

You Told Us

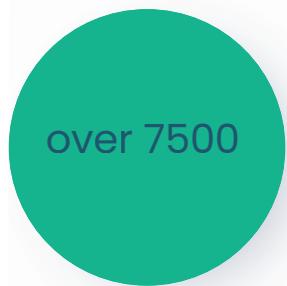
2025 summary



You told us...

We reviewed the feedback gathered from individuals across County Durham in 2025 to identify key trends in health and social care. These shared experiences not only help shape our future engagement priorities but also enable us to pinpoint concerns that may require direct escalation to service providers.

We engaged with...



members of the public, patients and charity sector

We heard from...



people about their experiences of health and care

We reached...



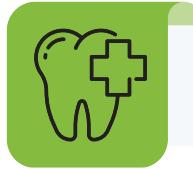
people through our social media and newsletter

We had the most feedback about...

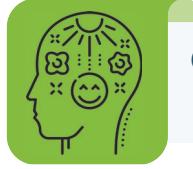
Services



GP practices



Dentistry



Community mental health teams

Themes



Access to services

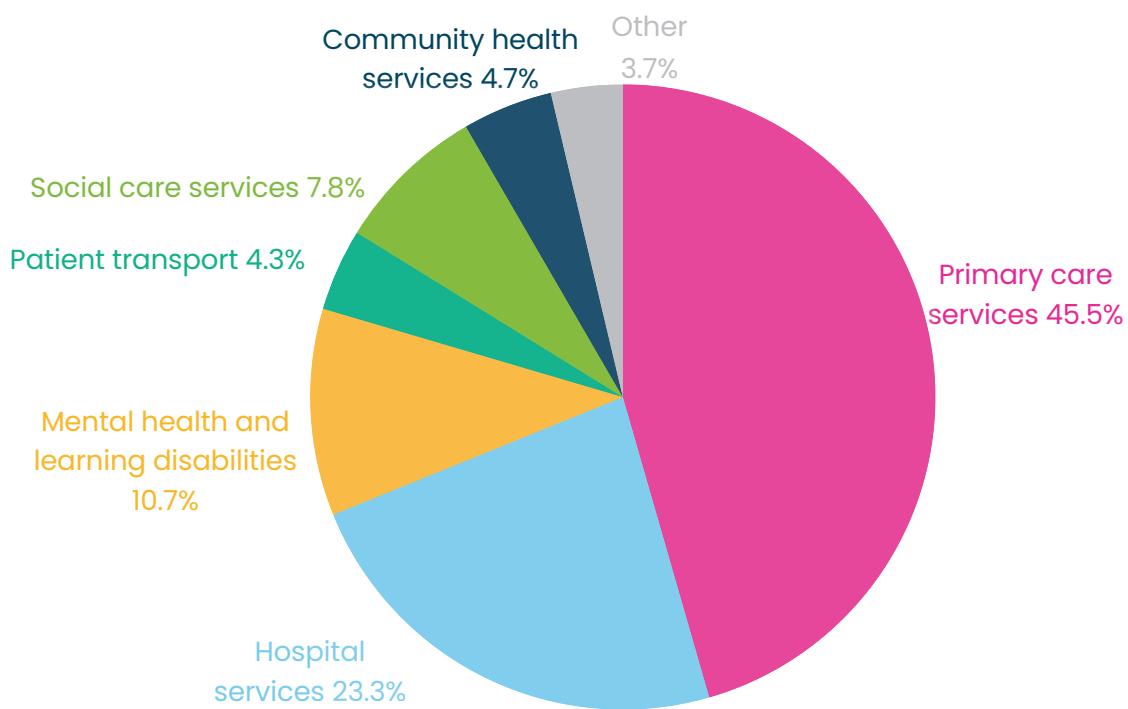


Quality of treatment



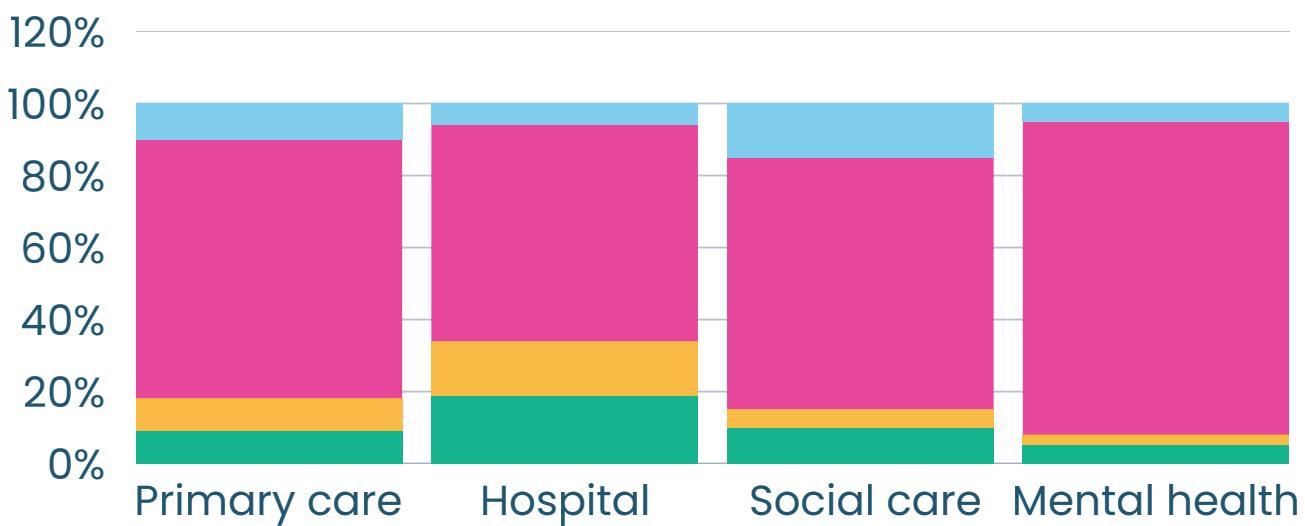
Staff attitude and performance

Most common services you used:



Patients gave us the most feedback about primary care, hospital services, social care and mental health and learning disabilities, and this is how they feel (%)

Positive (green) Mixed (orange) Negative (pink) Neutral (light blue)



You told us...

The service you told us most about was
University Hospital North Durham...

63%

were negative experiences



I felt cared for by the staff, however really struggled due to not having adjustments in place on the day of my surgery. I brought someone along to support me as I'm autistic but they were told as they were "not my partner" they weren't allowed on the recovery ward with me, despite them being my informal carer. I found this extremely difficult as I had to contend with sensory issues and adjusting to a new state and feeling unwell whilst struggling with processing information which felt unsafe as well as very anxiety inducing.

Hospital out patients have been mainly for my young adult daughters. When one needed a pilonidal abscess sorted, it was great. Straight in and sorted, though we had hoped she would get preventative as it's the third one in consecutive years.

