

You Told Us

January – March 2026



You told us...

From January to March 2026, 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

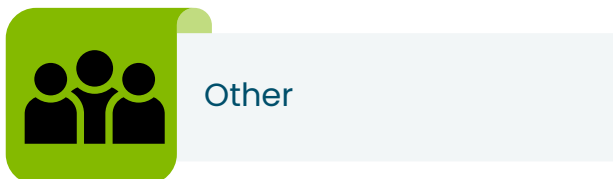
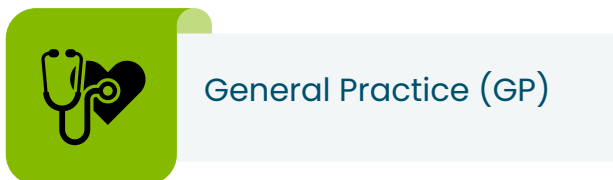
We reached...



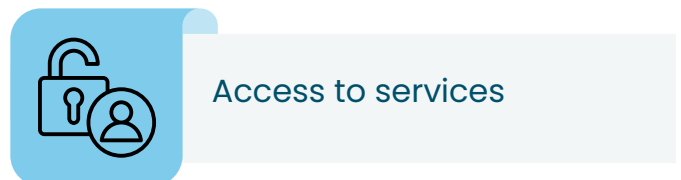
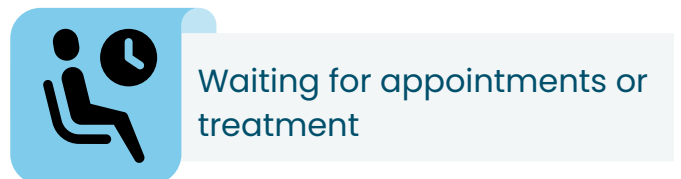
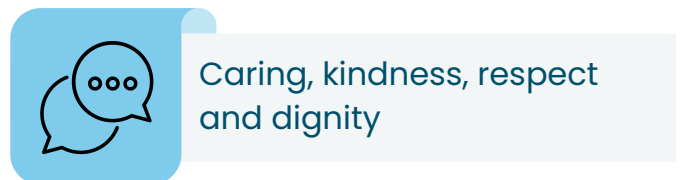
people through our social media and newsletter

We had the most feedback about...

