

# You Told Us

May 2025

Leila and Kate went to Kirkby Stephen on the 21<sup>st</sup> to be part of Cumbria CVS's Link and Think: Transport community event



# You told us...

---

Based on **May 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.



**52**

People were signposted to further assistance and help



We engaged with **252** members of the public, patients and charity sector

We reached **300** people through our social media and newsletter



We had the most feedback about...



## Services

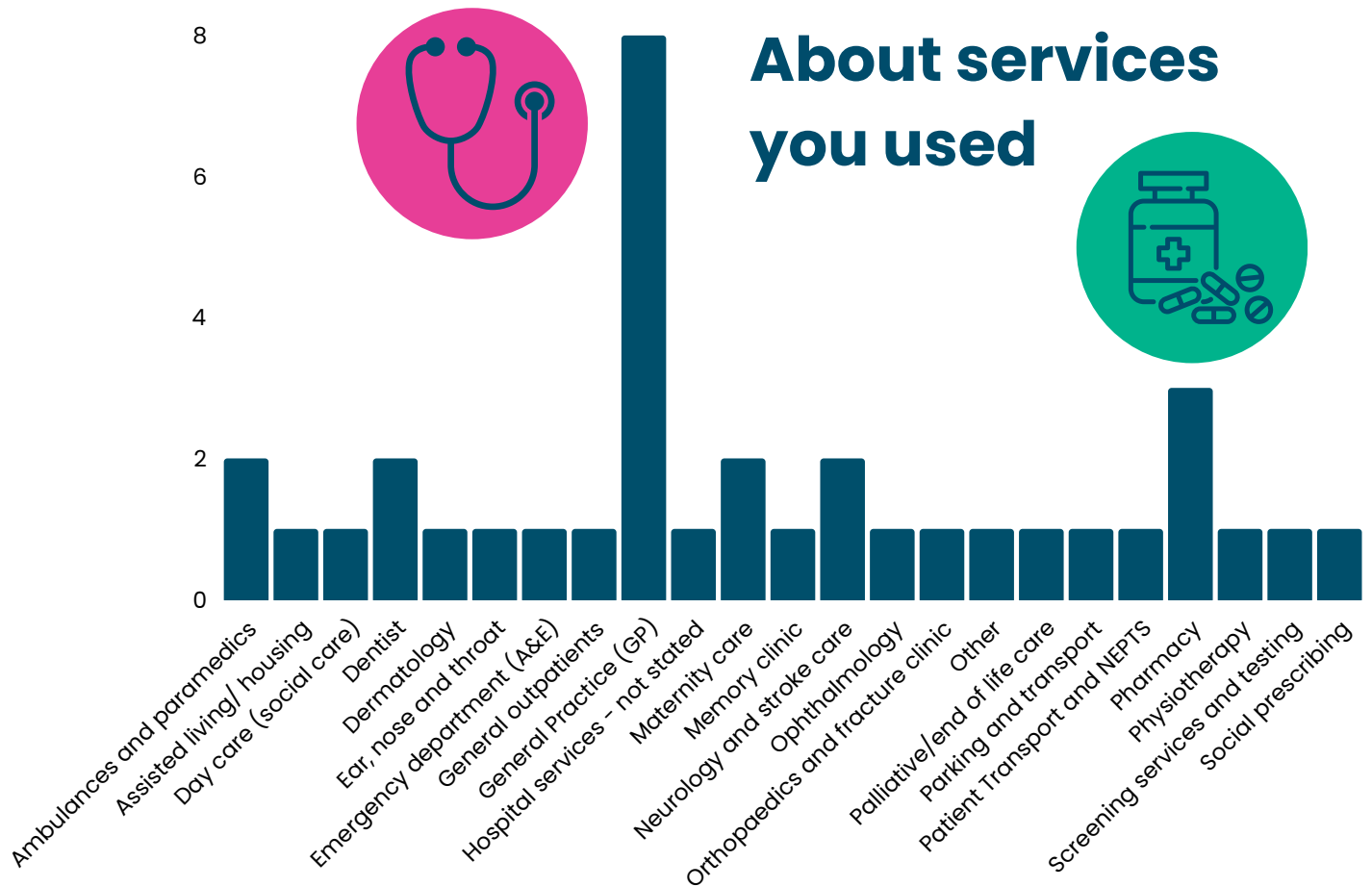
1. GPs
2. Pharmacy services



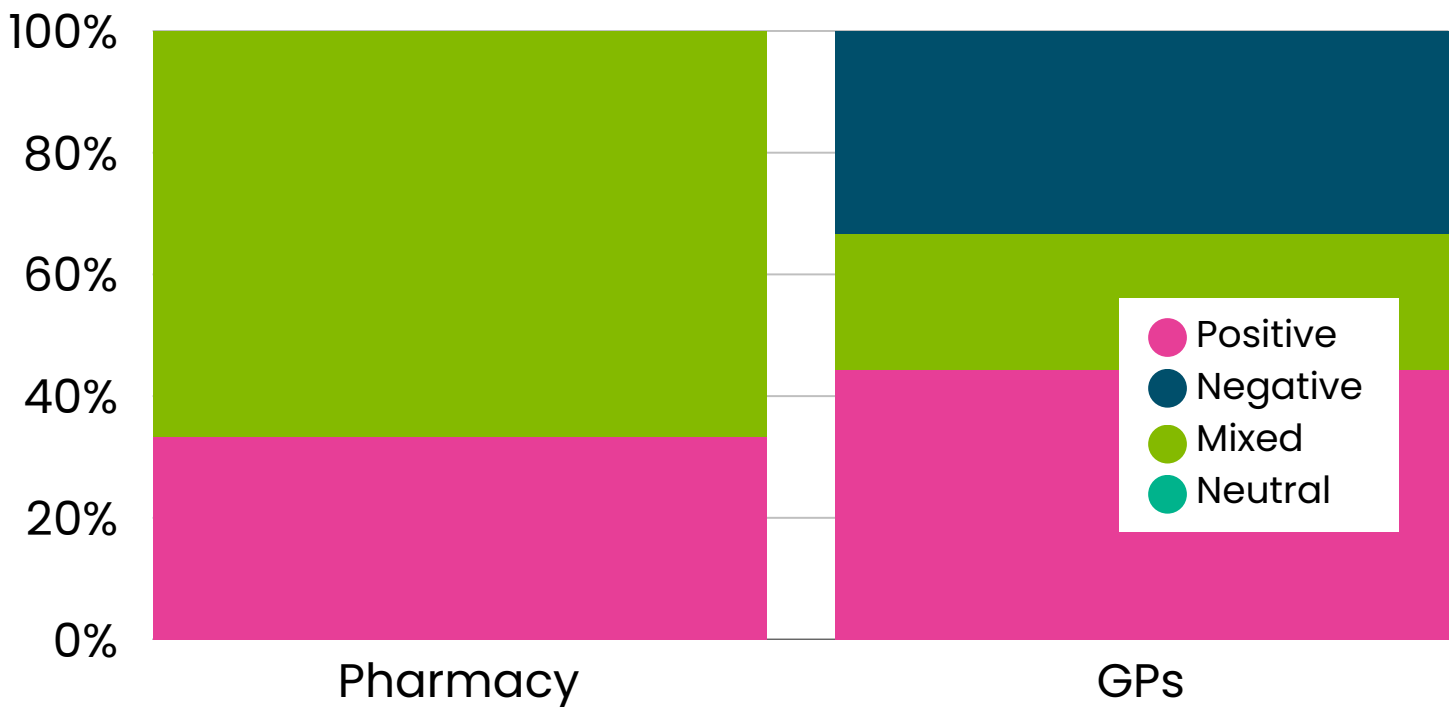
## Themes

1. Access to services
2. Communication
3. Quality of treatment