I was in A&E in a corridor along with very many others for over 16 hours before getting a bed, in the meantime I was examined and treated in the corridor in full view of other patients and passers by. Humiliating and intrusive.



You told us...

"The GP was aware and up to date with my health. He asked me what I wanted to talk about, I felt he listened to me, and we had a discussion. I felt comfortable that we had the time to fully address the issue I had made the appointment about and he picked up on some points to look at further. This is my 2nd phone appointment and have identified that they have been some of the best appointments I have had. I felt relaxed and able to fully talk about my health"

North House Surgery

"Supportive, considerate & compassionate care. The whole experience from medication management to end of life care was of the highest standard."

St Cuthbert's Hospice

"When my husband had a stroke, we received excellent service from the paramedics, the stroke unit and the follow up OTs and Physios. Again, when my husband recently had covid the service we received from the paramedics, A&E staff and ward staff was second to none."

North East Ambulance Service, Stroke Unit, University Hospital North East

"I had 2 episodes of palpitations leading me to attend A&E. My GP followed up and they have been brilliant. They offered an array of devices for my health, wellbeing, mental health and carer support"

Cheveley Park Medical Practice

"The fracture clinic at UHND were fantastic, couldn't fault them. Sorted me out when I broke my wrist, quick and efficient, the staff were all lovely."

Fracture Clinic, University Hospital North Durham

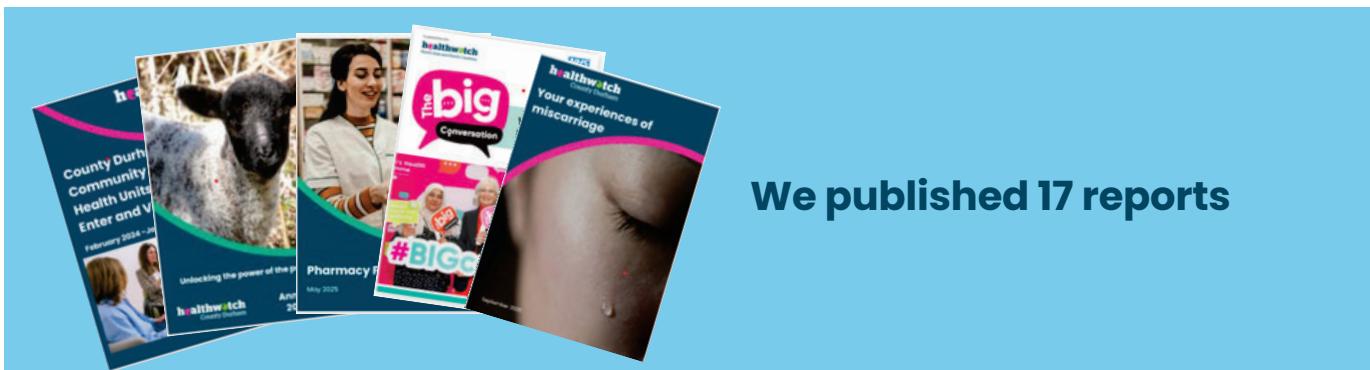
"Received excellent care from the surgical team at Bishop Auckland Hospital MSK (Musculoskeletal) team. Felt the anaesthetists were wonderful and spoke to me throughout the whole operation. They were first class"

