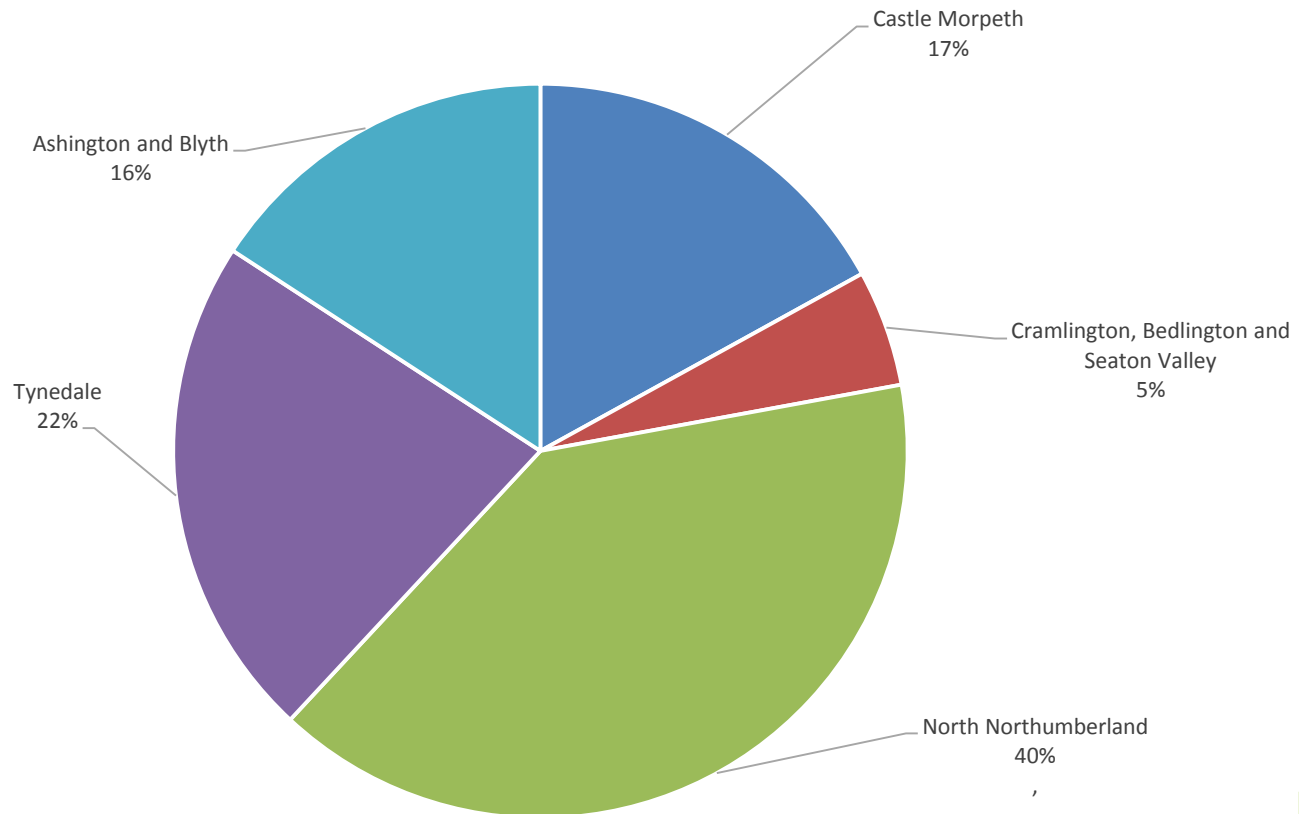




**Healthwatch Northumberland**  
**Derry Nugent, Project Coordinator**

# Annual Survey responses 2019





## What is Northumberland saying - headlines

Responses up by 35%

All areas covered - some hotter than others

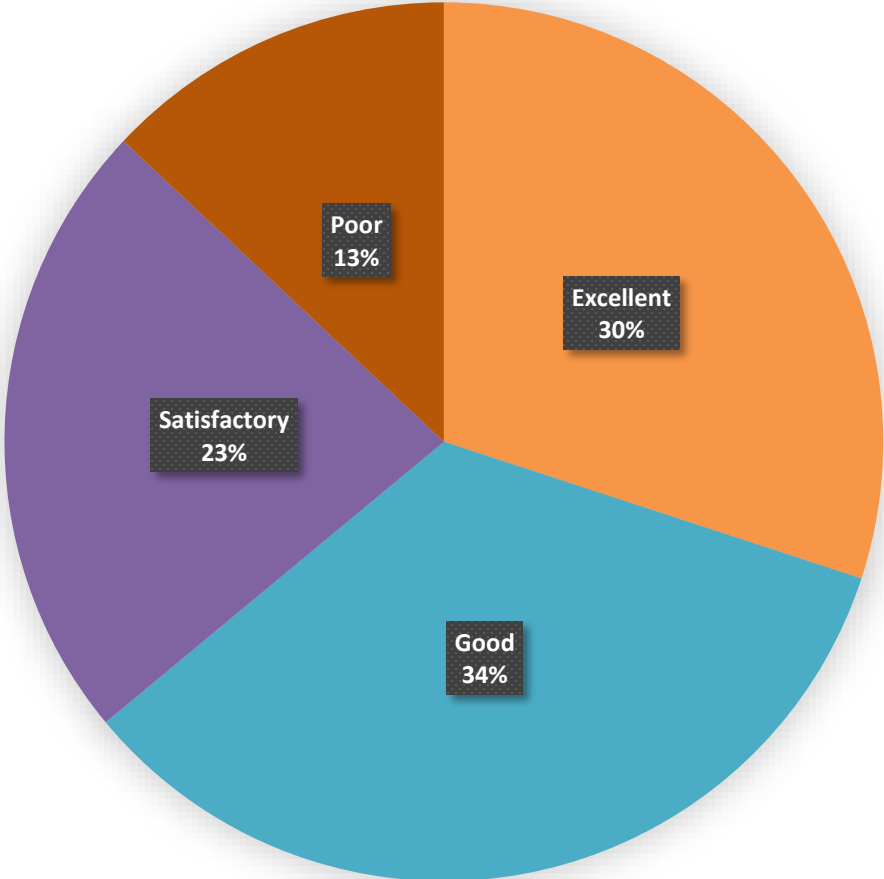
Trend over three years is steady

64% of respondents said that their experiences of health and social care were good or excellent over the last twelve months.

'Poor' remains basically the same



# Headline sentiments





## What is Northumberland saying - initial

GP's receive many favourable comments. Appointments still show strongly but fewer about 'process'

