

You Told Us

July 2024



You told us...

Based on July 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.



We engaged with 1,126 people

**We reached 753 people
through our social media
and newsletter**



We had the most feedback about...



- **Access to services**
- **Quality of treatment**
- **Complaints**

You told us...

We also heard about



Feedback Themes

Quality of treatment

A member of the public called at our office after being referred by CAB. They told us about their treatment at Furness General Hospital's Ward 7. They have multiple health complaints and take morphine for pain relief. In March they collapsed at home, were taken to A&E, assessed and admitted.

They were happy with treatment at A&E but not on Ward 7. They said: "It was hellish, they are inhuman, they refused to take me to the loo." A staff member said they didn't take people to the loo and they were on their break. The patient had to get themselves to the toilet. They also said that staff "found it exceedingly amusing that I was deaf".

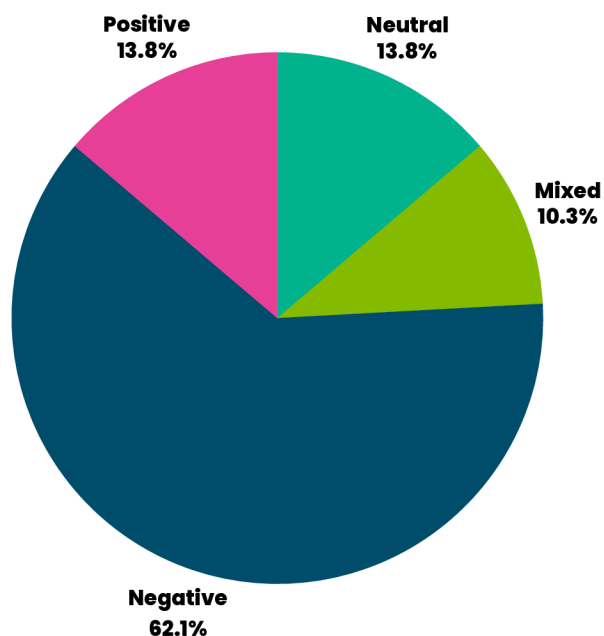
They came to see HWW&F as they wanted to make a complaint. As well as signposting to PALS, our member of staff checked what help they had at home (they have two informal carers).

You told us...

Quality of treatment
Access to services

Waiting times, punctuality and queuing on arrival
Access to services
Caring, kindness, respect and dignity

Quality of treatment
Access to services



Medication, prescriptions and dispensing
Quality of treatment
Diagnosis
Caring, kindness, respect, dignity
Complaints
Referrals
Access to services
Building, decor and facilities
Accessibility and reasonable adjustments

Caring, kindness, respect and dignity

Member of the public said their grandad is 93 and spent time in hospital. When it was time to go home he was too frail. His personal needs were too great so they moved him into Winters Park care home where he has had a great experience. There are lots of activities and he spends time with other residents in the lounge. He's not as isolated and spends more quality time with his family.

Quality of treatment

Member of public seen half an hour early by the doctor at Furness General Hospital, Barrow-in-Furness. They were very complimentary about their GP in Cartmel, which they say is a good surgery. GP sees them once a month and always makes another appointment for them. They value that support. The patient has been sent to Kendal and Lancaster hospitals previously. They much prefer Kendal (they live in South Lakes) but Lancaster is terrible and they don't like going there.

We did...



87 people

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

Events such as these are places where we can highlight what patients have told us about their care and experience of services.

- Health and Wellbeing Board – Healthwatch Westmorland and Furness has a place on the Joint Strategic Needs Assessment (JSNA) developed with Westmorland and Furness Council, LSC ICB, UHMB NHS Foundation Trust, North Cumbria Integrated Care NHS Foundation Trust, LSC Foundation Trust, Cumbria, Northumberland, Tyne and Wear Foundation Trust, Cumbria CVS, the Cumbria Third Sector Network and local people.
- East Integrated Care Community meeting – Senior Engagement Officer Lisa Hart shared four of our reports: Maternity and Neonatal Matters Roadshow; Helme Chase Maternity Unity, Westmorland General Hospital, Kendal; South Lakes Birth Centre, Barrow; and Westmorland and General Hospital Outpatients Department.
- We met with Sarah Bibby, Women’s Health Delivery Manager for Lancashire South Cumbria Integrated Care Board to discuss the issues around women’s health provision in South Cumbria, and the new family and women’s hubs.



We did...

We met patients and the public at:

Manager Kate supported Healthwatch Cumberland at their Try Dry July event in Carlisle city centre. It was great to work alongside our Cumbrian colleagues, meet organisations working across the county, and talk with lots of Westmorland folk.



Senior Engagement Officer Lisa, Engagement Officer Dan and our amazing volunteers Nigel and Leila had a great day out at My Community's Penrith Family Fun Day. They chatted to mums and dads about health services while children played giant jenga!

We also gathered feedback on services at:

- Furness General Hospital pop-up
- Barrow Community Hub
- Cumbria Development Education Centre 40th anniversary, Ambleside
- Kirkby Lonsdale Breathe Easy Group
- Furness Third Sector Health Forum
- We facilitated Healthwatch's Community Forum at West Cumberland Hospital, Whitehaven, on behalf of Healthwatch Cumberland, including a new site tour.

Personal story

Mixed feelings with cancer 'all clear'

John was diagnosed with kidney cancer in January 2022 and had his kidney removed in February 2022. He said: "Treatment was really quick, which was good as, from the time I was diagnosed to the date it was taken, out my tumour had grown more than 3cm."

Even though happy with his surgery, John wanted to highlight the follow up treatment he received.

In June 2022 he went back to see his consultant for a follow up at Westmorland General Hospital and expressed how down he was feeling. John said: "I had been treating my cancer like a cold while receiving treatment, but once treatment had finished it hit me and I got depressed when reflecting upon it."



He had been having suicidal feelings and constantly felt fatigued. When he told his consultant about his feelings his consultant told him that he can go and speak to his cancer nurse regarding these. "I hadn't had a cancer nurse; I didn't get one until June 2022" explained John. Throughout this time, he had received no such support for his wellbeing.

The second thing John wanted to highlight was a possible misdiagnosis of his cancer. When we met, John had just received a copy of his medical records. In 2016 John was sent for tests and scans regarding his bowels following unexplained bleeding. At his scan, his kidney was scanned, and a large mass was found on his kidney as an incidental finding.

Case study continued

John told HWW&F that he was not informed of this, and it has been a total shock to see this on his records. When his cancer was diagnosed in January 2022 it was mentioned that “a 14mm lesion in the same area was present several years ago.”

John questions why he was not informed of this and is worried that he may have had cancer since 2016 which was not acted upon, ending up with a more aggressive treatment.



John said: “Even though I love life, now I don’t have a life. I used to work full time as a chef but have not worked for more than two years. I feel isolated, I can’t go out with friends as I’m always tired. The cancer’s isolated me”

He added: “Cancer affects more than just you. It affects relationships around you, it can destroy everything.”

Despite his recent discovery John is trying to look forward. He is thankful he has now got the ‘all clear’ and wakes up every day thankful for everything he has.

John was signposted to NHS complaints advocacy and local men’s mental health groups within his area. He was also signposted to a local volunteering organisation to see what volunteering opportunities there may be on offer which he would be able to do if he felt well enough, and which would support him to feel less isolated.

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

healthwatch
Westmorland
and Furness

