

Total number of contacts this month:
276, of which 78 gave more detailed feedback.

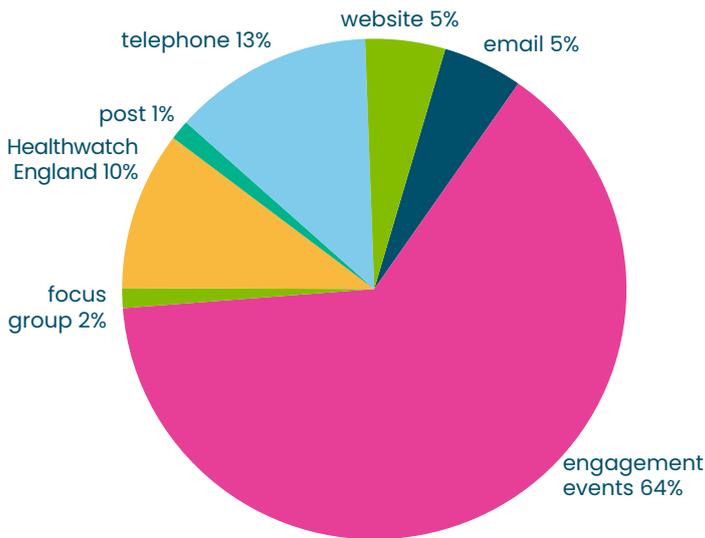
Top issues

GP services: Difficulty getting an appointment was again the top concern raised this month, although approximately a fifth of the feedback we received praised the quality of care from GP practices.

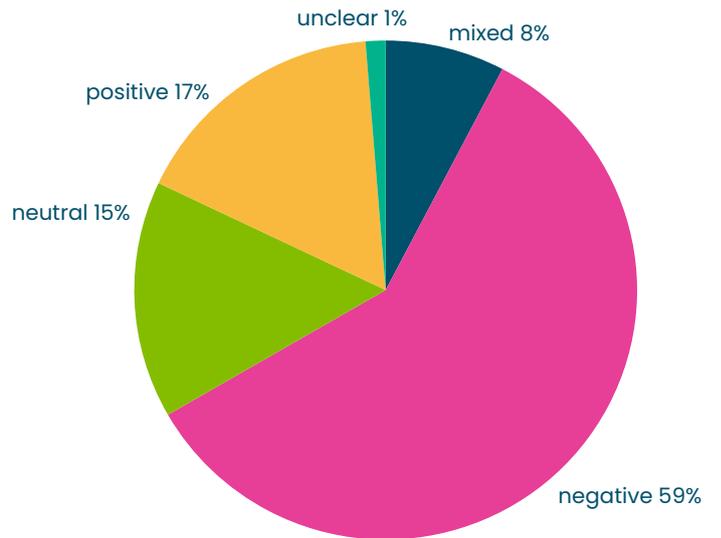
Dentists: Difficulty getting an appointment featured strongly again this month.

Hospitals (outpatients' appointments): Long waiting times and the distance needing to travel to get to appointments were raised. There was also a fair proportion of positive comments around the quality of care received.

