

You Told Us

December 2024



You told us...

Based on **December 2024**, we've analysed the feedback we received to get an overview of the most common themes within health and social care in Westmorland and Furness. By encouraging people to share their experiences, it informs our future focus of engagement as well as highlighting any issues that we may need to escalate directly to the provider.

We also offer information and signposting if people need further support or want to make a complaint.



17

People were signposted to further assistance and help



We engaged with **117** members of the public, patients and charity sector

We reached **708** people through our social media and newsletter



We had the most feedback about...



- **Communication with patients**
 - **Access to services**
 - **Quality of treatment**
 - **Waiting for appointments or treatment; waiting lists**
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You told us...

- Communication; treatment explanation; verbal advice
- Follow-on treatment and continuity of care
- Discharge
- Quality of treatment
- Triage and admissions
- Waiting times- punctuality and queuing on arrival



- Communication with patients; treatment explanation; verbal advice
- Written information, guidance and publicity



Feedback sentiment

- Access to services
- Booking appointments
- Consent, choice, user involvement and being listened to
- Follow-on treatment and continuity of care
- Waiting for appointments or treatment; waiting lists.

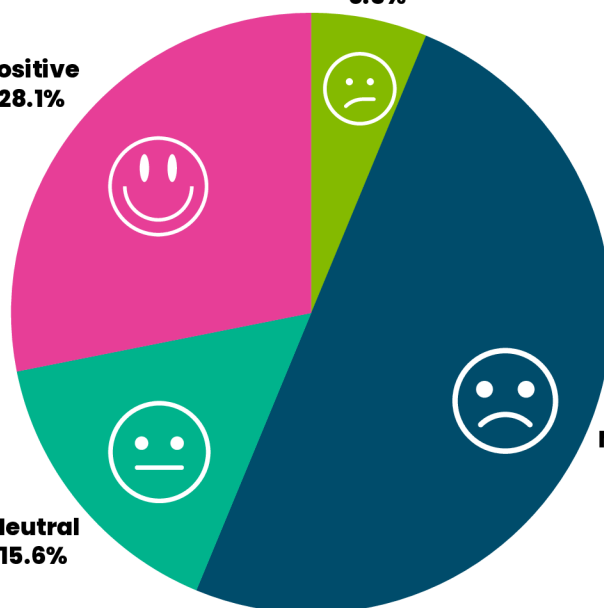


Positive
28.1%

Neutral
15.6%

Mixed
6.3%

Negative
50%



- Access to services
- Accessibility and reasonable adjustments
- Cancellation
- Communication; treatment explanation; verbal advice
- Lifestyle & wellbeing; wider determinants of health
- Quality of treatment
- Referrals
- Service organisation, delivery, change and closure.
- Staffing - levels and training
- Triage and admissions
- Waiting for appointments or treatment; waiting lists.



Feedback received on

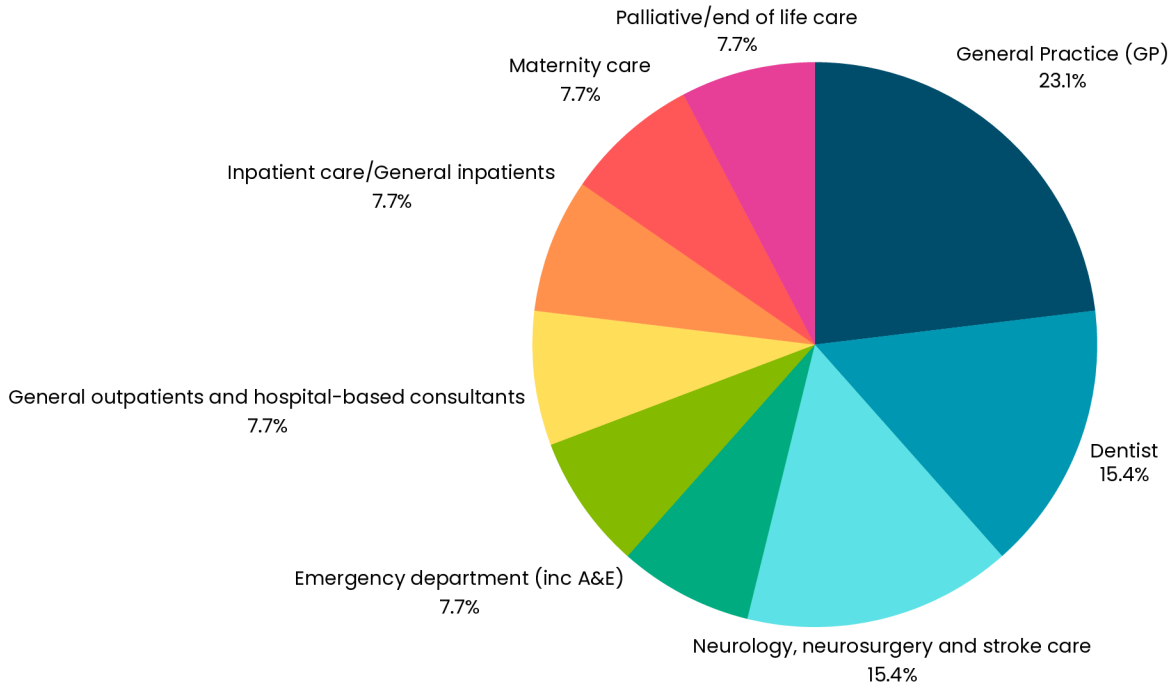
- Someone who hasn't seen a doctor for five years due to difficulty getting appointments.
- Person has not been able to find a NHS dentist in Kendal taking on patients over 18.
- Patient pleased with treatment in A&E at Furness General Hospital.