# You told us...



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

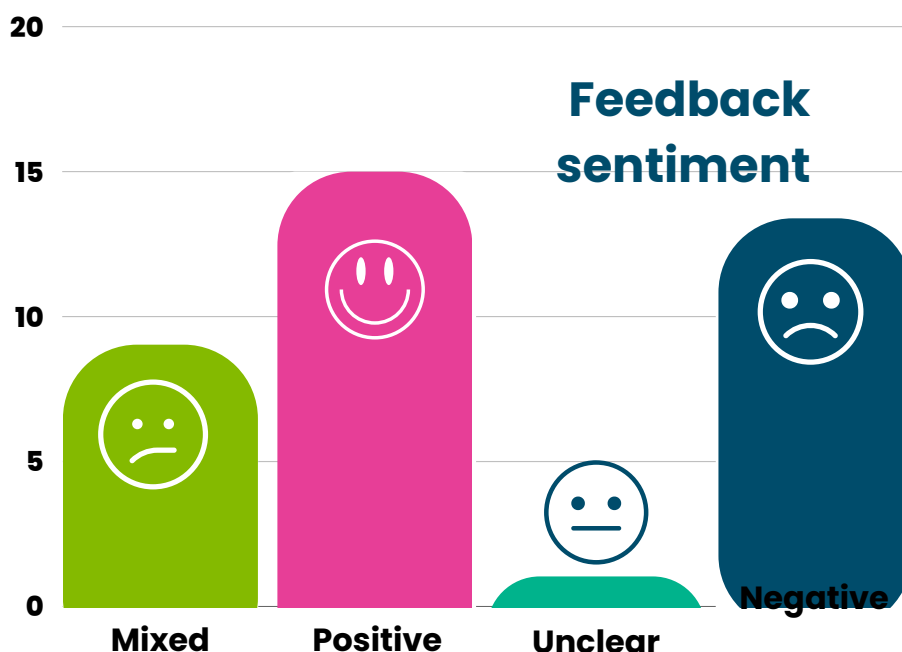


# You told us...

- Access to services
- Accessibility and reasonable adjustments 
- Administration
- Booking appointments
- Caring, kindness, respect and dignity
- Communication with patients
- Consent, choice and being heard
- Parking and transport
- Privacy and confidentiality
- Quality of treatment
- Referrals
- Triage and admissions
- Waiting for treatment

- Cost and funding of services 
- Parking and transport

- Access to services
- Booking appointments
- Cancellation
- Caring, kindness, respect and dignity
- Communication with patients
- Consent, choice and being listened to
