

You Told Us

February 2025



Senior Engagement Officer Lisa speaking to a patient at our Alfred Barrow Health Centre pop-up this month

You told us...

Based on **February 2025**, 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.



34

People were signposted to further assistance and help



We engaged with **320** members of the public, patients and charity sector

We reached **553** people through our social media and newsletter



We had the most feedback about...



Services

1. GPs
2. Dentistry
3. Outpatients

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Themes

1. Access to services
2. Caring, kindness, respect, dignity
3. Communication

You told us...

- Access to services
- Booking appointments
- Caring, kindness, respect and dignity
- Integration and communication between staff
- Medication and dispensing
- Quality of treatment
- Service delivery, change and closure
- Waiting times- punctuality and queuing on arrival



- Access to services
- Caring, kindness, respect and dignity
- Cost and funding of services
- Lifestyle and wellbeing



- Service organisation, delivery, change and closure
- Waiting for appointments or treatment; waiting lists.

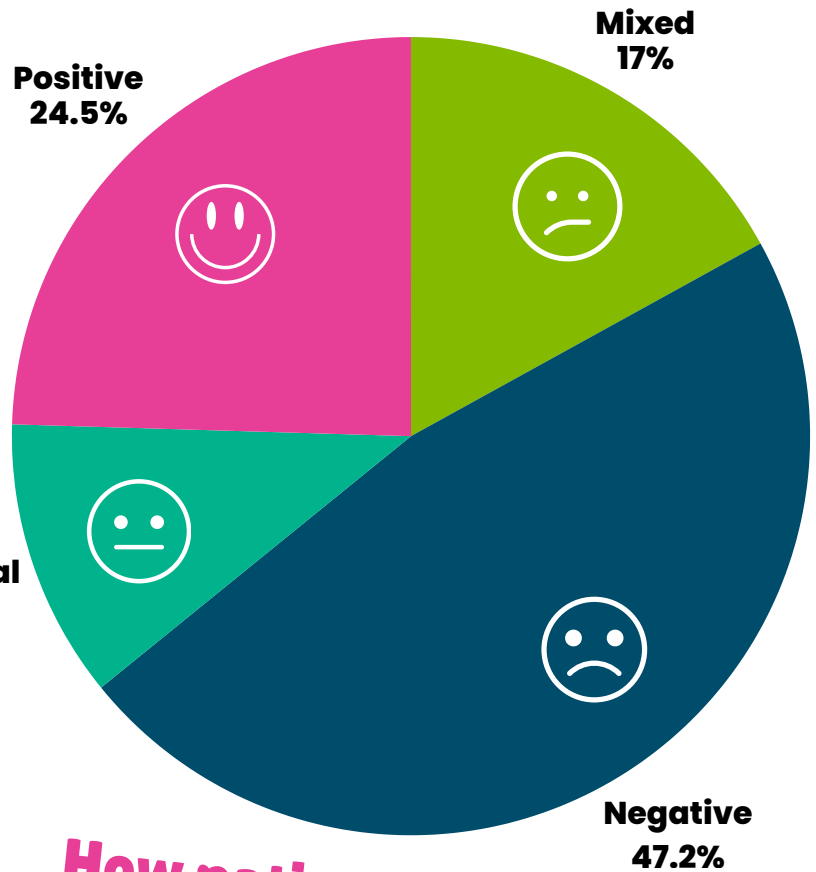
- Access to services
- Accessibility and reasonable adjustments
- Booking appointments
- Communication with patients; treatment explanation; verbal advice
- Written information



**Neutral
11.3%**



How patients feel about these things



- Access to services
- Accessibility and reasonable adjustments
- Administration (records, letters, results)
- Cancellation

