



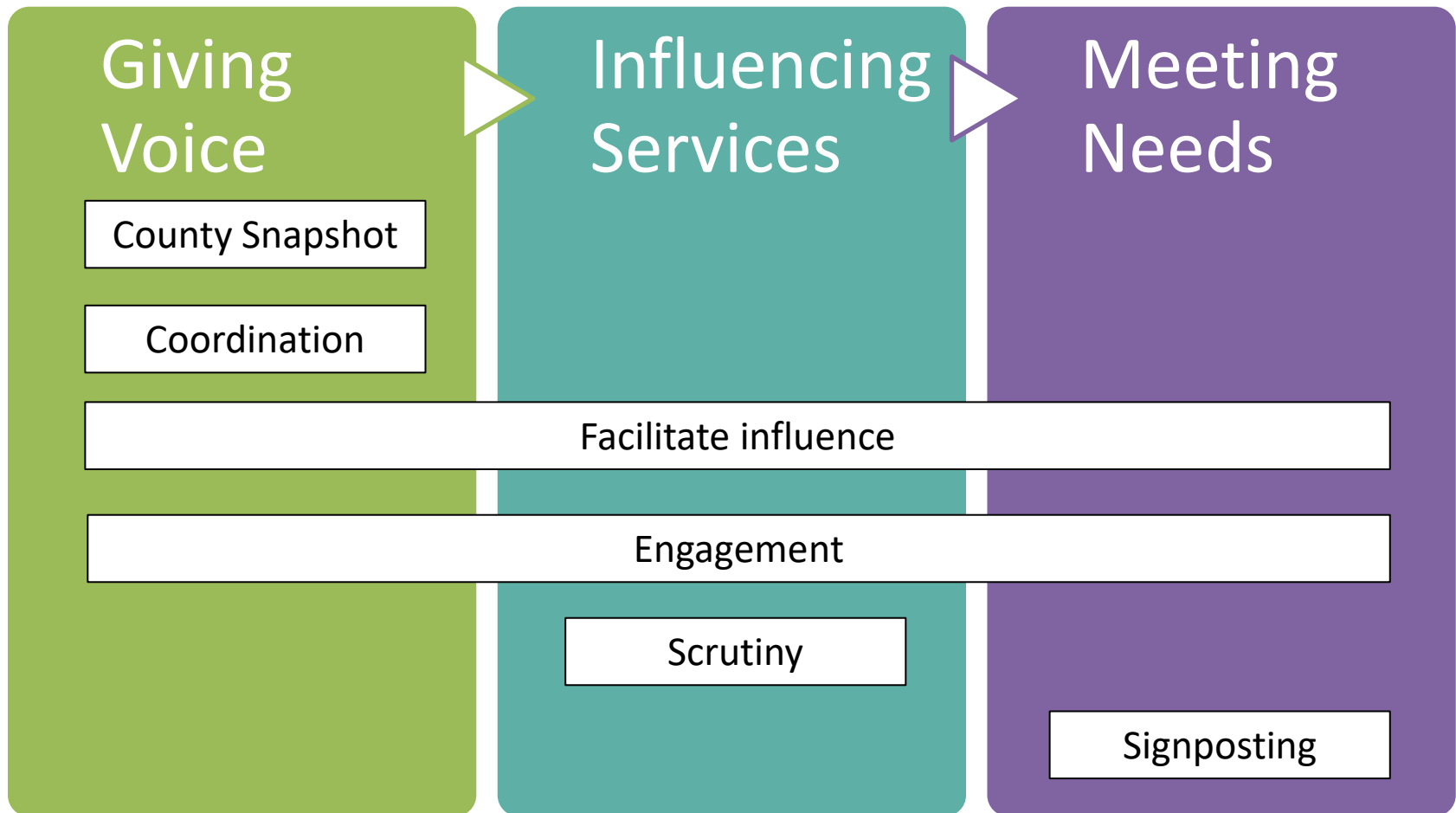
**Healthwatch Northumberland**  
**Derry Nugent, Project Coordinator**

Most people do not listen with the intent to understand; they listen with the intent to reply.

