healthwatch Lancashire

You Told Us Report

A report detailing our work during Q2.
July 2026 - September 2026



Introduction

Healthwatch Lancashire is your local independent health and social care champion. Commissioned by Lancashire County Council, Healthwatch delivers a range of activities to support local people to have their voices heard and ensure their experiences are used to shape, develop and deliver great services.

During Quarter 2, Healthwatch Lancashire has continued to listen to local people, amplify their voices, and work with partners to improve health and social care services. This report highlights the engagement, projects, research, and community activities completed between July and September 2026, along with the impact of the feedback we have gathered.

This quarter:

We have engaged with 235 people during this quarter.





We published 6 Enter and View reports

We have signposted 30 people to information that can help them.



Core Activity Review

Presence in our Communities

To ensure we are connecting with our local communities, gathering feedback and raising the profile of Healthwatch, we attend community events and hold pop-ups in community and health and wellness spaces.

Below are some of the events / locations we have attended:



Royal Preston Hospital



Burscough Family Hub



St Catherine's Hospice



Chorley Summer Play Day

Project Spotlight

Hospital Discharge

Healthwatch Lancashire has been listening to people's experiences of leaving hospital at Royal Preston Hospital and Chorley and South Ribble Hospital. We've heard from patients, relatives, hospital staff and partner agencies such as care homes and care providers.

Leaving hospital is where hospital, social care and community services have to work together, and where things can go wrong for people. We wanted to hear first-hand what that is like, so that local people's voices can shape improvements.

How: We held 49 in-person conversations on wards and in the discharge lounge (38 patients, 6 relatives and 5 staff), supported by detailed case studies. We also ran an online survey, which gave us 30 responses about these hospitals and partner agencies. The two sets of evidence are being analysed separately.

We aim to publish this report in Winter 2026.

49

In-person conversations

30

Online surveys

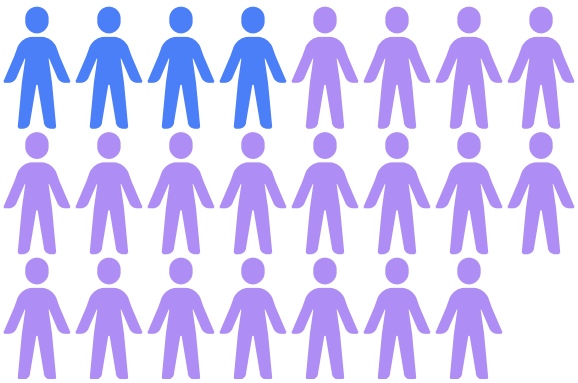
> *I haven't had a conversation about going home yet. I've no idea what is going on and when.*
>
> ***Patient, Chorley and South Ribble Hospital***



Cora and Emmy at Royal Preston Hospital

Only 4 in 23 patients and relatives said they were told how long they would wait, and that it matched what happened.

Online survey, 23 patients and relatives about Royal Preston and Chorley.



Impact of Social Media on Young People Report Update

In October 2026, Healthwatch Lancashire is collaborating with the Harris Museum and Chorley Youth Zone to showcase the findings of our Impact of Social Media on Young People project through a public exhibition in Preston.

The exhibition aims to share young people's experiences in an engaging and accessible way, helping to bring the research findings to life for residents, professionals, and stakeholders. The project explores how young people use social media to access health information, seek support, and influence their health and wellbeing, creating opportunities for wider discussion around these themes.

Working alongside young people from Chorley Youth Zone, the research findings have been interpreted through a collection of original artworks, enabling visitors to engage with the project's key messages from a young person's perspective.

The exhibition will run from October 23rd to November 2nd 2026, providing an opportunity to raise awareness of the findings, promote community engagement, and amplify the voices of young people.

Members of the Healthwatch Lancashire team, including Senior Engagement Officer Emmy and Communications, Data and Research Officer Cora, will be attending the exhibit at select times to discuss the project, answer questions, and provide further information.



Artwork created by young people at Chorley Youth Zone which will be displayed with our exhibition at The Harris Museum in Preston from October 23rd until November 1st.

Seldom Heard Community Groups

Some of the communities that we engage with are considered to be 'seldom heard'; we pride ourselves on amplifying these voices and want to connect with as many different people as possible. In this quarter, we have engaged with **17** seldom heard groups from range of communities.



Groups include:

- Lancashire Parent Carer Forum Annual Conference
- Skelmersdale Youth Group
- Disability Pride
- Morecambe Fibromyalgia Support Group

Volunteers

This quarter we currently have **36** active engagement and support volunteers. We have taken on one of our volunteers as a sessional engagement officer who will be able to provide additional capacity across Lancashire.

We have supported our volunteers to engage in Enter and Views, engagement activities and research for projects. In this quarter our volunteers have delivered 93 hours of engagement and research support.



John - Sessional Worker

We would like to introduce everyone to John Moore, who was previously a dedicated volunteer but has taken the leap and joined us as a sessional worker.

This means you may start to see John out and about at more meetings or within our reports.

We asked him what he is most looking forward to in your new role as a Sessional Worker for Healthwatch.

"Helping the rest of the team to make a difference."

