

You Told Us

March 2025



Kate, left, with
volunteers Jake
and Hannah

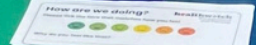
healthwatch
Westmorland
and Furness

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How are we doing? healthwatch
Please tick the box that matches how you feel

Why do you feel like that?



You told us...

Based on **March 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.



51

People were signposted to further assistance and help



We engaged with **347** members of the public, patients and charity sector

We reached **817** people through our social media and newsletter



We had the most feedback about...



Services

1. GPs
2. Dentistry
3. Mental health crisis service

&

Themes

1. Communication
2. Waiting lists
3. Follow-on treatment

You told us...

- Access to services
- Accessibility and reasonable adjustments
- Booking appointments
- Buildings / facilities
- Caring, kindness, respect, dignity
- Communication with patients
- Follow-on treatment
- Parking and transport
- Quality of treatment
- Referrals
- Staffing



- Access to services
- Accessibility and reasonable adjustments
- Communication with patients

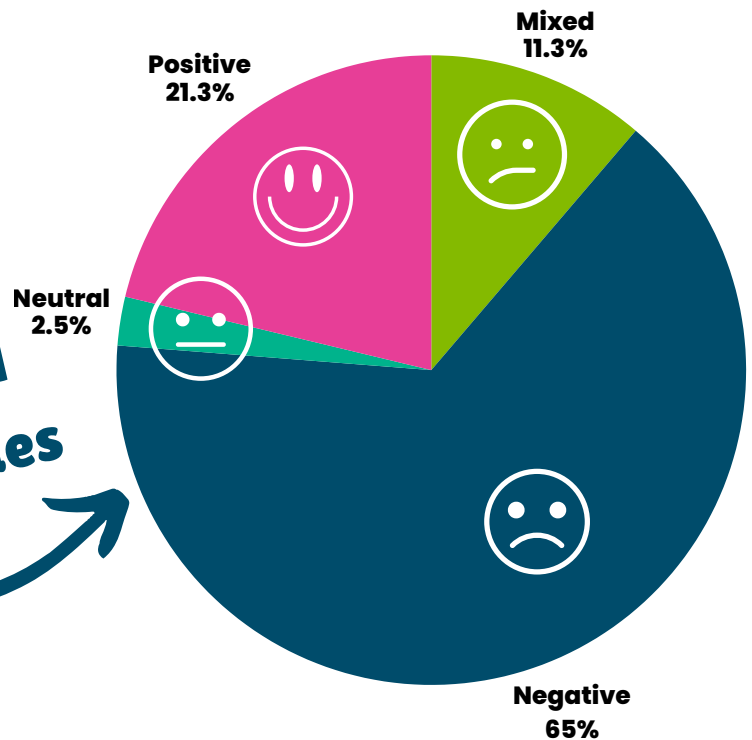


- Appointments; waiting lists
- Follow-on treatment
- Medication
- Service delivery, change and closure

- Access to services
- Medication



What people feel about these issues



- Access to services
- Accessibility and reasonable adjustments
- Appointments
- Booking appointments
- Caring, kindness, respect, dignity



- Cleanliness
- Communication with patients
- Consent and being listened to
- Follow-on treatment
- Health inequality
- Integration of services