--Stephen R. Covey



## Using the tools

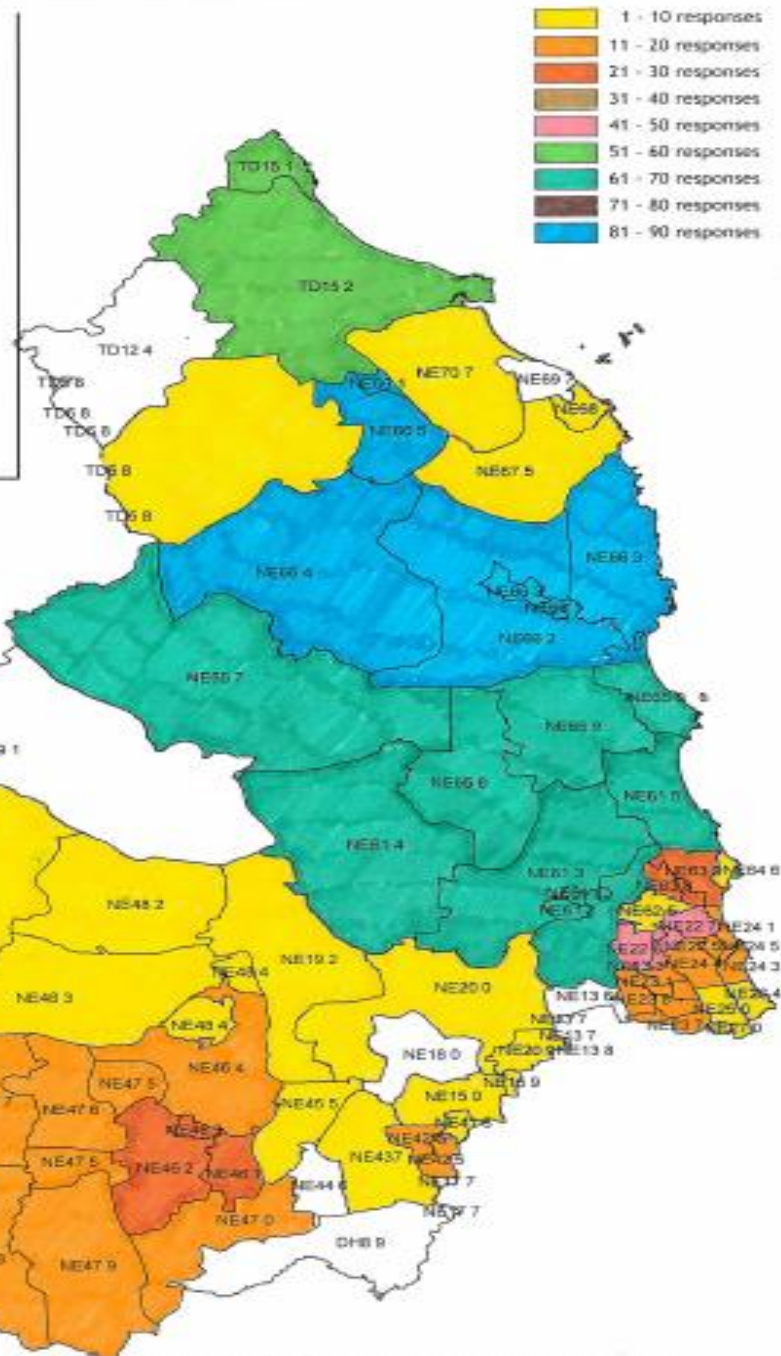






Markets & Roadshows  
Primary Refresh  
Ageing Well  
Specific Issues  
Community Groups  
Parish Council  
Annual Survey