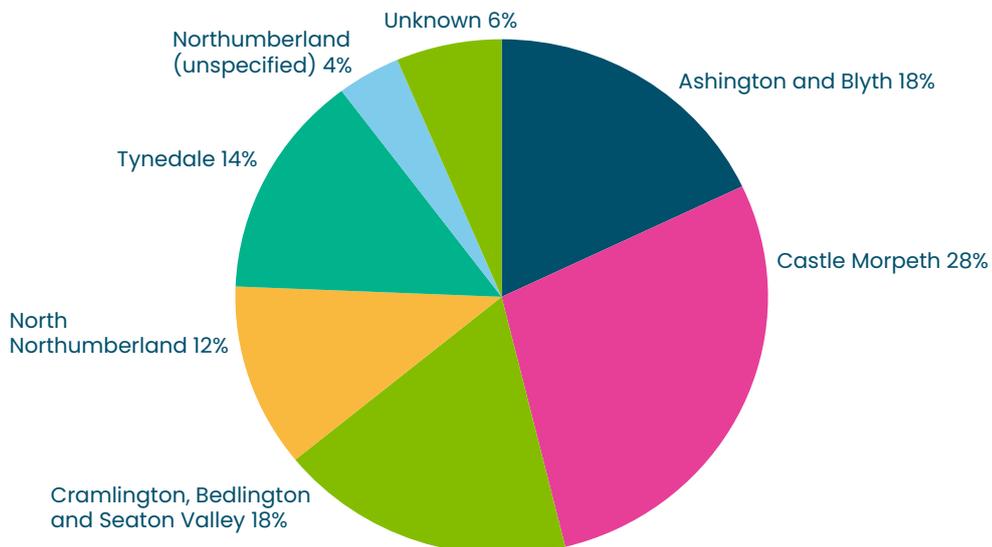
How we heard from people



How they were feeling



Where they were from



Service providers and number of enquiries

Northumbria Specialist Emergency Care Hospital	6
The Freeman Hospital	6
Hexham General Hospital	5
Haltwhistle Medical Group	3
NHS England	2
The Village Surgery, Cramlington	2
Highgate House Dental Practice, Bedlington	2

These are the service providers we heard about two or more times. There were also 28 other service providers we heard about once each.

Positive feedback

A caller told us that his wife had to attend Northumbria Specialist Emergency Care Hospital for a neck scan. An incidental swelling of a blood vessel was found, unrelated to her issue. The hospital referred her to the Royal Victoria Infirmary for further tests. The tests confirmed it was nothing to worry about. The Royal Victoria Infirmary informed the lady's GP who called her to let her know.

Things worked as they should between the different services.

(Castle Morpeth resident)

Negative feedback

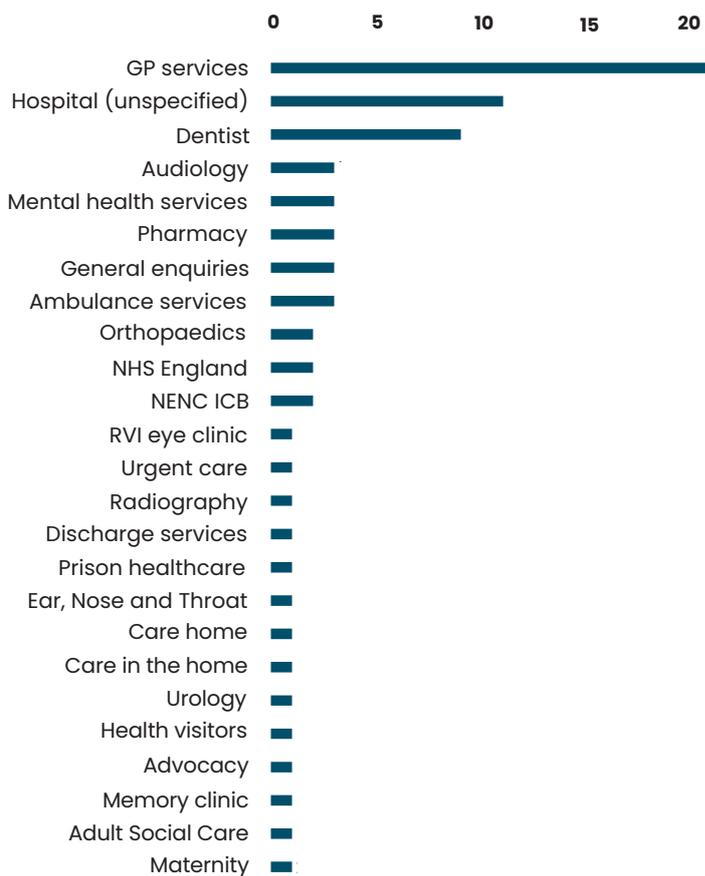
A gentleman had to go to hospital to have a scan. He had to attend Northumbria Specialist Emergency Care Hospital for this and found it very difficult because he doesn't drive.

He then had to wait for nine hours after arrival for his scheduled appointment and was then told he'd have to come back the following day for the scan.

He is unhappy that this and other procedures can't be done at Hexham General Hospital anymore, and that people now have to travel miles for even simple procedures.

(Tynedale resident)

Feedback and enquiry issues



This month's focus

This month has been another busy one with continued attendance at several one-off events including Seghill Food Hub, Ponteland and Blyth Winter Warmer events, Prudhoe wellbeing event, Haltwhistle diabetes awareness event and the Forget-me-nots Christmas drop-in.

We also were at the Blyth IT drop-in special where we were joined by staff from Marine Medical Group to show patients how to use eConsult, help them register for GP online services and download the NHS app.

The online talk this month was from the Stroke Association and it was well received by the members of the public and health professionals who attended.

Lastly, we have started on a joint project with all the local Healthwatch in the North East and North Cumbria reviewing the state of NHS dentistry in the NENC ICB area.