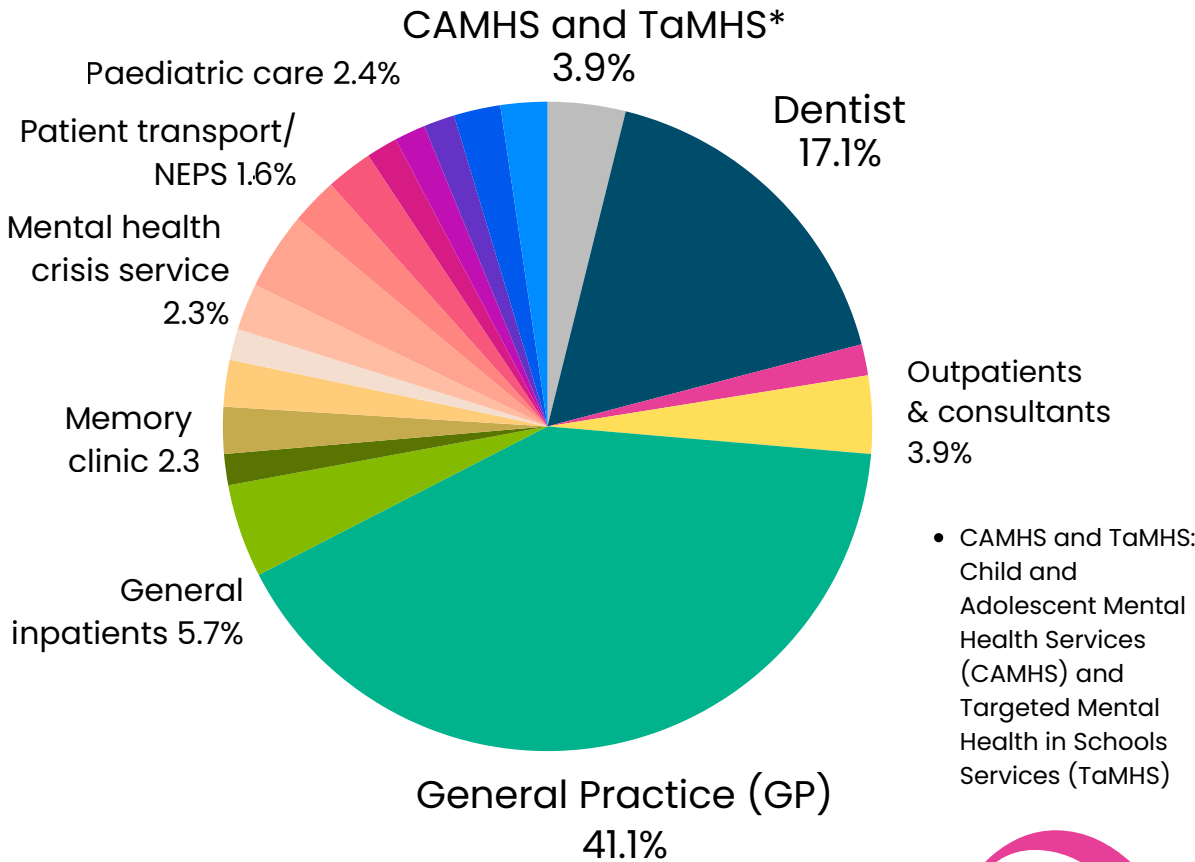


- Caring, kindness, respect and dignity
- Communication with patients; treatment explanation; verbal advice
- Complaints