- Follow-on treatment and continuity of care
- Communication between professionals
- Medicines
- Quality of treatment
- Service organisation
- Triage and admissions
- Waiting for appointments



- Access to services
- Accessibility and reasonable adjustments
- Administration Booking appointments
- Caring, kindness, respect and dignity
- Communication with patients
- Complaints
- Consent, choice and being heard
- Continuity of care
- Communication between professionals and transport
- Quality of treatment
- Staffing
- Waiting for treatment

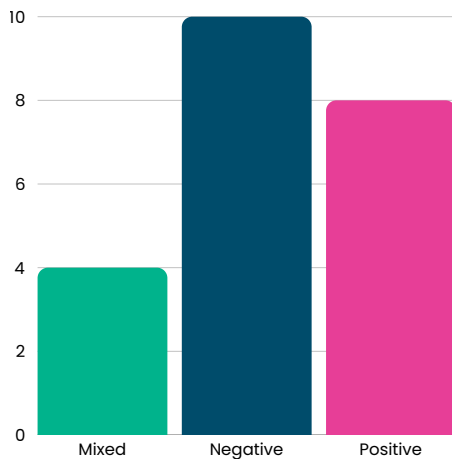
Leave a 'review' of your GP, dentist, physio, consultant... on the [feedback centre here](#)