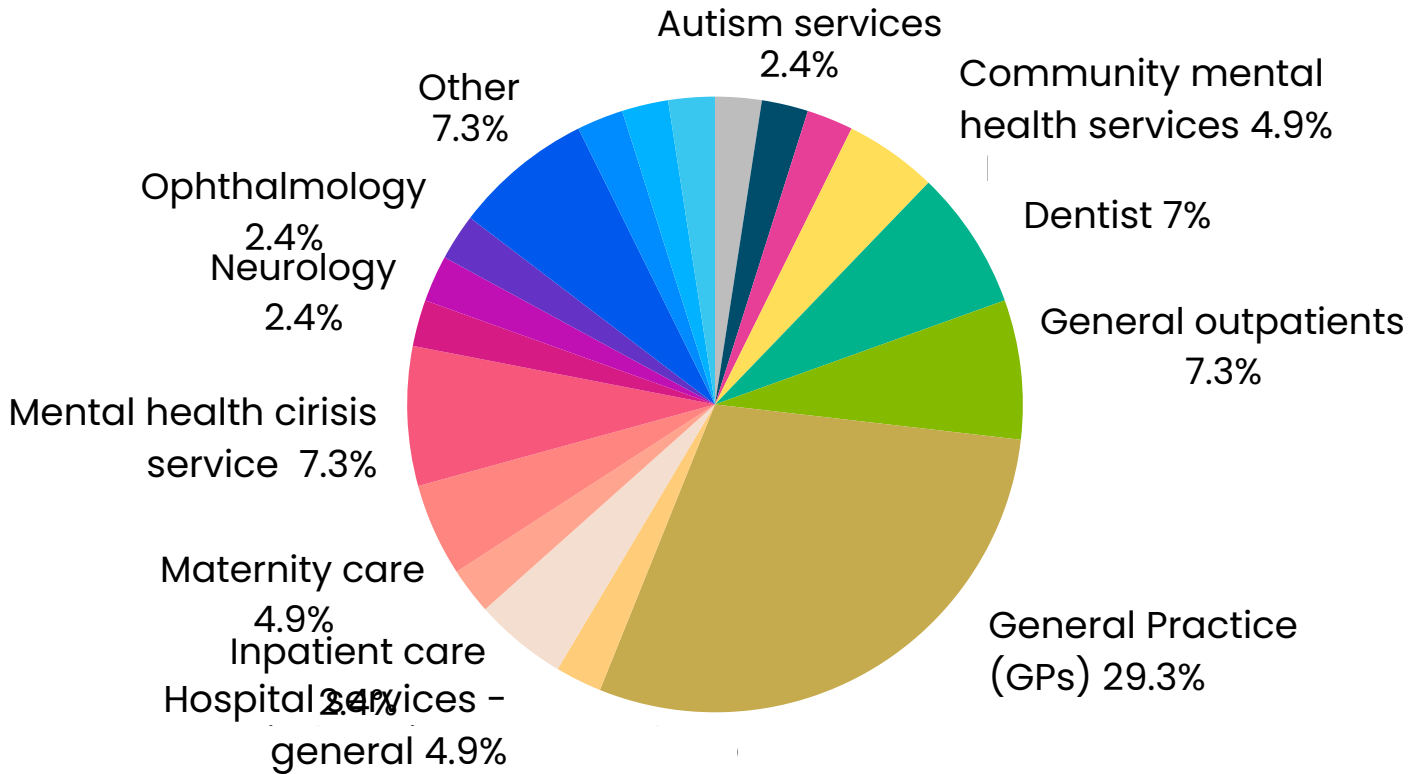
- Lifestyle / wellbeing
- Quality of treatment
- Records, letters, results
- Referrals
- Service delivery, change and closure
- Service organisation

Leave a 'review' of your GP, dentist, physio, consultant... on the feedback centre [here](#)

