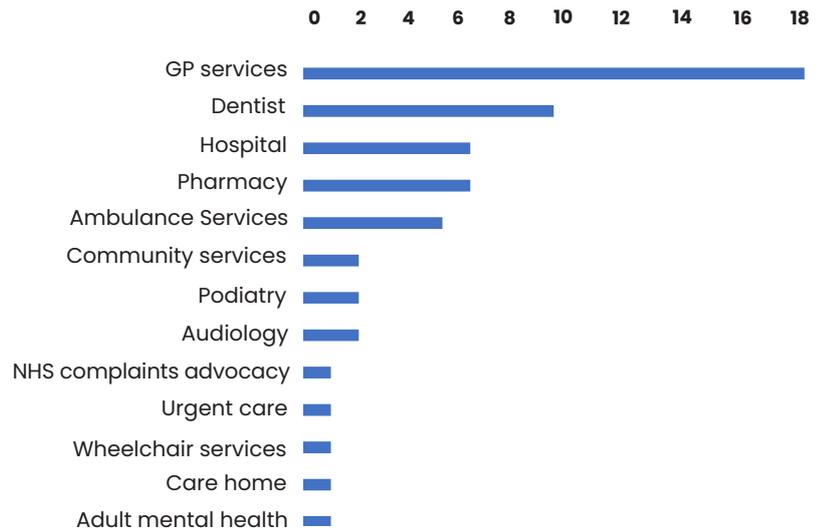
Where they were from



Service providers and number of enquiries

North East Ambulance Service	5
Wooler Health	3
Coquet Medical Group	3
Northumbria Specialist Emergency Care Hospital	3
Royal Victoria Infirmary	3
Alnwick Medical Group	2
NENC ICB (commissioner for dentistry)	2
Well Pharmacy, Alnwick	2
Gas House Lane Surgery, Morpeth	2
Northumbria Healthcare NHS Trust (podiatry)	2
Bridge Street Dental Practice, Morpeth	1
Union Brae Practice	1
Broomhill Medical Centre	1
J P Old Dental Practice	1
Voiceability	1
Jesmond Health Partnership	1
Wheelchair services	1
Newcastle Hospitals NHS Trust	1
Hencotes Dental Practice	1
Audiology services (Newcastle Hospitals)	1
Valens Medical Group	1
Adderlane Surgery, Prudhoe	1
Wansbeck General Hospital	1
Blyth Community Hospital	1
Wellway Medical Group	1
Onecall	1
Alnwick Infirmary Minor Injuries unit	1
Prudhoe Medical Group	1
Haydon Bridge Pharmacy	1
Ross Care	1
South Bebside Care Home	1

Feedback and enquiry issues



This month's focus

This month we have been out and about getting feedback from the residents of Northumberland face-to-face and also online. We hosted our regular online Care Home forum at the start of the month and, as well as attending our usual Here to Hear sessions to hear from the general public, we attended specific targeted groups to get feedback from people we don't hear from as often. We have also attended a networking group which was focused on West Northumberland.

At our monthly online session we heard from Dr Charles Shepherd of the ME Association who spoke about Long Covid. The talk was very well attended and can be viewed on our [website](#).

In addition, we welcomed Engagement and Volunteering Officer Lorna Beech to the team.

Negative feedback

A caller's husband discovered a mole on his skin during the pandemic. His GP arranged an online appointment and asked him to send a photograph of the mole. She commented that luckily he had a phone capable of taking/sending photos and the ability to accept an online appointment, whereas other patients might not. Husband was told that the mole didn't look like anything to worry about. The caller felt that it should have been examined in a face-to-face appointment - the mole is still growing and she is worried about it. She feels concerned that face-to-face care is being replaced by online and telephone appointments in the name of efficiency and that serious things may be missed as a result, along with the ability to build up a rapport with a GP, which she feels you can't do through a screen.

(North Northumberland resident)

Positive feedback

A member of the public told us they regularly see the dentist in Widdrington for check ups and dental treatment and they are very happy with the care received. Staff are nice and communicate well.

(Castle Morpeth resident)