You told us...

We also heard about

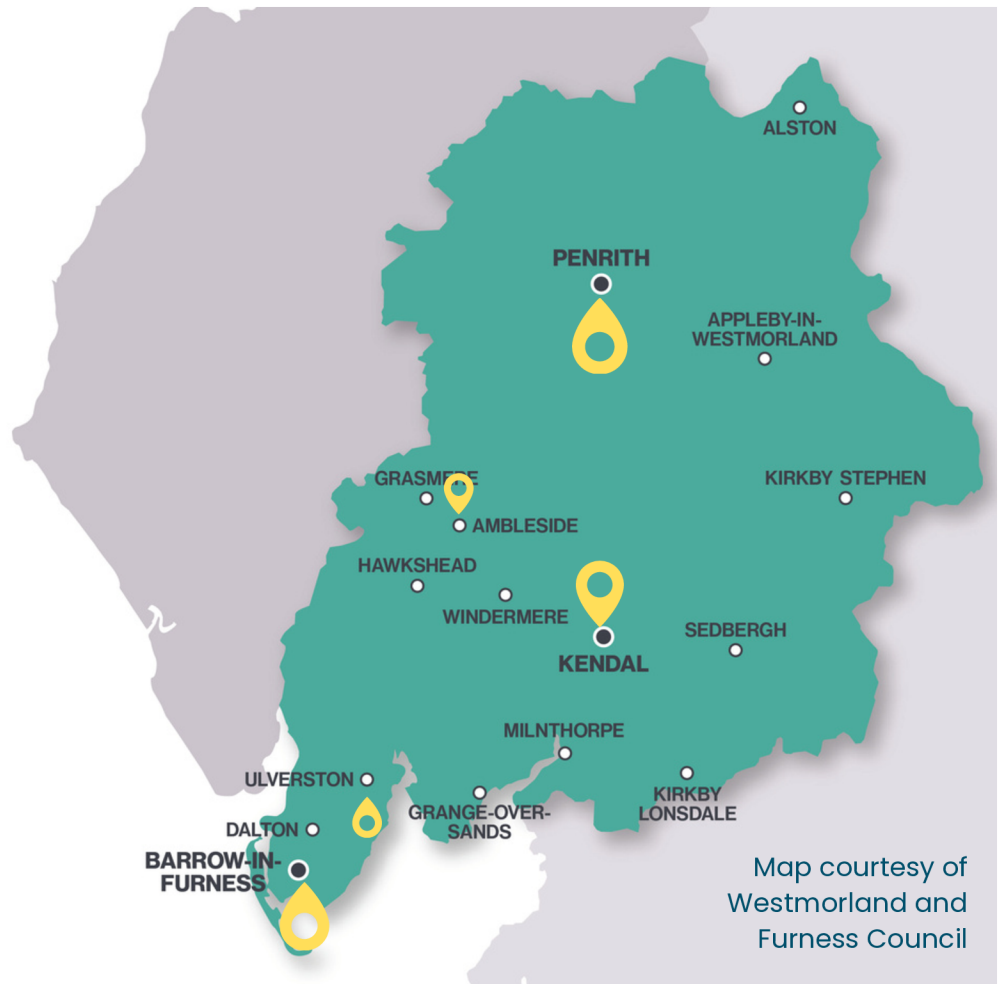


Feedback received on services



We did...

Where we've been



Did you see our Christmas social media?



We focussed on providing a range of useful information over the holiday period, including emergency medicine, homeless support, and domestic abuse signposting.

We did...

Getting creative with Christmas events

We shared festive spirit at our Christmas pop-ups in Kendal, Penrith and Barrow, with card-making, colouring-in, decorating our Christmas tree with your health hopes for 2025, and offering 'a (chocolate) penny for your thoughts' in exchange for that all-important feedback on health and social care services.

We heard about GP care, dentistry, palliative care, physio services, great treatment at Furness and Westmorland General Hospitals.



We attended Cumbria CVS's Eden Social Prescribing and Cancer 'Link and Think', a networking event in Penrith for people living with and beyond cancer, their families and third sector

support organisations. We also joined National Autistic Society Furness Branch, who we worked with on our Adult Autism Pathways project, at a pop-up at Ulverston Market.

We did...

Safeguarding adults survey for professionals

Protecting vulnerable adults starts with people recognising the signs of abuse, exploitation and neglect. We currently have a survey running for people whose work can involve safeguarding.

This includes social workers, support workers, police, charity sector, teachers and healthcare professionals.

We'd like your help to improve safeguarding practices by

completing the survey [here](#). Your input is vital to strengthening support systems and making a real difference. The project is supported by

Westmorland and Furness Council, Cumberland Council, and Cumbria Safeguarding Adults Board.



The Healthwatch Westmorland and Furness 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 300 373 2820 or email info@healthwatchwestfurn.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.healthwatchwestfurn.co.uk

