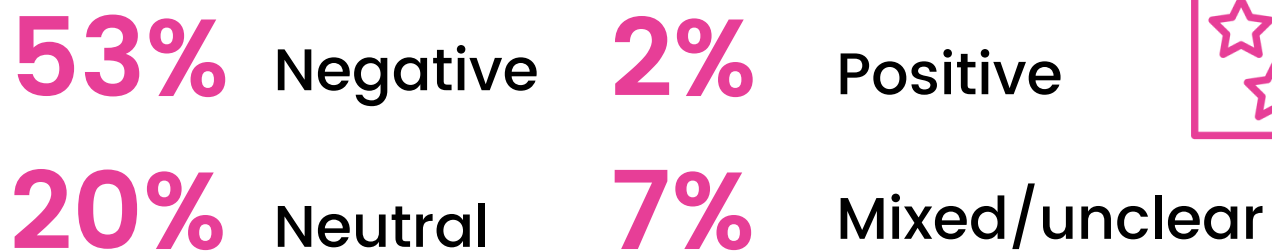


# Our Community Reach

July 2024 – September 2024

778 people shared their experiences of health and social care.

## Feedback tone



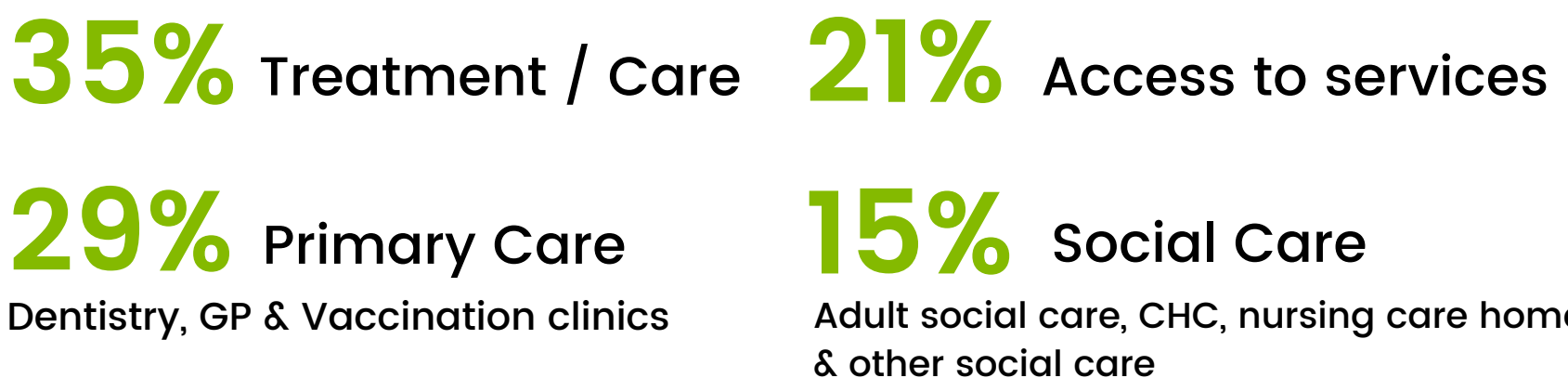
## Advice & information

We signposted **454** people to more than **37** local services

When asked if our support improved Maria's circumstances –

"It certainly did!! Just a quick change too. They've been brilliant. Thank you so much for the recommendation. Moved both mom and dad. Dad now gets all his bloods taken at home and home visits due to his fragility This surgery have improved our caring role no end."

## Themes & services

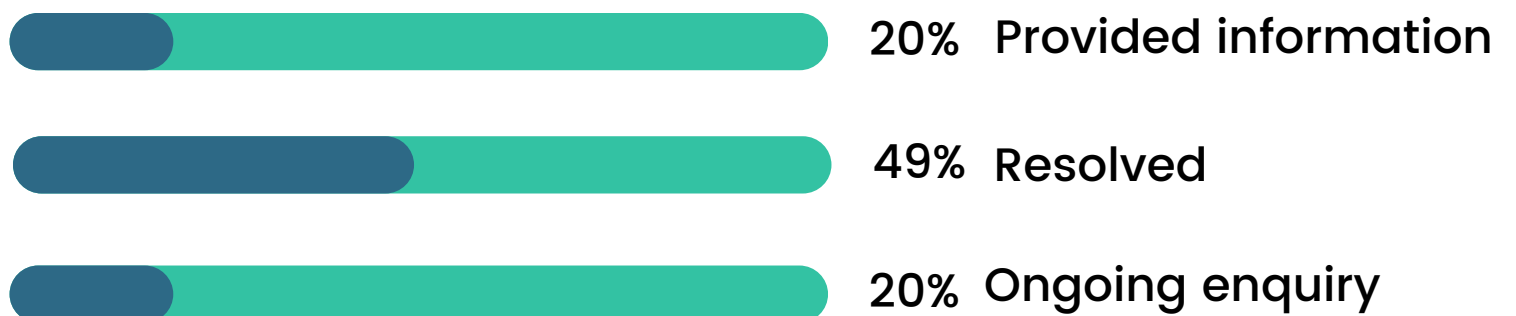


We attended **29** events & community activities.



We spent **280** minutes on the phone – enough time to travel from Dudley to Scotland by train!

## What happened when people contacted us?



2% of inquiries were either outside our remit or we did not hear any follow-up.

