



We met more than 635 people in over 40 outreach and engagement events around the borough.



Our volunteers visited 31 services in our enter and view role.



We signposted people more than 93 times to over 25 organisations.



We gathered 268 pieces of feedback about services (excluding data from special inquiries).



# WHAT ARE PEOPLE TALKING ABOUT?



## Hospitals

Positive experiences of care and treatment

Concern about waiting times.
Especially
MRI/CT and
A&E

Negative experiences of care and treatment

## **GPs**

Access to appointments

Positive experience of care and treatment

Negative experiences of care and treatment

## **Community Services**

Positive experiences of care in day services

Unmet needs for support and information for carers

### Mental Health

Need for support during crisis

Negative experiences of care and treatment



## **Urgent Care**

Concern about closure of Battle Hill and Rake Lane

Concern about Ambulance waiting times

Confusion about where to get help

## Other

Carers want a stronger voice and faster identification

Need for services to tackle social isolation



# WHAT IMPACT HAVE WE HAD?





#### Amplified local peoples voices by:

- -Representation on boards and committees
- -Inputting peoples views to decision making e.g. GP extended hours.



#### Reported and made recommendations on:

- Hospital Food at Rake Lane
- Mental Health services in North Tyneside

#### Supported recommendations by:

- Running an activity coordinators forum
- Developing a leaflet about carers right to assessment.



#### Asked people their views on:

- Food and drink in Care Homes
- Experiences of carers assessment, support and information.
- Children and young peoples experiences



# WHAT ARE WE PLANNING?





#### Amplify local voices by:

- -Launching Mental Health short film.
- -Supporting future care discussion
- -Service changes in GPs
- -Engagement on STP



#### Report and make recommendations on:

- Food in Care Homes
- Carers assessment, support and information

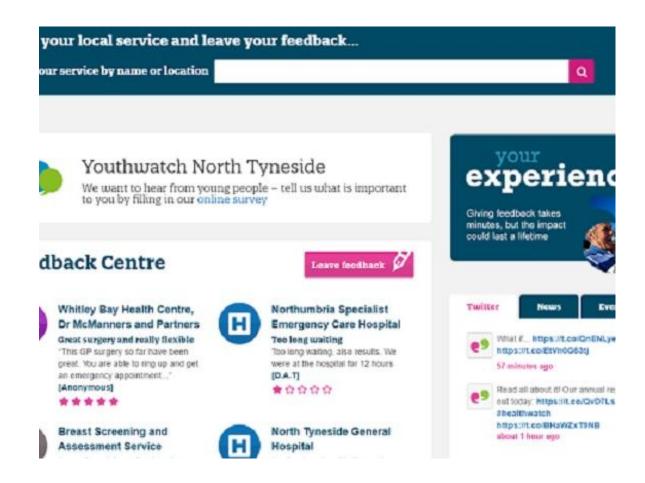
#### Support recommendations by:

- Running an activity coordinators forum
- Supporting Parent Carer Forum to monitor ADHD action plan



#### Ask people their views on:

- Mental Health Crisis Support
- Older peoples experience of supported discharge
- Children and young peoples experiences
- Pharmacy services



# Support us reach more people by promoting our feedback centre

- Put a widget on your website
- Distribute our leaflets in your local area
- Share your story
- It starts with you!

