



Latest Insights

– April to June 2026

We heard from:



2,210 people at **59** sessions across
19 locations around Newcastle.

What you told us about:



- Accessing GP appointments
- Delays in Hospitals
- Dentistry
- Community Services
- Hospital Transport

What you asked us about:



- Hospitals
- GPs
- Dentistry

This quarter we received positive feedback from a local community centre about our information flyer (see right):

“I have a health problem, which service should I talk to?”

This is a resource we created to help people find the right health service for their situation.

We heard that not only was this resource useful in signposting people who visit the centre to the correct service, but it was also helpful during an emergency.

By helping staff and volunteers know which service to contact, the situation was resolved more easily, and the manager of centre got in touch to let us know.

You can read the full case study and more on our website: www.healthwatchnewcastle.org.uk/you-said-we-did

healthwatch Gateshead		healthwatch Newcastle
“I have a health problem. Which service should I talk to?”		
Self Care at home		• Minor cuts and grazes • Minor bruises • Minor sprains • Coughs and colds
Call NHS 111 non-emergency help		• Feeling unwell • Unsure who to call • Anxious about health • Need help?
Contact your Pharmacy for expert advice		• Minor illness • Headaches • Upset stomach • Bites and stings
Contact your GP Out of hours call NHS 111		• Persistent symptoms • Chronic pain • Long term conditions • New prescriptions
Visit your nearest Urgent Treatment Centre		• Breaks and sprains • X-rays • Cuts and grazes • Fever and rashes
In an emergency go to hospital or call 999		• Choking • Chest pain / breathing issues • Blacking Out • Serious blood loss





Healthwatch Newcastle

Current Projects

Research & Engagement:

These are the current topics we're working on:

- **Accessible Information and Health Literacy**
– published 3rd June 2026
- **Adult Social Care**
- **Physiotherapy**
- **Reasonable Adjustments** – published 9th June 2026
- **Youthwatch**

If you'd like to know more about our ongoing research projects and latest reports, you can learn more by visiting our website:

www.healthwatchnewcastle.org.uk/news-and-reports



Healthwatch Newcastle

Current Projects

Enter & View

Healthwatch Newcastle have the legal power to visit publicly funded health and social care premises; to see them in action, hear feedback and make recommendations on how they could be improved.

At the moment, we are focusing on GPs, having visited one this quarter (report in progress) and planning another visit later this year.

You can find out more on our website:

www.healthwatchnewcastle.org.uk/enter-and-view

www.healthwatchnewcastle.org.uk/news-and-reports

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to visit our website:**

