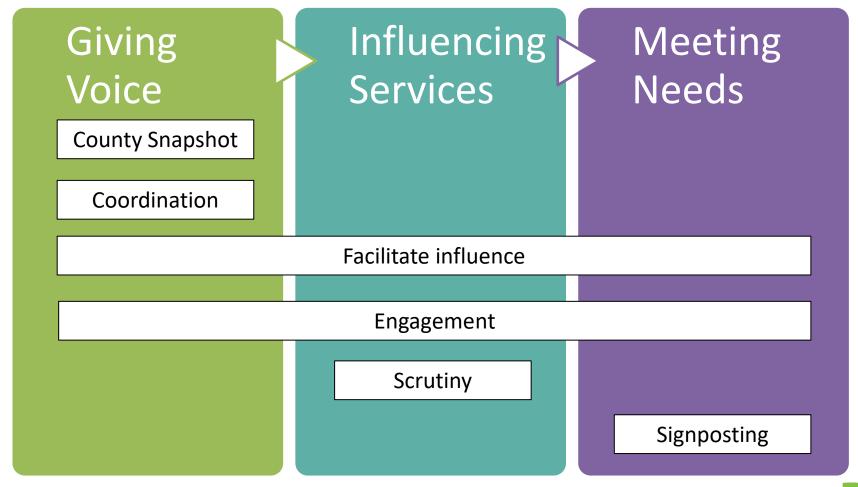


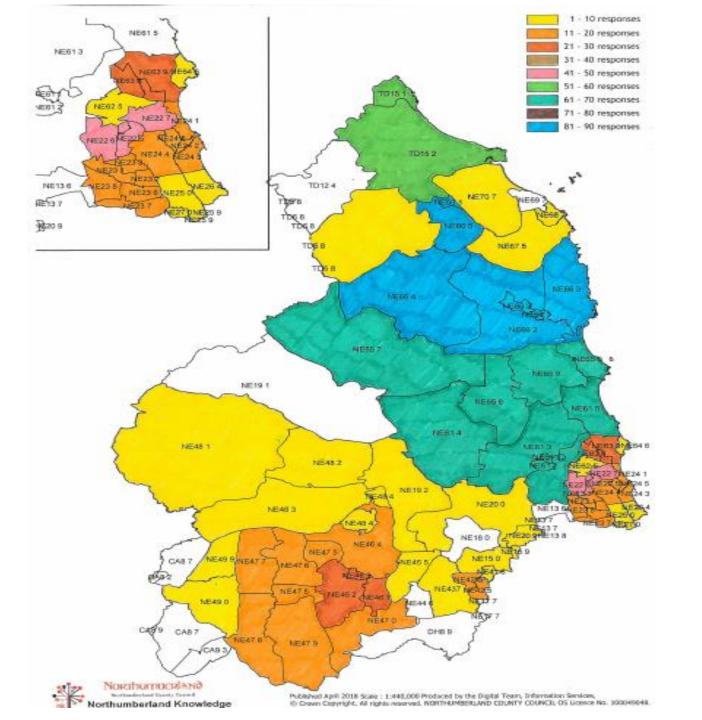
Most people do not listen with the intent to understand; they listen with the intent to reply. --Stephen R. Covey your ecards



Using the tools



Norhamp/ Spilla Berwick B. Greenlaw Holy Island Coldstream Corn .L.H. Farn 7d. Carhamo ·Farn Jd.L.H. "lodde" Kelsa. Melrose InckerN. Sunderland Pt. Paston Teviot, Fleethamo. Wlkirk Newtown Pt. N.& S. 6 Jedburgh ECharlton's Dunstanbrough Pt. Bewick Hawick. Roulmer 4 inmouth Carter Fell Markets & Roadshows ark with Coquet I. Primary Refresh Hauxley Pt. Peek Fell **Ageing Well** Velton Druridge Bay Specific Issues **Community Groups** Ellington Fallstone Newbiggin Pou **Parish Council** Tyne Cowpen **Annual Survey** Mo peth Bellinghan Bedlington Bluth Wark Trough tion Stannington Hartley torth Shiel .Bewcastle Chellerton Cramlington aham Stapleton Newcastle memout Roman ROMAN-Newbrough loud tonon Tyne Winlaton head 19 0 Brampton dhank Gare Allenda, Et Knarsda OP Seah Aldstone eav Mobratev Moor · Hawth CollierLaso ·Kirkoswala St.John's Hunsonby Sprace Vel





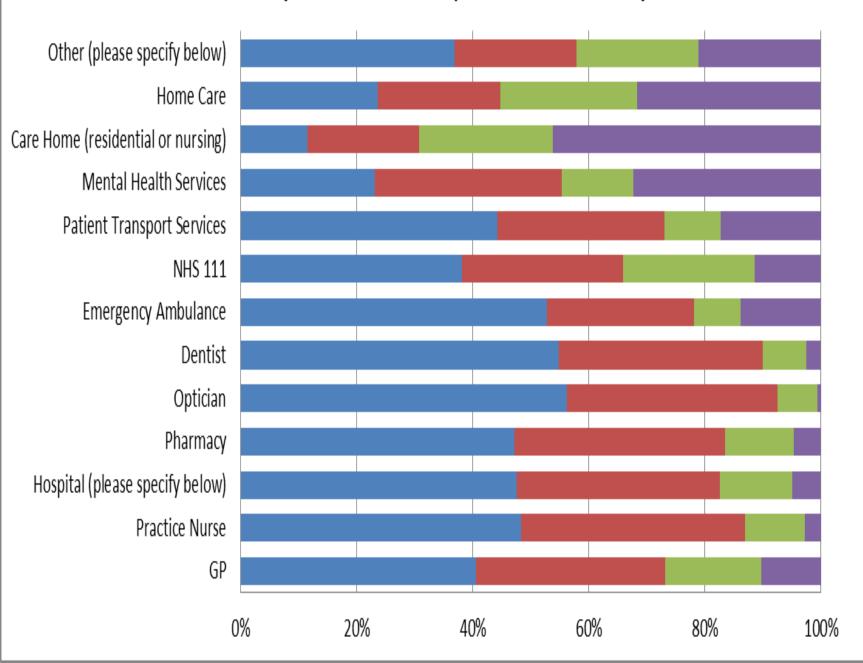
This is what we heard

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