Services

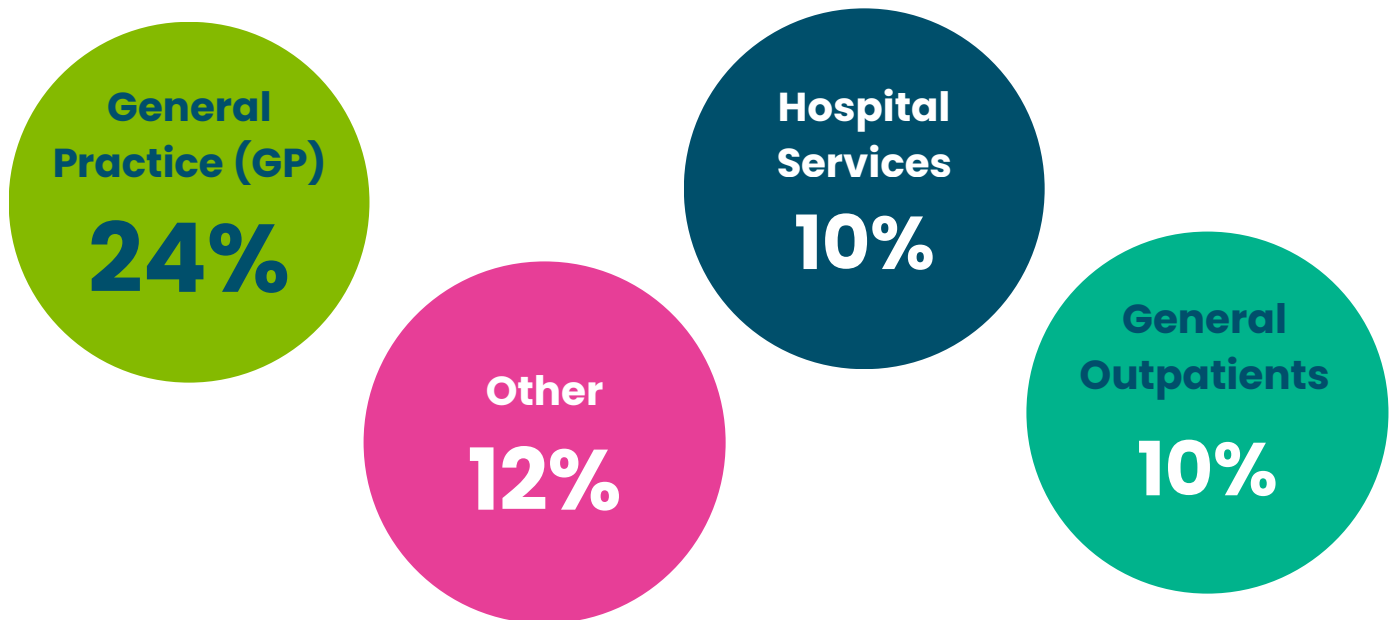


Themes

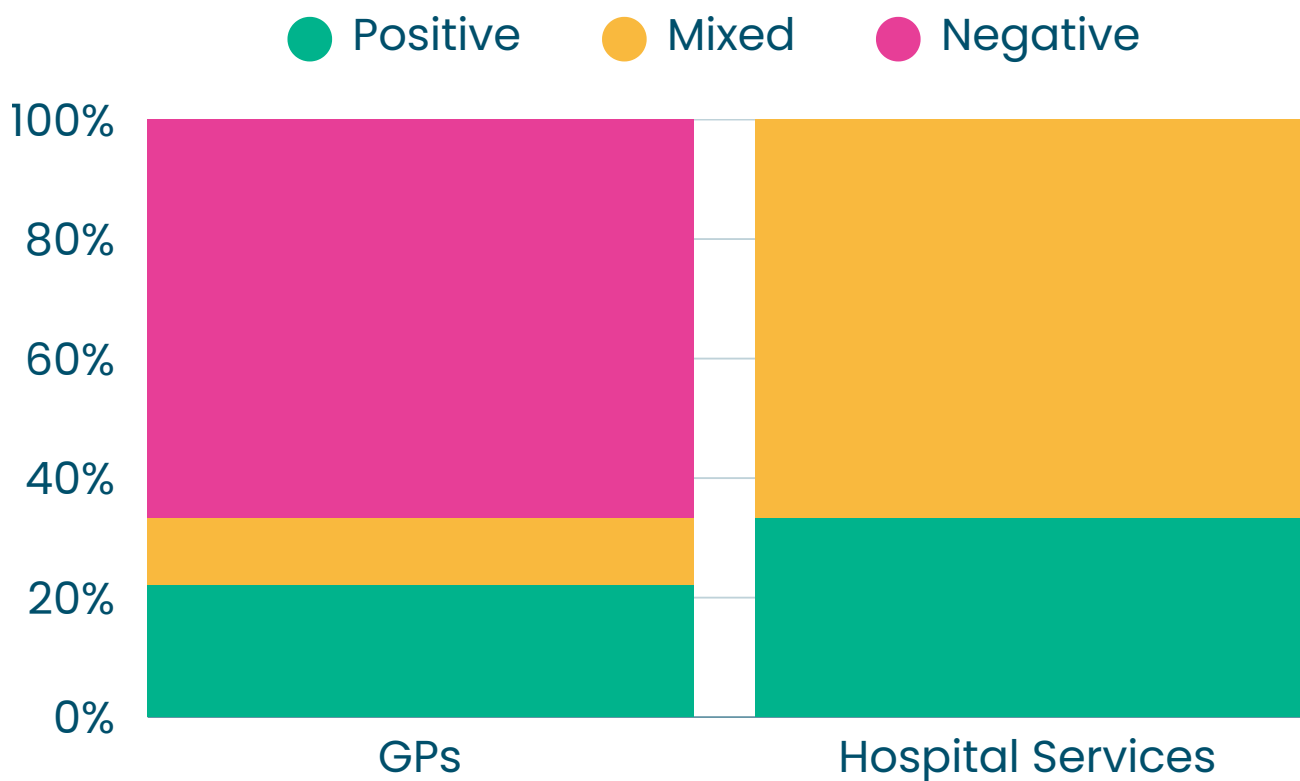


Most common services you used

43 people submitted feedback between January and March 2026. These were the most common services to come up in feedback on Health and Social Care services in Westmorland & Furness.