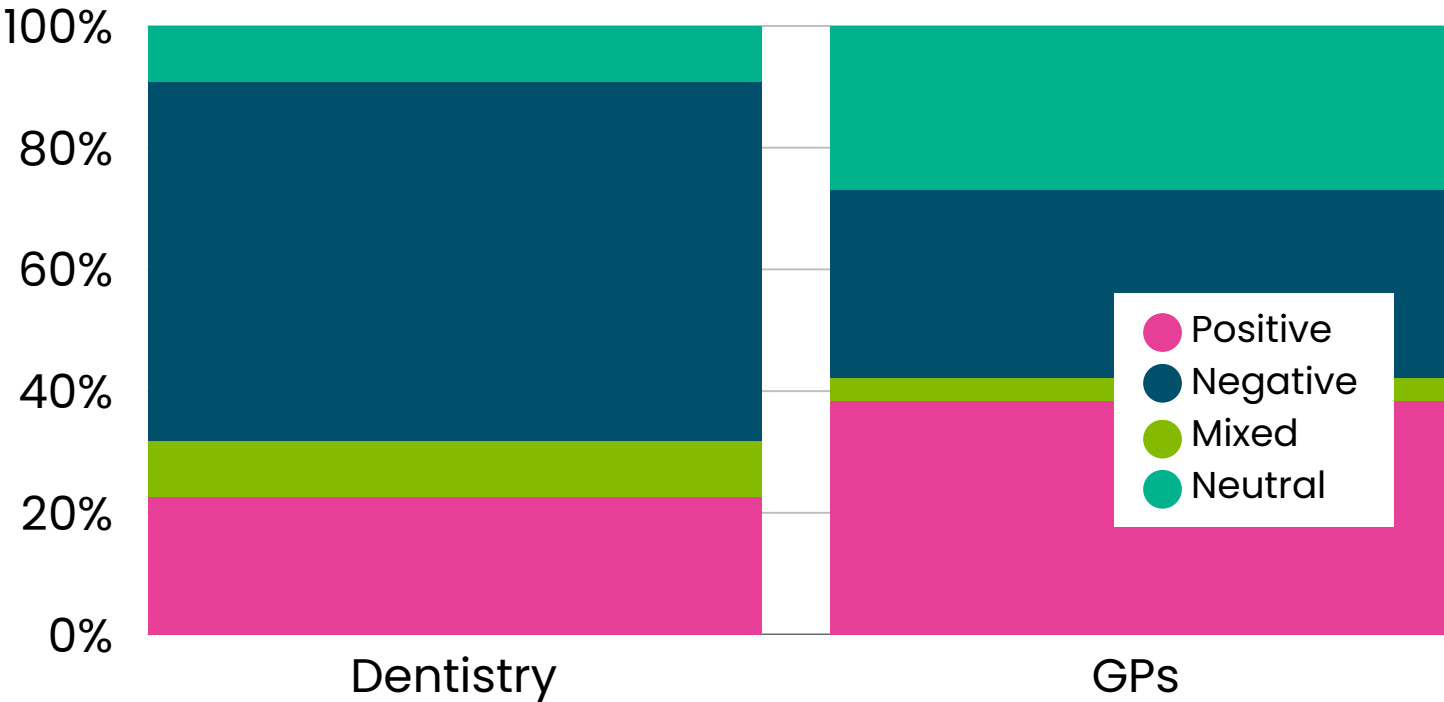
- Consent, choice, user involvement and being listened to
- Integration of services and communication between professionals
- Quality of treatment
- Referrals

You told us...

About the services you used



Patients gave us the most feedback about GP and dentist services, and this is how they feel (%)



You told us...

About the services you used

A patient complimented their GP surgery. They said: "It's very good, it goes the extra mile to do things. I mixed up my appointments but they found another one for me quickly. They also have a dispensary which can be a lifesaver as can get prescriptions from there."

Our action: Compliment passed on to GP surgery

A patient said they had a dentist but that it had gone private and now paid £50 a month on Denplan and felt that was expensive. They also said how disjointed buses are to get from where they live to Westmorland General Hospital. A taxi costs more than £40. They also talked about having arthritis and how they needed to swim but there wasn't a local pool.

Our action: Signposted to hydrotherapy pool (needs GP referral).

Patient moved to W&F recently and has tried to get NHS dentist but without success. They have been to visit a private dentist there and were told that they would need to pay £100 before being seen. They would then check their mouth and decide if they will accept them as a patient.

Our action: Signposted to NHS Choices website, and to Facebook to follow local dentists for news on if they are taking on patients

You told us...

About the services you used

A young adult patient with adverse mental health issues spoke to us after they had been in crisis. Their parents have been trying to get autism and ADHD assessments for them since they were a young child. They are now an adult and waiting for an autism and ADHD assessment. They would like answers to their symptoms.