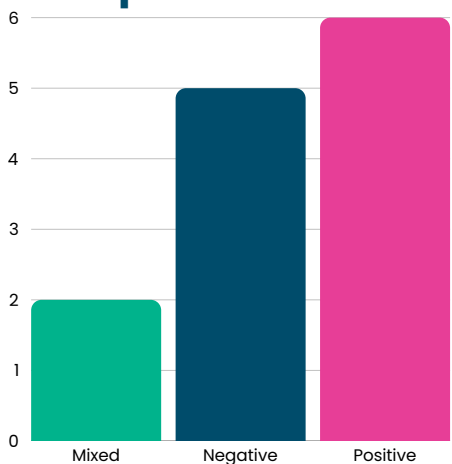
# You told us...

## Top 3 themes

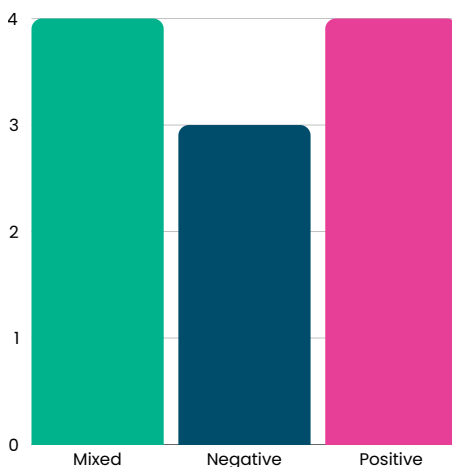
### Access to services



### Communication with patients



### Quality of treatment



## ...about services you used

A member of the public we met at an event told us about an organisation contracted to provide supported living by Westmorland and Furness Council to provide supported living. They said that services are not suitable for the residents, there is a lack of support for them, and staffing levels are poor

**Our action:** They did not want to tell us the name of the provider, nevertheless, we signposted them to Adult Social Care to raise this issue.

A member of the public we met at an event told us that they moved to Barrow from the south coast several years ago and haven't been able to see an NHS dentist. Nowhere will take them on as a patient unless they go private. They were quoted £8,000 to fix the problems but, because they couldn't afford that, they have lost teeth in the meantime.

**Our action:** Signposted to [NHS 'Find a dentist' website](#).

'I have an excellent surgery. I had asthma last week and I was seen within an hour of phoning in for advice.'

# You told us...

---

## About the services you used

**A member of the public's adult son, who is autistic, non-verbal and has a learning disability, lives in supported living, in 'a nice flat' in Carlisle. However there is a high staff turnover and a lack of communication between staff and the family. They feel that the wrong information might exist in his file, and that there is so much paperwork that the useful information has been lost. He could have a job and he loves kitchen work.**

**Our action:** The person we spoke with did not want to raise the issue with the service but we signposted them to People First's Academy, which runs a hospitality training scheme, and travel project.

**Several months ago a member of the public who lives in Eden lost their spouse to dementia. They feel isolated and would like to volunteer, perhaps in a shop in Penrith.**

**Our action:** Signposted to volunteering opportunities locally with Healthwatch and RESTORE.

**An elderly patient was diagnosed with Alzheimer's early last year, three-to-four months after they first went to the GP with symptoms. They said the process was excellent, the GP was caring and listened, the memory clinic kept in contact while they were on the waiting list, and then quickly diagnosed them. They now receive support from groups such as Dementia Voices Local Group Cumbria, Appleby Memory Club, Sunbeams Music with Dignity, as well as having cognitive stimulation therapy.**

