healthwatch Cumberland

You Told Us

What we have heard between July - September 2026



From left, Suzannah, Claire and Hannah at an event

We listen

Based on the feedback we received between July and September 2026, we analysed what we have heard to get an overview of the most common themes within the health and social care in Cumberland.

This informs our future focus of engagement as well as highlighting any issues that we may need to escalate directly to the provider. We encourage people to share their experiences and we offer information and signposting if people need further support or want to make a complaint.

We engaged with 446 people

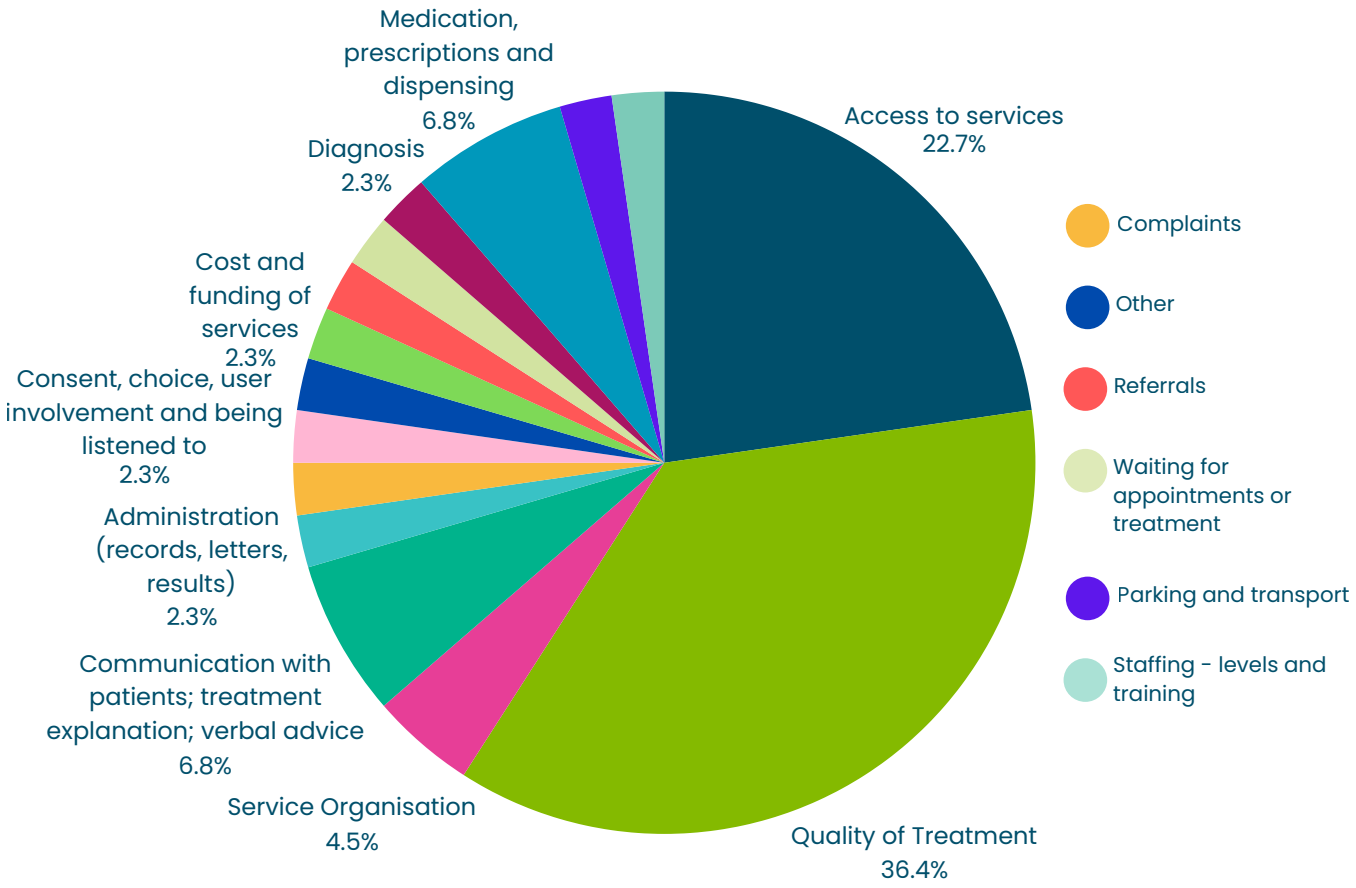
We heard the most about:

Quality of treatment at General Practices (GP)



Snapshot of feedback themes:

In relation to services we have had feedback on, these themes are what we heard most about from 44 experiences shared:



13.6% Positive

Positive feedback was around:

- Medication, prescriptions and dispensing
- Quality of Treatment
- Other

Mixed feedback was around:

- Access to services
- Administration
- Parking and transport
- Quality of treatment

72.7% Negative

Negative feedback was around:

- Access to services
- Communication with patients
- Complaints
- Consent, choice, user involvement and being listened to
- Cost and funding of services
- Diagnosis
- Medication, prescriptions and dispensing
- Quality of treatment
- Referrals
- Service organisation
- Staffing
- Waiting for appointments

Your experiences were:

Representation for carers using the NHS app

There needs to be more information about how carers can support someone with their use of the NHS app, e.g via proxy. There is a need for more representation of carers in NHS app information.

There is also a need for more digital inclusion advice and support for carers. Services need their data to be connected across GP surgeries and other NHS services, so that a carer can access this information whether they are part of the same GP surgery or not etc.



Signposted to: Health Innovation North East and North Cumbria for advice and support.

Postive feedback for Spencer Street Surgery, Carlisle

"I have been to my GP for various reasons recently for myself and children, and I can honestly say they have been brilliant. I have been able to see GP of choice, felt heard, understood and included in decisions. Honestly best GP surgery by far."

Healthwatch action: As an example of positive feedback this was shared with the practice.



Our actions this quarter were:

Where have we been?

A snapshot of where we have been each month:

In July..

- 7th July: We held two youth mental health workshops at the Rock Project and Carlisle Youth Zone.
- 28th July: Healthwatch Cumberland (HWC) team members and volunteer Paul visited the South Carlisle GP practice (Carlisle Healthcare) to hear experiences from staff and patients.

In August..

- 5th and 6th August: Clandon focused on engagement in the Millom area, attending the warm hub and distributing signposting resources including Millom Library and Council offices.
- 18th August: Multiple members of the HWC team visited various locations in Carlisle promoting Healthwatch and our recent report on our 'Trans Voices' project.
- 30th August: We attended Whitehaven Pride to speak to local people about Trans Voices and youth mental health, and hear feedback on local services.

In September..

- 2nd September: HWC hosted a Digital Health Session joined by Health Innovation North East and North Cumbria and Digital Unite
- 22nd September: HWC visited Workington Diagnostic Centre to speak with staff and outpatients
- 30th September: Attended the staff wellbeing event at Futamura to promote what we do at Healthwatch.



37 people
Were signposted to the right place to get further assistance and help



1,558 people
Were reached through our social media and newsletter

The Healthwatch Cumberland team are available to talk between 9am and 5pm, Monday to Friday. We're here to listen to your views and experiences, and we can help you find the health and care services you are looking for. There are multiple ways you can share your feedback with us. If you have an inquiry, or want to share your general experiences, you can call the office on 300 303 8567 or email us at info@healthwatchcumberland.co.uk.

If you would like to leave feedback about a specific service, such as your GP Practice, care home or hospital the best place to do this is on our independent Feedback Centre at www.healthwatchcumberland.co.uk

Personal story

To protect their privacy, the name of the individual has not been included in the case study and some potentially identifiable details have been redacted.

A member of the public reached out to Healthwatch Cumberland for a case study regarding the complications she had experienced following key hole surgery, and the lack of care and support she received form healthcare staff.

A routine surgery to investigate possible polycystic ovary syndrome (PCOS) or endometriosis resulted in her occasionally losing the ability to speak, and consistently feeling numb below the knee on one of her legs. She is experiencing considerable pain and is unsure as to whether her numbness will be treated.

She was given very poor support as an inpatient and feels that she was repeatedly ignored by staff despite having blackouts, episodes of tremors and loss of speech, and a racing heart beat of up to 250bpm. She also felt like her dignity was not respected, including that staff failed to close curtains when performing invasive procedures such as ECGs.

Signposted by HWC to: Hospital trust's Patient Advice and Liaison Service (PALS)

This feedback will be shared with the relevant services and is being presented here to raise awareness of the scenario to inform best practices.

As of January 2026, there is no longer a feedback centre available. Feedback is still important to us, contact us via email or telephone.

Healthwatch will share this experience with the North East and North Cumbria Integrated Care Board via the North East and North Cumbria Healthwatch network, raising areas of concern to encourage learning opportunities.

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