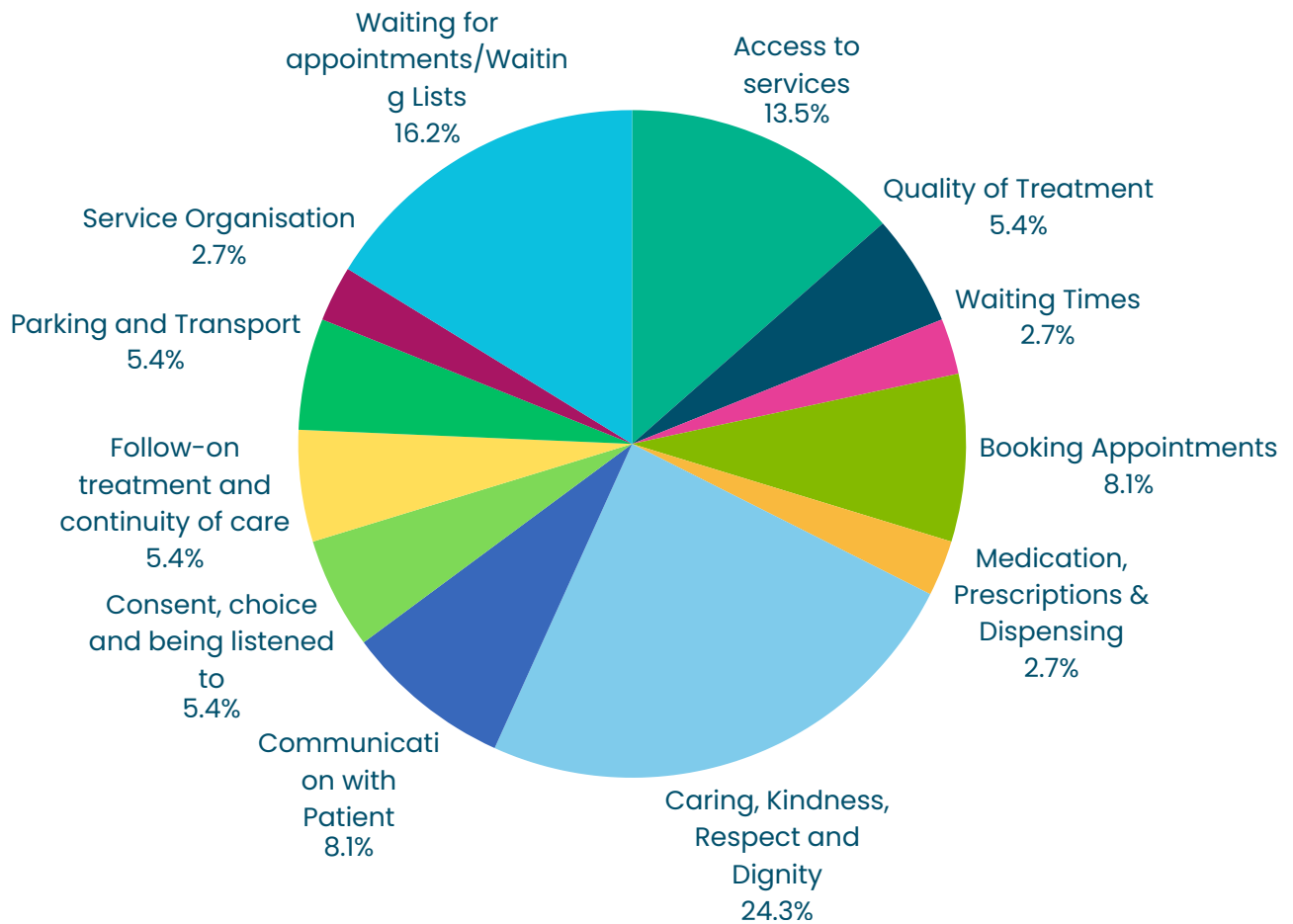


Patients gave us the most feedback about GPs and Other services, and this is how they feel (%)



Snapshot of feedback themes:

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



24% Positive

Positive feedback was around:

- Access to services
- Caring, kindness, respect and dignity
- Waiting for appointments

Mixed feedback was around:

- Caring, kindness, respect and dignity

41% Negative

Negative feedback was around:

- Access to services
- Accessibility and reasonable adjustments
- Booking appointments
- Communication
- Consent, choice and being listened to
- Waiting for appointments and waiting lists
- Quality of treatment

You told us...



A member of the public got in touch to tell us that she has been trying to make a complaint to her doctors surgery and been repeatedly ignored. She experienced a lot of pain and heavy bleeding, with a lengthy wait in Penrith hospital before being sent to A&E at Cumberland Infirmary. She was in tears waiting for a call back and was worried it could have been life threatening. Since then, her surgery has been very difficult to get hold of. We discovered her practice's Patient Participation Group has closed.

Our action: Signposted to N-Compass Independent NHS Complaints Advocacy



"I use a wheelchair and mobility scooter. I use Hospital Transport which I appreciate and find good. I attend regular appointments so I get to know the drivers. I saw my GP yesterday about being breathless. He gave me antibiotics and arranged for me to have an x-ray today which is really quick. I prefer coming here to Furness General Hospital. I went in there last year with water retention due to issues with my heart. Whilst I was there, I received no leg care such as regular bathing and putting on creams and I developed cellulitis. This would have been avoided if they had listened to me when I said I needed better leg care. I have a carer who does it at home as I need to have it done. I complained to the nursing staff and Doctors but nobody listened.

