

You Told Us

July – September
2025



**We want to hear
your voice**

You told us...

From July to September 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 engaged with...



members of the public, patients and charity sector

We signposted...



people to further assistance and help

We reached...



people through our social media and newsletter

We had the most feedback about...

Services



General Practice (GP)



Patient Transport (&NEPS)



Inpatient Care / General Inpatients

Themes



Access to Services



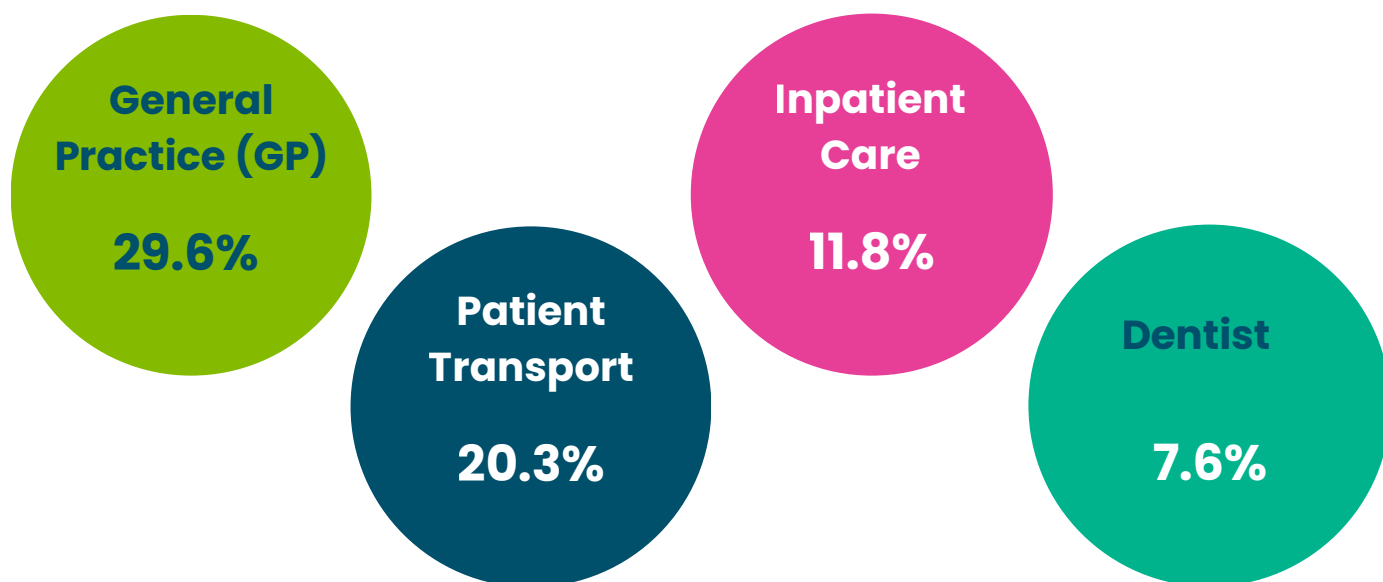
Service Organisation



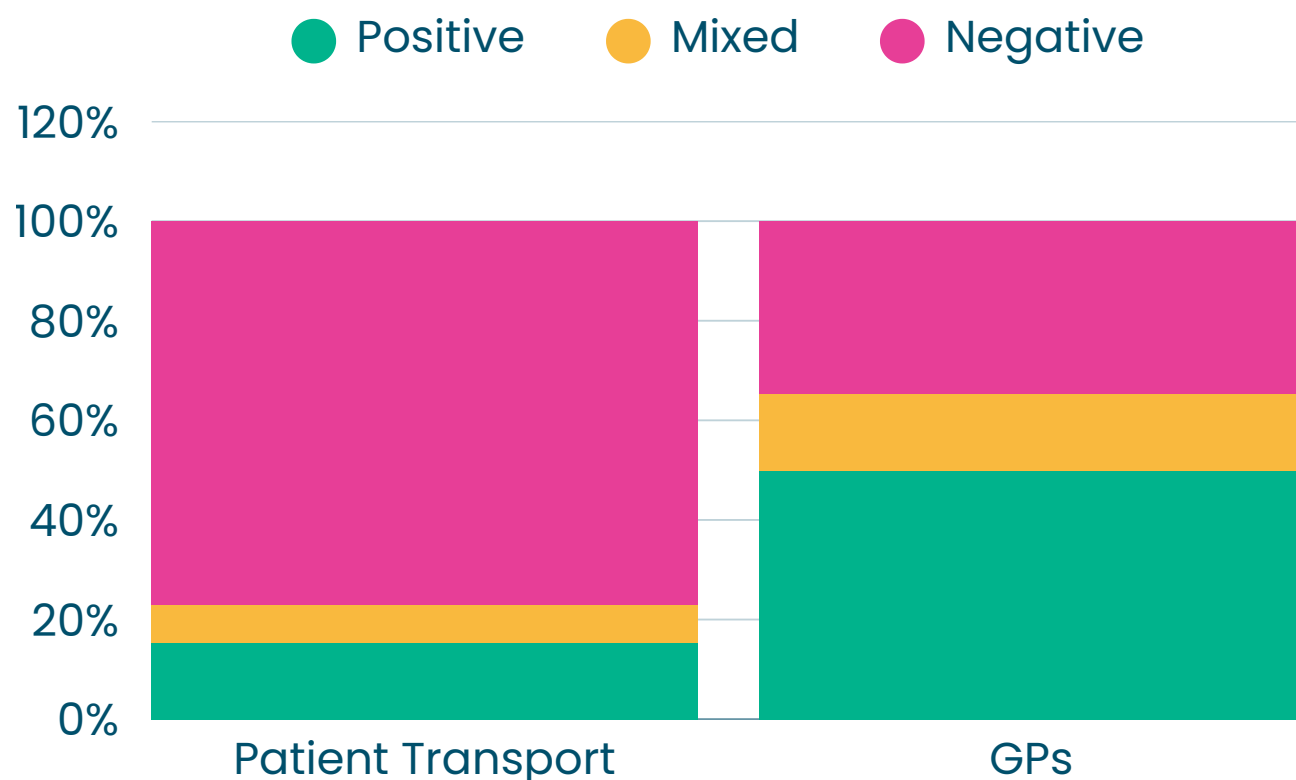
Accessibility & Reasonable Adjustments

Most common services you used

118 people submitted feedback between July and September 2025. These were the most common services to come up in our feedback centre on Health and Social Care services in Westmorland & Furness.