**Our action:** Positive comments passed on to GP practice.

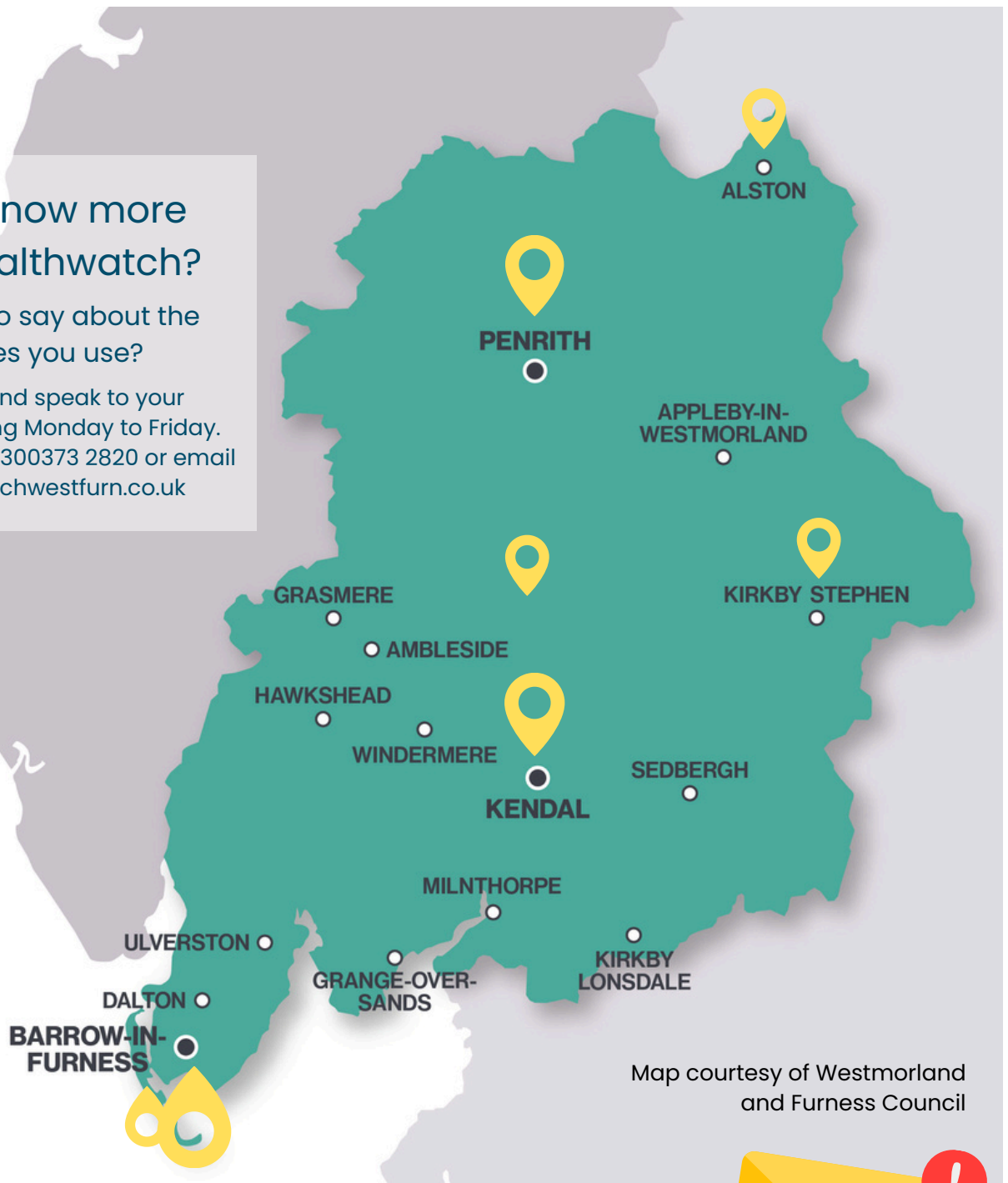
---

# We went to...

Want to know more about Healthwatch?

Have things to say about the health services you use?

We can come and speak to your group or meeting Monday to Friday. Contact us on 0300373 2820 or email [info@healthwatchwestfurn.co.uk](mailto:info@healthwatchwestfurn.co.uk)



## 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](#).