Communication within and between services causes concern in all services

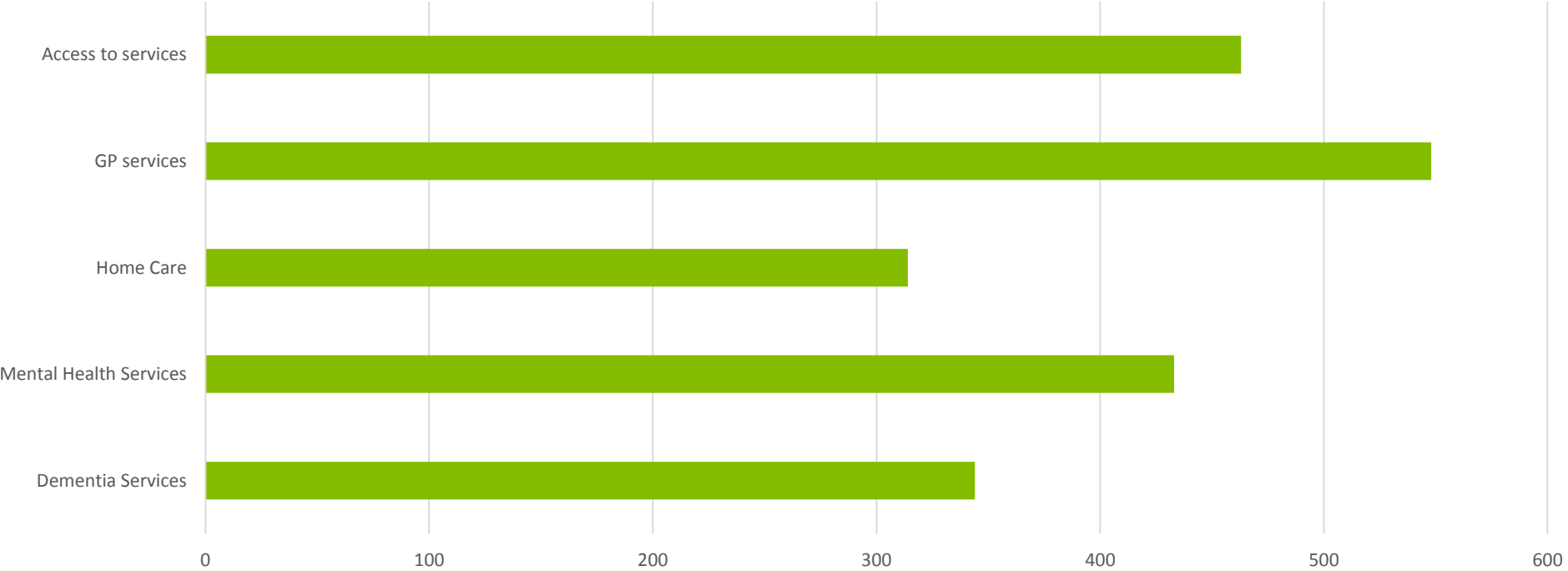
Fewer concerns reported about Patient Transport

GP and Mental Health remain a priority

Access in broadest sense is clear in the comments



# Priorities for Healthwatch Northumberland in 2019-20



# What we are doing



## On going

GP services in Wylam, Harbottle and Felton.

Hospital services in Rothbury, Morpeth and Berwick

## Forth coming reports

The Northumbria  
GP appointments  
Home Care in Coquetdale



# What we do next



NHS Long Term Plan

New staff

Volunteers

National study

See you in Blyth in October