Bishop Auckland Hospital



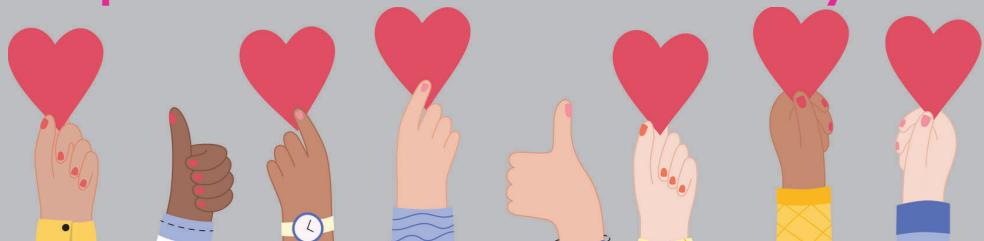
Positive experiences

Healthwatch County Durham in numbers



We published 17 reports

24 registered volunteers
equals 2008 volunteer hours over the year!!



5390 hours

Signposting clients to services
around the county



Shortlisted for 4 awards

- Healthwatch Impact Award 2025
- Northern Echo Health and Wellbeing Award
- Equality, diversity and Inclusion North East Public Health
- Hart Gables Positive Impact on LGBT Health Award

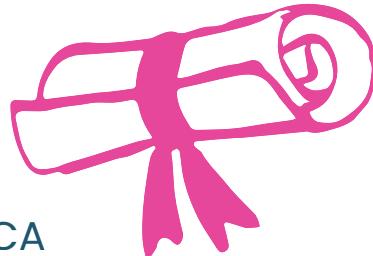
29500

The number of
people we engaged
with

Did you know...

Across our team and volunteers we are:

- First aiders
- Dementia Friends with Alzheimer's Society
- Veteran aware with East Durham Veterans
- Gambling Related Harms Champion with NECA
- Oliver McGowan trained in learning disabilities and autism
- Domestic Abuse Aware
- Prevent trained
- Safeguarding trained



That's the equivalent of travelling
there & back to...

Last year we
travelled
approximately
8640 Miles.



The International
Space Station 17
times

OR

Miami, Florida



Healthwatch County Durham
November 5, 2025 · 0

Today, in the run up to Remembrance Sunday, the Healthwatch County Durham team invited Lee from [East Durham Veterans Trust](#) to deliver a Veterans Awareness workshop at o... [See more](#)



Our most viewed post on Facebook
was...

the time we met Lee from **East
Durham Veterans Trust** and
became veteran aware
which was viewed **5266** times!



We're Listening

Your voice matters and we want to hear it.

There are multiple ways you can share your thoughts with us:

- Call us at 0300 180 0025
- Email us at info@healthwatchcountydurham.co.uk

Whether it's a general experience or a specific enquiry, we're here to help.

If you'd like to leave feedback about a specific service (like your GP practice, care home or hospital) the best place to do that is on our website:

www.healthwatchcountydurham.co.uk

Stay up-to-date with our activities

Our monthly newsletter keeps you in the loop with where we've been and where we're heading next, plus the latest news on events, campaigns, and projects across County Durham.

It's the best way to stay up-to-date with our work, see how your feedback is making a difference and get involved in upcoming activities.

Read or sign up [here](#).



The thumbnail image shows the front page of the November 2025 newsletter. The title 'healthwatch County Durham' is at the top in a large, bold, sans-serif font. Below the title is a sub-headline 'News update - November 2025'. The main content area features a photograph of several people in a group setting, with one person in the foreground wearing a yellow vest with the 'healthwatch County Durham' logo. Below the photo is a block of text summarizing the newsletter's content, and at the bottom is a call to action encouraging readers to explore the latest reports, events, and opportunities.

onth, we shine a light on the experiences that matter most to our comm supporting families through miscarriage, to recognising unpaid carers, ng medication changes and celebrating men's health and wellbeing, the ing here for everyone.

er the latest reports, events and opportunities to get involved – and have heard in shaping local health and care services.



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