Our action: Signposted to Patient Advice and Liaison Service



Our actions this quarter were..

A snapshot of where we have been each month:

In January..

- 9th Jan | Engagement Officer Leila attended a meeting with ACTION Cumbria with an update on our Transport project.
- 14th Jan | Leila visited the 'well attended' Ulverston Methodist Church for their Warm Hub to speak with members of the community. There were positive comments around Ulverston Health Centre.
- 19th Jan | Leila and our Communications & Admin Officer Sophie visited Barrow Town Centre for 'Blue Monday'. They handed out wellbeing packages including tea bags, support resources and chocolate hearts!
- 23rd Jan | Leila attended the Age UK Digital Drop in engaging with members of the community who are digitally excluded to offer support and signposting.

In February..

- 18th Feb | Operations Manager Steve attended an integrated care meeting at Royal Preston Hospital
- 24th Feb | Assistant Head of Healthwatch Kate attended the CVS Social Impact Workshop, being involved in a focus group which engaged with members of our community from ethnic minorities.

In March..

- 10th March | Kate attended the Community transport forum with local transport projects/groups, W&F and Cumberland authority representatives, organised by ACT (Action in Cumbria), at The Quiet Site, Watermillock (Ullswater). This event engaged with seldom heard groups including those who are digitally excluded, carers and people with physical disabilities.
- 17th March | Steve and Sophie held a pop up in Furness General Hospital promoting our Women's Mental health survey and providing signposting.
- 23rd March | Kate and Engagement Officer Kelsey visited James Cochrane GP Practice in Kendal for an Enter and View observation and spoke to 16 patients and staff.
- 31st March | Steve and Kate visited Captain French Surgery for an Enter & View visit and spoke to 26 patients and staff.