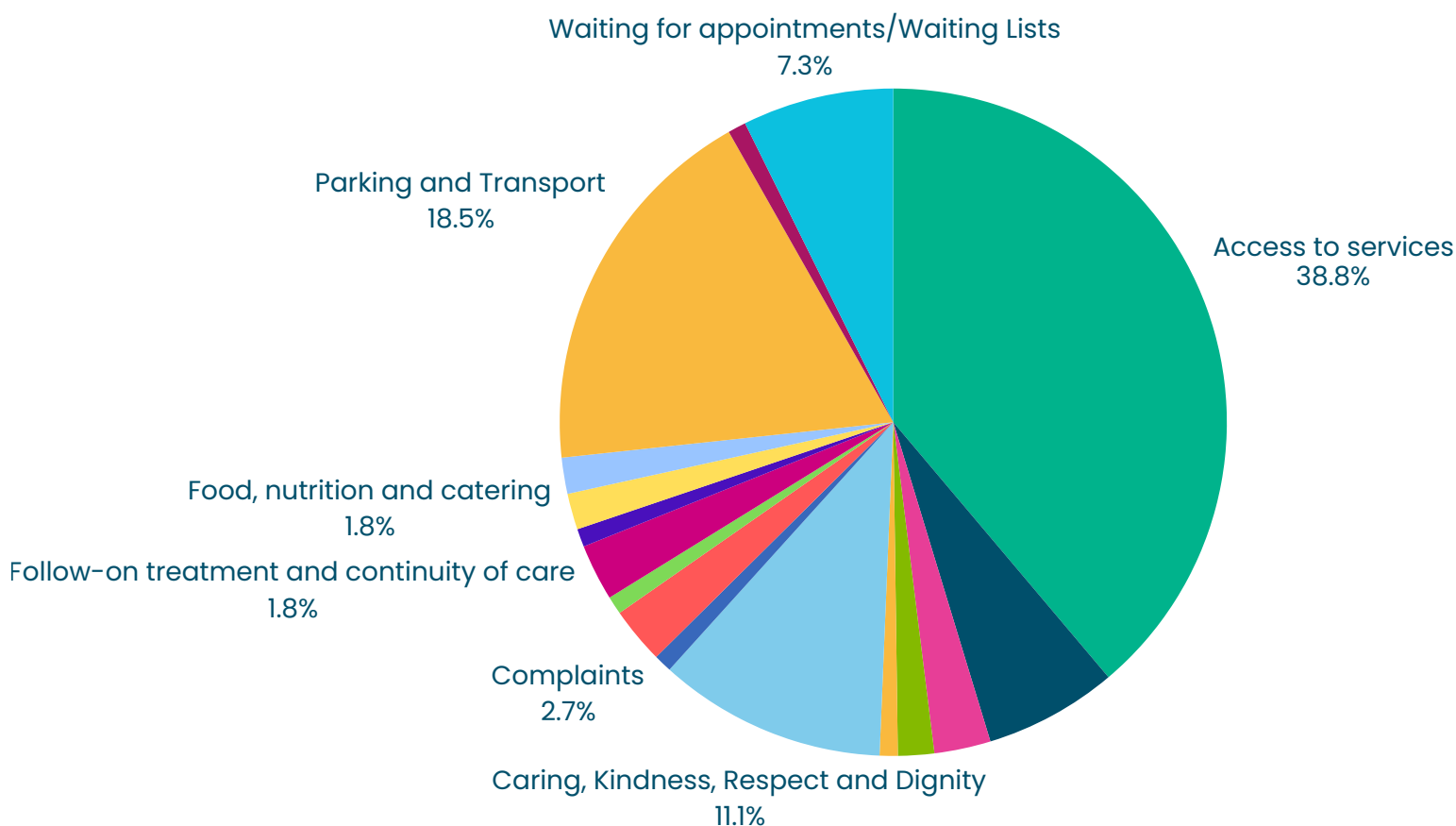


Patients gave us the most feedback about GPs and Patient Transport services, and this is how they feel (%)



Snapshot of feedback themes:

In relation to services we have had feedback on, we analysed these themes:



30% Positive

Positive feedback was around:

- Rehabilitation / Enablement
- General Practice (GP)
- Inpatient / General Inpatient care
- Maternity Care
- Patient Transport and NEPTS

Mixed feedback was around:

- General Practice (GP)
- Patient Transport & NEPTS

34% Negative

Negative feedback was around:

- Adult Social Care
- Dentist
- Emergency Department (A&E)
- General Practice (GP)
- Inpatient Care / General Inpatient
- Patient Transport & NEPTS
- Pharmacy
- General Outpatients and Hospital-based Consultants

You told us...

"I can't seem to see the same doctor that I would like to see regardless of when I book. I don't think I have seen the same doctor in the last 5 months and I come quite often for appointments."



Our action: Signposted to NHS Independent Complaints Advocacy.

"I filled out a medical form this morning. They want me to book an appointment with a GP. However, the earliest appointment I can get is in 4 weeks time?! My condition may be serious?! "



Our action: Feedback posted on our Feedback Centre is shared with the relevant practice for them to review and action.

"We are here for an orthodontics appointment for my daughter. Travelled by car today as it is 'easier'. My daughter has a blue badge but there aren't always enough spaces near the entrance for blue badge holders. Public transport might be available but it wouldn't suit my daughters needs, we have to come in the car."