Community Work

MSK Physiotherapy Team @ Ormskirk Hospital

Healthwatch Lancashire worked with the MSK Physiotherapy Team at Ormskirk Hospital to speak with residents in Skelmersdale about their experiences of physiotherapy services. Through a focus group held in partnership with the Signpost Café, we gathered feedback on awareness of the service, self-referral, access to appointments and potential improvements. Participants shared their experiences and highlighted barriers such as transport, communication and a lack of awareness of available support.



The feedback provided valuable insight for the physiotherapy team and will help inform future improvements to the service.

Community Walk South Ribble Council

Healthwatch Lancashire joined partners from Ribble Valley Council and other local organisations for a community walkaround in the Henthorn area of Clitheroe. The event gave residents the opportunity to share their views on the area, including local services, transport, safety, access to healthcare and community wellbeing. Our role was to provide a health and social care perspective, ensuring residents' experiences of local health services were reflected in the discussion.



Residents spoke positively about the area's strong community feel and access to green spaces, while also highlighting concerns around transport links, road and footpath maintenance, and access to healthcare services closer to home. The feedback gathered will help inform future discussions and improvement activities within the local area.

Future Project Spotlight: Smokefree Lancashire

Healthwatch Lancashire is currently planning a new project with Lancashire County Council's Smokefree Lancashire smoking cessation service to understand people's experiences of quitting smoking and accessing support services.

Over the coming months, we will gather feedback from people who smoke and are not currently ready to quit and people with a history of multiple unsuccessful quit attempts.

We also hope to hear from young people and communities where smoking rates are higher.

Using surveys, social media, poster and leaflet campaigns, conversations and community engagement activities, we will explore what helps people to quit, any challenges they face, and how stop-smoking services can be improved.

The findings will help Smokefree Lancashire and Lancashire County Council better understand local needs and shape future support for smokers.



Enter and Views

There are several targets attached to our annual Enter and View programme. These targets include delivering **30** visits across **5** different service areas and having at least **15** actions taken based on our recommendations.

This quarter, we have completed 5 Enter and Views across the following service areas: care homes, urgent treatment centres and GP practices.

This quarter, we have published **6** reports: The Sands Care Home, Morecambe, Broadway Medical Centre in Fleetwood, Granville House Medical Centre, Central Park Surgery, Windmill Lodge Care Home and a revisit at Lostock Hall Medical Centre.

In this quarter, **8** recommendations were actioned by services, which have led to improvements in services for people.

Centra Park Surgery in Leyland

We spoke with 9 patients and 8 staff members about their experiences of the service.

Overall feedback was positive. Patients highlighted friendly staff, ease of getting appointments, and improvements to prescription ordering.

Staff reported feeling well supported by management and confident they had the training needed to carry out their roles effectively. We found the surgery to be clean, accessible and welcoming.

"I only have positive things to say, I rang up for an appointment last week and I was straight in, I got a referral that day and I'm back for a check-up."

"The new prescription process is good; I used to ring every month but now I can go on to the app which saves so much time."

Recommendations included making the Patient Participation Group (PPG) information more visible, increasing awareness of the Friends and Family feedback scheme, and considering additional accessibility improvements such as a dementia-friendly clock.

Read the reports here:

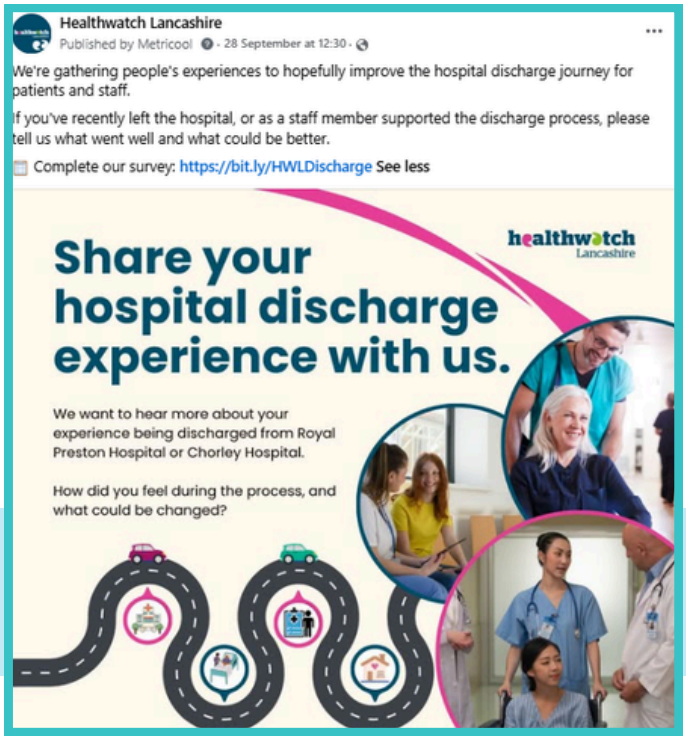
Communication and sharing information

In this quarter, our social media communications have focused on promoting issues closest to our community and sharing our partnership work with other organisations.

We have been full steam ahead on promoting our Hospital Discharge survey whilst also highlighting our community work with South Ribble Council to support the conversation about the physical and social aspects of a locality to identify issues for improvement.







Facebook



In this quarter, we had 650 nteractions across our social media.

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