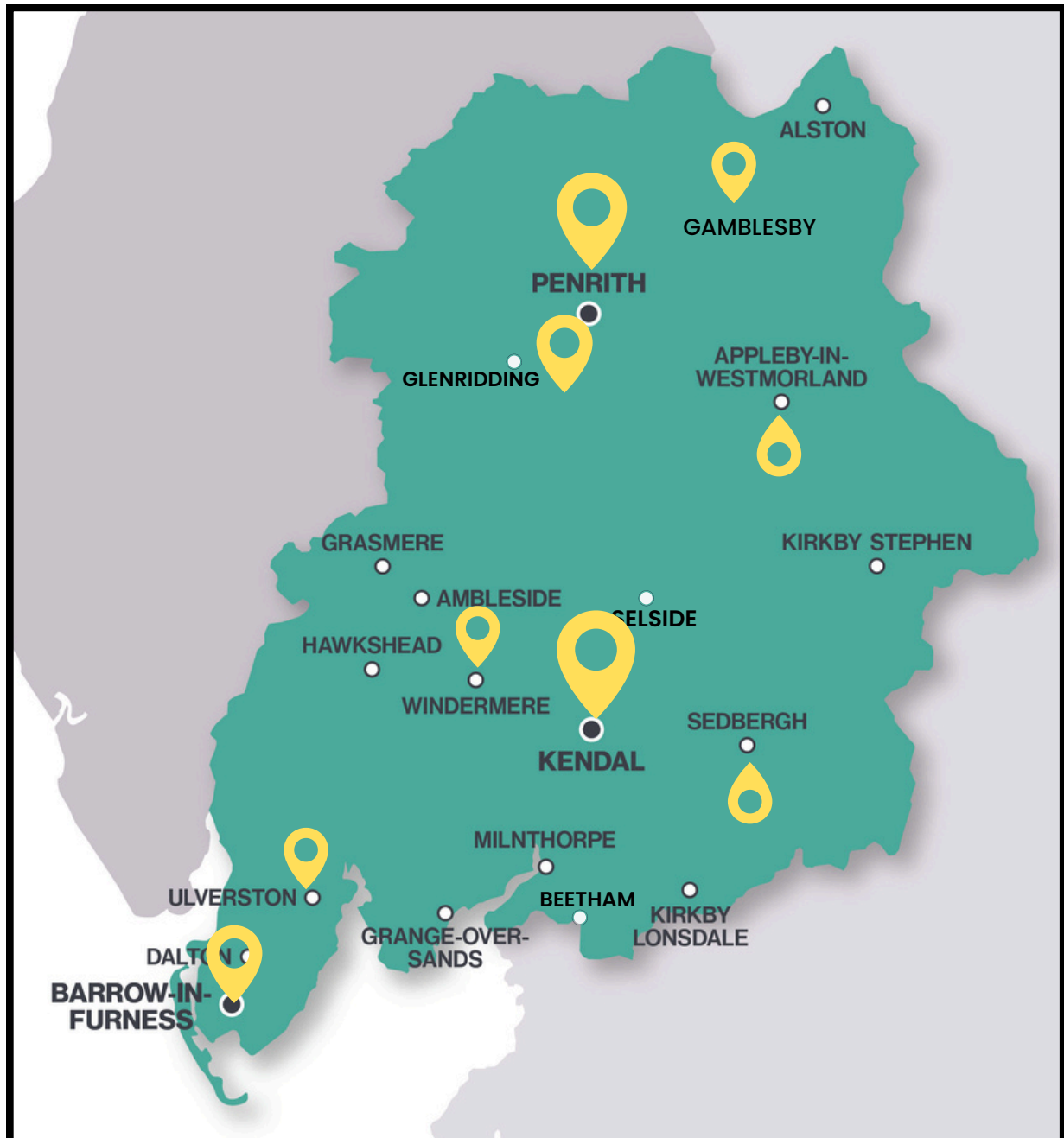
This quarters project update

Transport project report published



We went to...

From January to March 2026



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](#).



healthwatch
Westmorland
and Furness



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