Our action: Feedback was received on an engagement. This feedback was logged to share in this report and supports the rationale for our current 'Transport Project'.

Our actions this quarter were..

A snapshot of where we have been each month:

In July..

- **3rd July**, Leila & Sophie visited ward 6 at Furness General Hospital gathering feedback from patients
- **4th July**, Leila held a pop-up station at Ambleside Health Centre, promoting projects, offering signposting and gathering feedback from the community,
- **25th July**, Kate & Caitlin visited Penrith Leisure Centre for the My Community / GLL Fun Day to establish a Healthwatch presence through engagement and signposting. They also promoted the NHS Dentistry Survey.
- **31st July**, Leila attended the Travel Active Barrow 'Walk this Way' Celebration Event. Leila engaged with the community and promoted our 'Transport Project'

In August..

- **1st August**, Leila held a pop-up engagement in the foyer of Furness General Hospital, spreading the word about Healthwatch Westmorland & Furness and gathering feedback.
- **7th August**, Leila and Volunteer Eddy attend the Westmorland and Furness Council Armed Forces Community Collaboration Event at Kendal Town Hall
- **9th August**, Leila and Volunteer Charles attended the 'On the Move' community fun day with PEAT focusing on our Transport Project with our newly launched Transport Project Survey
- **20th August**, Leila attended the coffee morning at Alston Masonic Hall to engage with the group and promote our Transport Project

In September..

