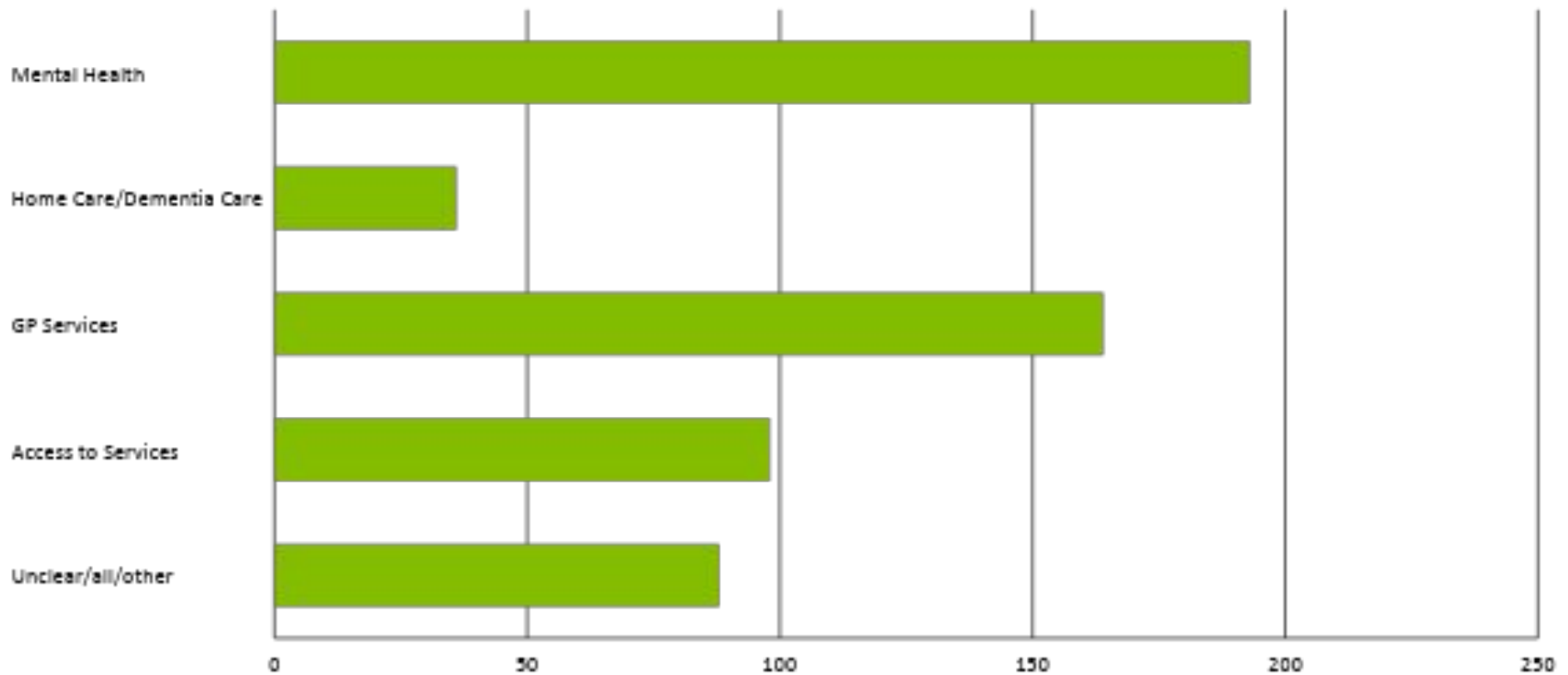





**Healthwatch Northumberland**  
**Derry Nugent, Project Coordinator**

# Priorities for Healthwatch Northumberland in 2018-19



The image features a historical map of the Newcastle and North Shields area in North East England. The map shows various towns and villages, including Greenlaw, Melrose, Hawick, Newcastle, and North Shields. A central text overlay is surrounded by four large green arrows pointing outwards. The text lists various community engagement methods: Markets & Roadshows, Community Groups, Parish Councils, GPs/PPGs, Specific Issue engagement and surveys, and Annual Survey.

**Markets &  
Roadshows**

**Community Groups**

**Parish Councils**

**GPs/PPGs**

**Specific Issue  
engagement and  
surveys**

**Annual Survey**





## What is Northumberland saying

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

It not the care it is the things that happened around it - transport, administration, coordination





## What is Northumberland saying

Comments about dentists, hospitals and ambulances generally more positive

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

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





## What is Northumberland saying

Finding out about general mental health services for young people is hard.

No standard approach shades good quality

Want timely information when things are changing



# What we are doing



**Primary Services:** Online Appointments Survey, GP survey, Blyth, Wylam, Harbottle, Dental Services in Hadston and Rothbury

**Secondary Services:** NSECH 12 - 30 November

**Mental Health:** Building on Insight Report feeding this into Children and young peoples Emotional Health and Well being Strategic Plan

**Home Care:** Coquetdale Carers Survey

**Access:** Accessible Information Standards - can you help?



# What we do next



We hear from more people about more things