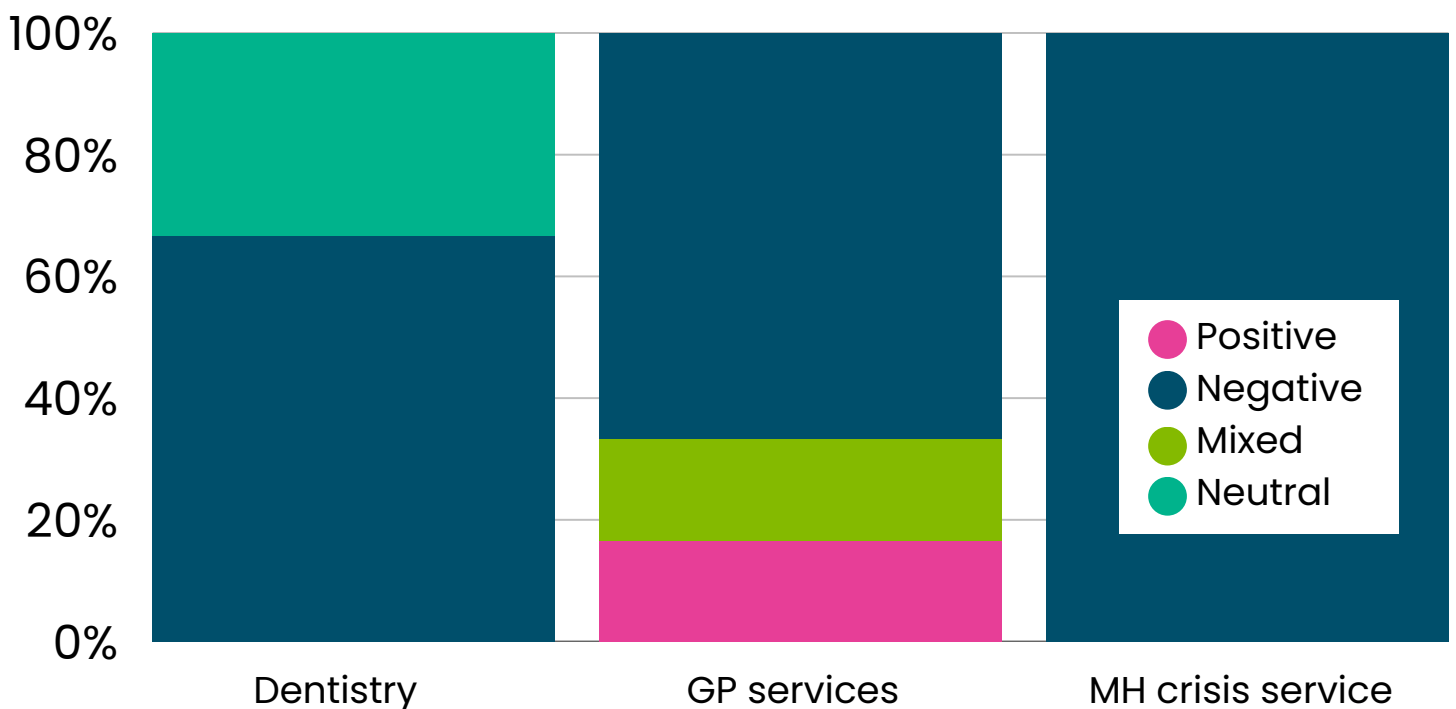


You told us...

About the services you used



Patients gave us the most feedback about GP, dentist, and the mental health crisis service. This is how they feel (%)



You told us...

About the services you used

A patient who now goes to a private dentist is very happy with service but would like an NHS dentist. They previously had one in Dalton but this shut down and they couldn't find another one.

Our action: Signposted to NHS Choices website

A patient asked for information on memory problems, as they have a family history of dementia. The patient has noticed their memory getting worse and, as they are getting older, would like information on memory issues. They also said that they worry people will think that they are 'being silly'.

Our action: Signposted to Alzheimer's Society

A South Cumbrian highlighted the great care provided at Parkview Gardens in Barrow. Their partner spent six weeks there for step down care, following discharge from Furness General Hospital. "I knew they were safe while there. They loved it. Parkview is welcoming, everything is spotless, and the staff were brilliant."

Our action: Feedback sent to Parkview Gardens team.

A patient spoke to us having recently found out that they have a liver condition. They are about to undergo medical trials and are worried.

Our action: Signposted to British Liver Trust

You told us...

About the services you used

A W&F resident who has been a carer for both parents for several years went into crisis and asked for help from Adult Social Care. They came, did an assessment, decided that this family carer needed to step away and put in place a package of care five times daily. The family member tried to step back but found that the carers provided were not reading notes from previous calls, not fulfilling all duties and they felt that their parents' care was suffering. They also highlighted that the report for assessment takes into consideration current caring arrangements and, once they have stepped back, these arrangements will no longer be true, although further care needs to be put in place.