Our action: Signposted to National Autistic Society and Autus

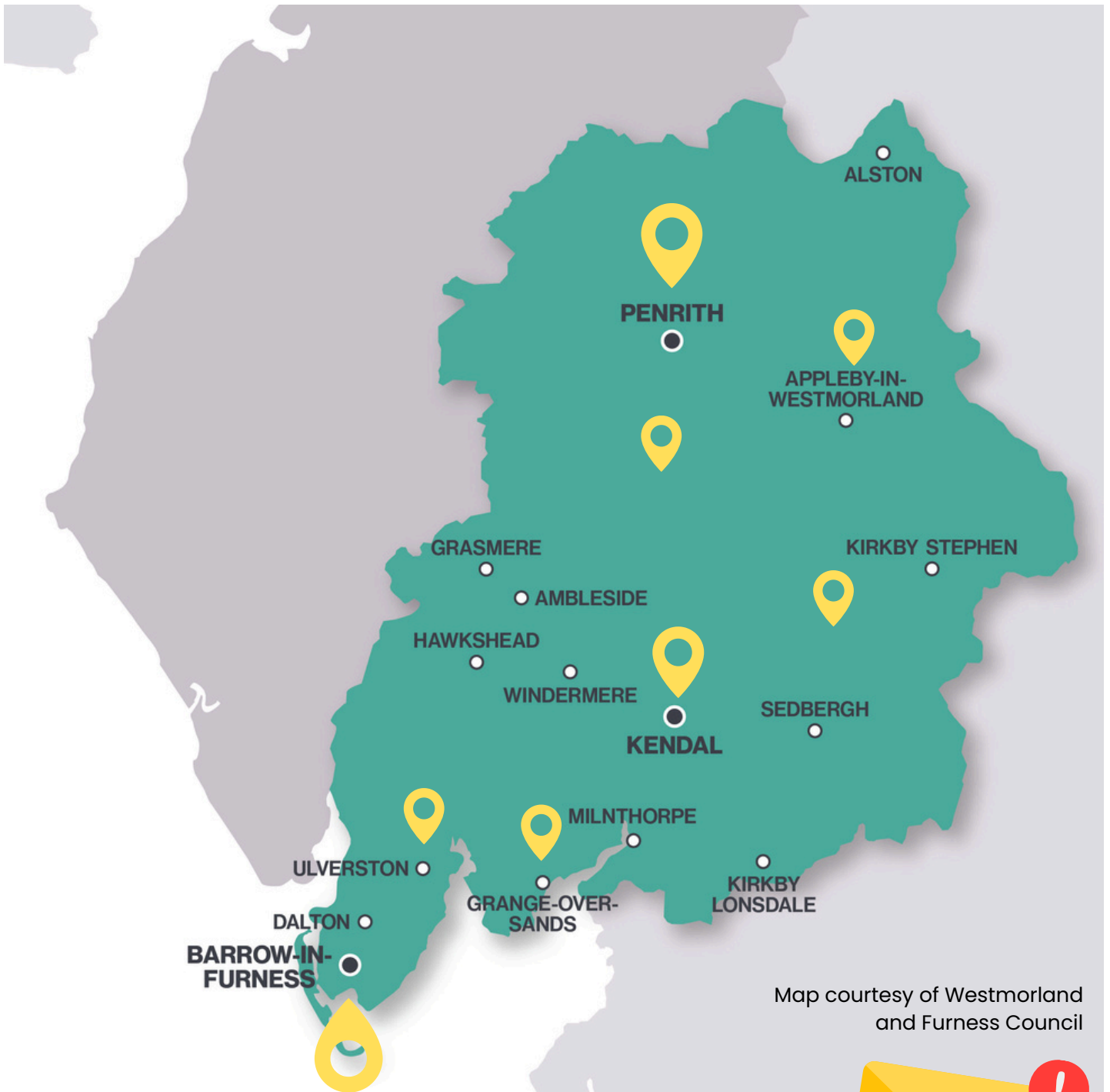
A dermatology patient waited nine months for an appointment and was given a prescription for steroid cream which had to be collected in person from Lancaster but would also take seven days to dispense. They are very dissatisfied with their Gp surgery as they feel they are treated rudely by reception staff and it is 'impossible' to make an appointment. Clinical care is great when you do get an appointment though.

Our action: Signposted to NHS complaints advocate

Patient's appointment with a consultant at Furness General Hospital was cancelled as they are on indefinite leave. Patient spoke with the hospital who said they would get a letter in the post with a new appointment but which they have yet to receive. Their health is deteriorating and COPD is now seriously impacting their life. They worry that by the time they are seen it will be 'too late'.

Our action: Signposted to PALS

We went to...



Map courtesy of Westmorland and Furness Council

Stay up-to-date with our activities

Our monthly newsletter is the way to stay up-to-date with where we've been and where we're going to be. It includes news stories on events, campaigns and projects as well as reports. Read or sign up [here](#).