- **11th September**, Kate, Lisa, Leila and Sophie held our Women's Health Project Event Phase Two in Kendal. They gathered feedback on our signposting materials that we created following Phase One of the project.
- **17th September**, Leila and Volunteer Eddy attended the Ovarian Van pop up to speak about our Women's Health project and to engage spreading awareness of Ovarian Cancer Signs and Symptoms.
- **18th September**, Lisa and Leila attended the EDI Extravaganza Day in Kendal Town Hall engaging with the community and presented our Transport project

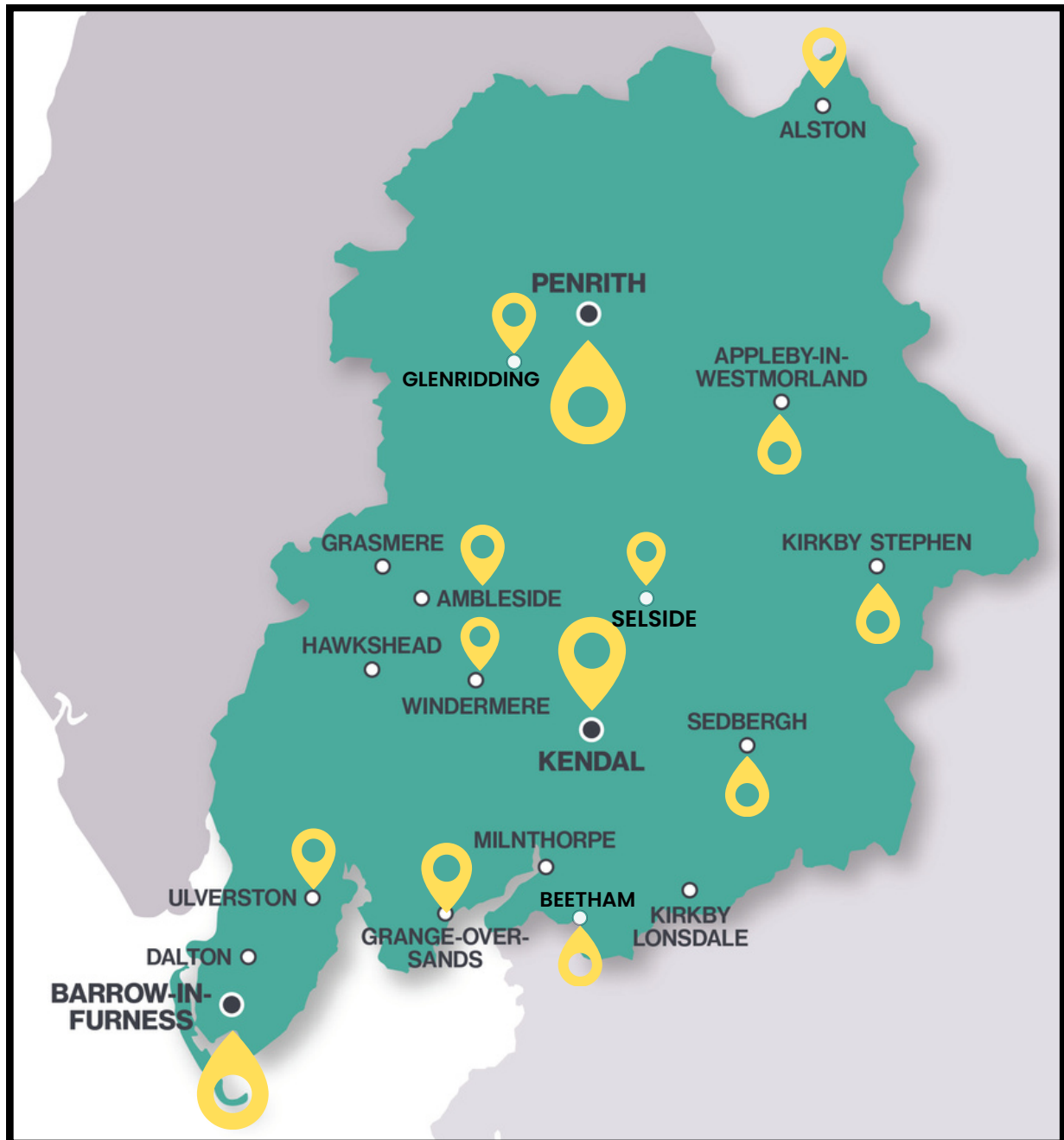
This quarters project update

Women's Health Project Complete and Report Published

Transport to Healthcare Project launched with Online Survey live

We went to...

From July to September 2025



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](#).

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