



Healthwatch Northumberland
Derry Nugent, Project Coordinator

Pre lockdown

Business as usual

Annual Survey

Your Voice Fund



During lockdown



Signposting and Information

Dedicated COVID resources and communications

Supporting our supporters

Working with Northumberland County Blind Association

‘Tell Us Your Story’

Refreshed Strategic Plan

Launched online forums



Lockdown and beyond



Online forums but more than a 'dash to digital'

Community eyes and ears

Planning to get our and about when we can

Focussed engagement for Laburnum Surgery

Priorities for 2020/21



What Northumberland told us

1. GP: non-specific access issues, lots of comments but also lots of use
2. MH: high priority and dissatisfaction rating, wide-ranging issues
3. Ambulance: long waiting times
4. Emergency care: long waiting times
5. Hospital: Berwick Infirmary and Emergency Care
6. Urgent care: want 24hr in Berwick Infirmary and HGH
7. Care at home: top priority social care, communication and navigation
8. Dementia: more communication and info needed
9. Community Based Services: awareness raising
10. CYPS: long waiting times and difficulty navigating service

Also of note: NHS 111, GIDS, JMAPS



Priorities 2020/21



Mental Health Services

Impact of COVID on patient and service user experience of services

Localities we hear from less often

Also on our radar....navigating social care, GPs, urgent and emergency care

