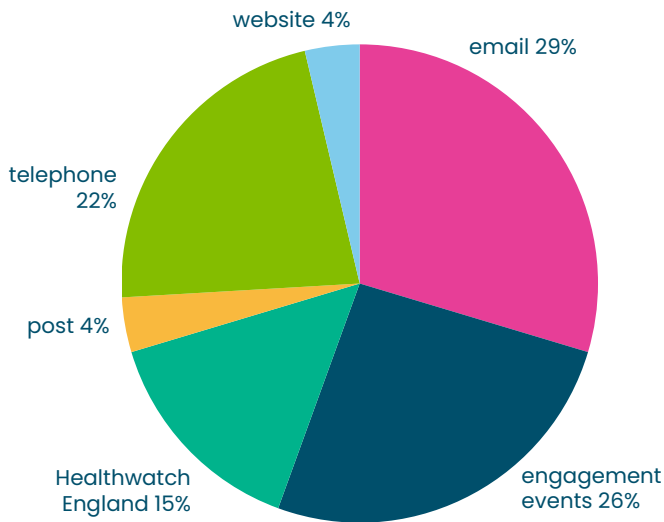


Total number of contacts this month: 115, of which 27 gave more detailed feedback about services

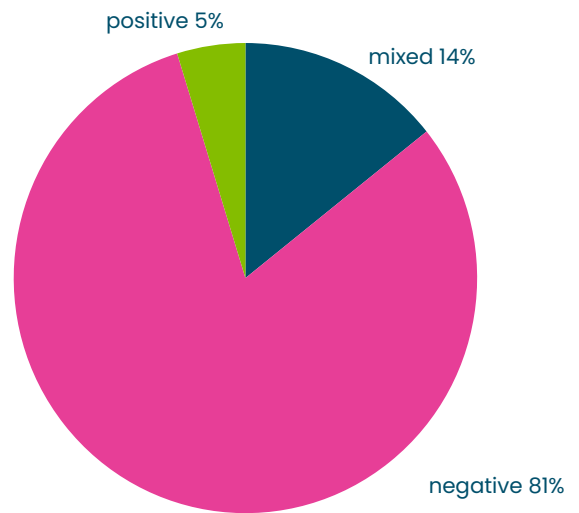
### Top issues

1. GP services – equally split between access and poor service when actually seen
2. Hospitals – poor service
3. Dentists – access and getting an appointment. The lack of dentistry provision in Berwick-upon-Tweed is still getting mentioned.

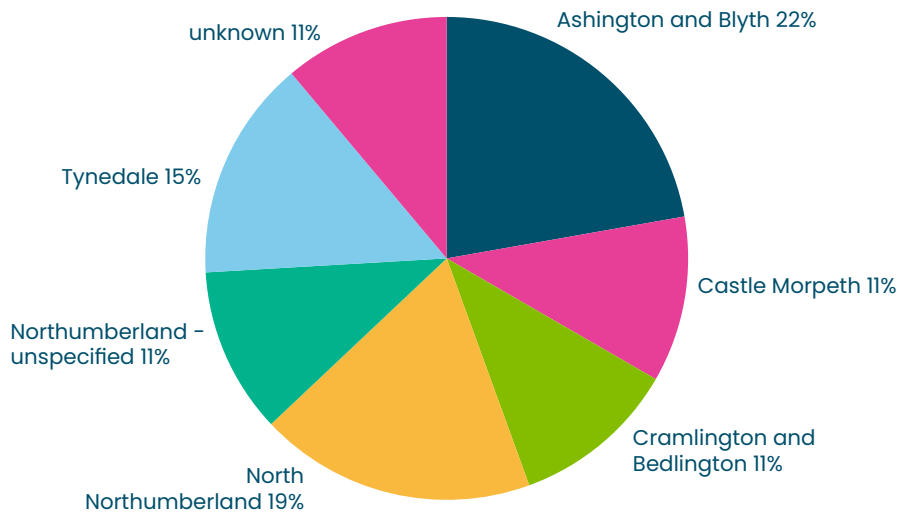
### How we heard from people



### How they were feeling



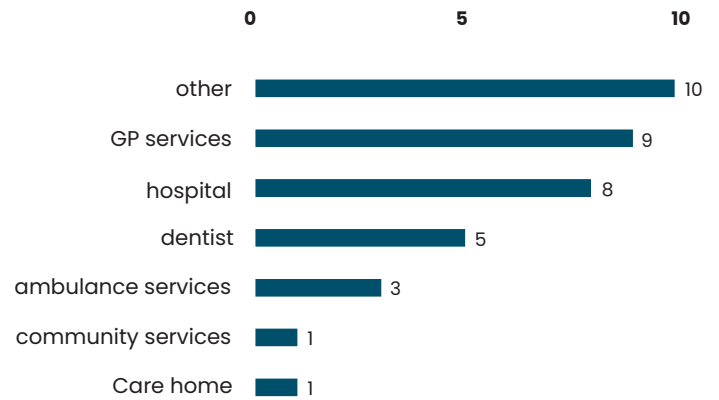
### Where they were from



## Service providers and number of enquiries

Wansbeck General Hospital	7
Hexham General Hospital	3
NHS England	3
Branch End GP Surgery	2
North East North Cumbria ICB	2
Railway Medical Group	2
Wellway Medical Group	2
Accident and Emergency	1
Ambulatory care	1
Bedlingtonshire Medical Group	1
Dolphin View Care Home, Amble	1
Forum Family Practice	1
GP services	1
Linden Cottage Dental Practice	1
Home delivery - incontinence	1
Northumbria Specialist Emergency Care Hospital	1
Outpatients	1
Turret Villa Retirement Home	1
Valens Medical Group	1
Other	1

## Feedback and enquiry issues



### This month's focus

We have been busy passing on to the council and the NHS all the feedback we have received at our regular Here to Hear drop-in sessions and our targeted projects. Issues include dentistry, pharmacy, GP appointments and care homes.

We promoted the COVID-19 spring booster programme through our usual channels of communication.

Our monthly online session in April was from Eating Distress North East. We had 37 attendees which makes this the best attended online event since we began holding them in 2020.

### Negative feedback

A patient fed back that they feel generally that there are barriers to accessing GP services as a deaf person. The patient is not online, so cannot get access to help or support this way. The only choice left is by telephone which is unsuitable due to hearing loss. Her husband has to make appointments on her behalf which she would prefer not to have to do, as many health issues are personal.

(Cramlington, Bedlington and Seaton Valley resident)

### Positive feedback

Since I had a chest infection and the COVID-19 virus in 2021, I've been having a lot of problems. I have had to attend my GP and hospital appointments in the last 12 months with stress, trauma and more pain than usual. This has exacerbated my mental health issues.

The GPs and staff at the two hospitals I attended have been so good, and so understanding.

(Tynedale resident)