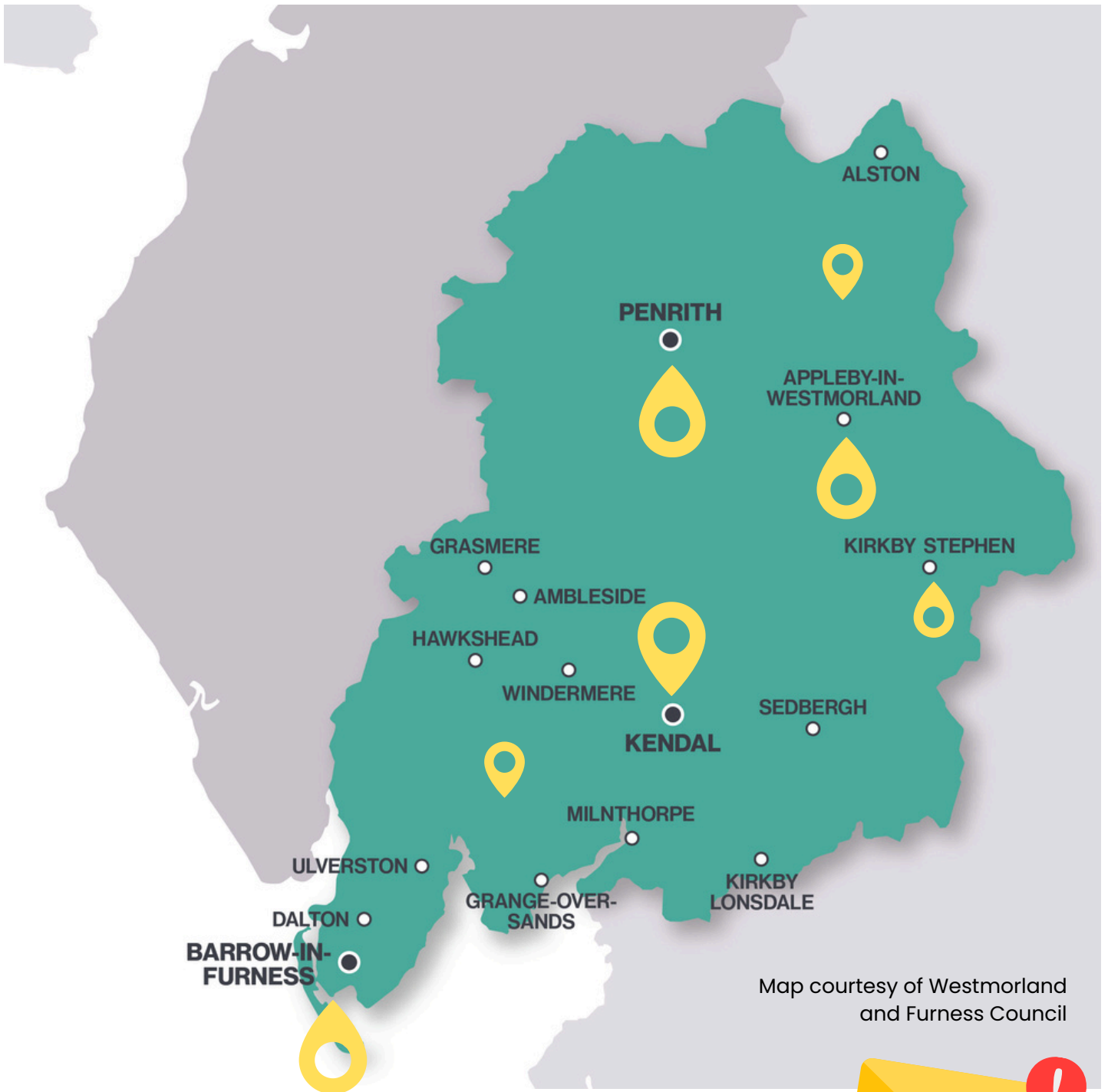
Our action: Signposted to single point of access for a reassessment of new needs.

A resident of a supported living service in South Cumbria feels unable to open the door to the communal garden as they have seen rats there. The communal garden also has bin overflowing with used latex gloves and lots of cigarette butts which they say come from staff.

Our action: Sent intelligence to CQC.

"My GP is brilliant. They see me regularly to check and monitor my complex mental health conditions which the community mental health team refuses (or claims it is unable) to do."

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](#).