# This is what we heard

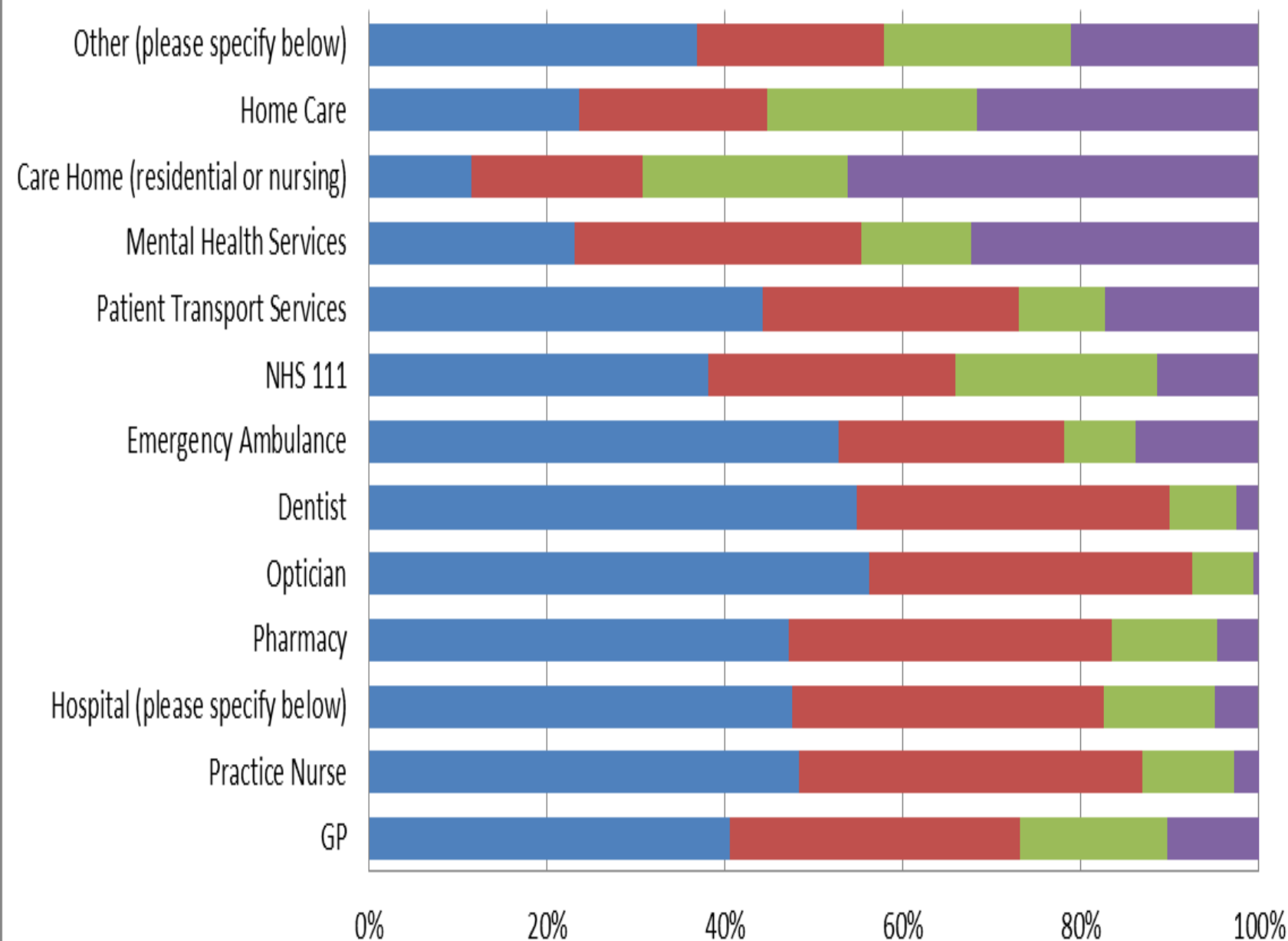


65% of respondents said that their experiences of health and social care were good or excellent over the last twelve months.

12% of respondents rated their service as poor compared to 6% in 2017.



## How would you rate the overall experience of the services you have used?



# This is what we heard



Comments about hospitals and ambulances focussed on waiting times

GP's received many favourable comments but lost confidence from respondents when it came to booking appointments.

Appointments were mentioned 205 times

Issues - call backs, screening by reception staff and waiting all day to still need an appointment, impact of a hearing loss or mental health problems





*“It’s difficult to get a time to suit especially at dentist for the children, not many appointments after school time and none on weekends for working parents”.*

*“Travelling 50 miles for a blood test, followed by a similar trip the next day for treatment.”*

*“Patient transport inconsistent. Harshness in taking into account family circumstances”*

*“Receptionist at GP very helpful”*

*“Clear information about hospital appointments I found phone service worked well. Nurse taking bloods worked well so doctor was freed up to do other things”*

*“As for the care received from medical/nursing/ancillary staff it has been good/excellent”*





# What we want to do



Understand more about the 12%

Prioritise - GPs, mental health services,  
dementia services

Hear from more people

Energise our networks





# #ItStartsWithYou

[www.healthwatchnorthumberland.co.uk](http://www.healthwatchnorthumberland.co.uk)

