



Trends in feedback

October 2016 to March 2017

15th June 2017



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 people's voices by:

- Representation on boards and committees
- Inputting people's 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 people's 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



your local service and leave your feedback...

our service by name or location

Youthwatch North Tyneside
We want to hear from young people – tell us what is important to you by filling in our [online survey](#)

Feedback Centre [Leave feedback](#)

Whitley Bay Health Centre, Dr McManners and Partners
Great surgery and really flexible
"This GP surgery so far have been great. You are able to ring up and get an emergency appointment..."
[Anonymous]
★★★★★

Northumbria Specialist Emergency Care Hospital
Too long waiting
Too long waiting, also results. We were at the hospital for 12 hours [D.A.T]
☆☆☆☆☆

Breast Screening and Assessment Service

North Tyneside General Hospital

your experience
Giving feedback takes minutes, but the impact could last a lifetime

Twitter **News** **Events**

What if... <https://t.co/0n0ENLjw>
<https://t.co/EtVh0G63g>
57 minutes ago

Read all about it! Our annual report out today: <https://t.co/Qv07Ls>
#healthwatch
<https://t.co/0HhWZxT3NB>
about 1 hour ago

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!

