

You Told Us

What have we heard from
January – March 2026



We listen

Based on the feedback we received between January and March 2026, we analysed what we have heard to get an overview of the most common themes within the health and social care in Cumberland.

This informs our future focus of engagement as well as highlighting any issues that we may need to escalate directly to the provider. We encourage people to share their experiences and we offer information and signposting if people need further support or want to make a complaint.

We engaged with 592 people



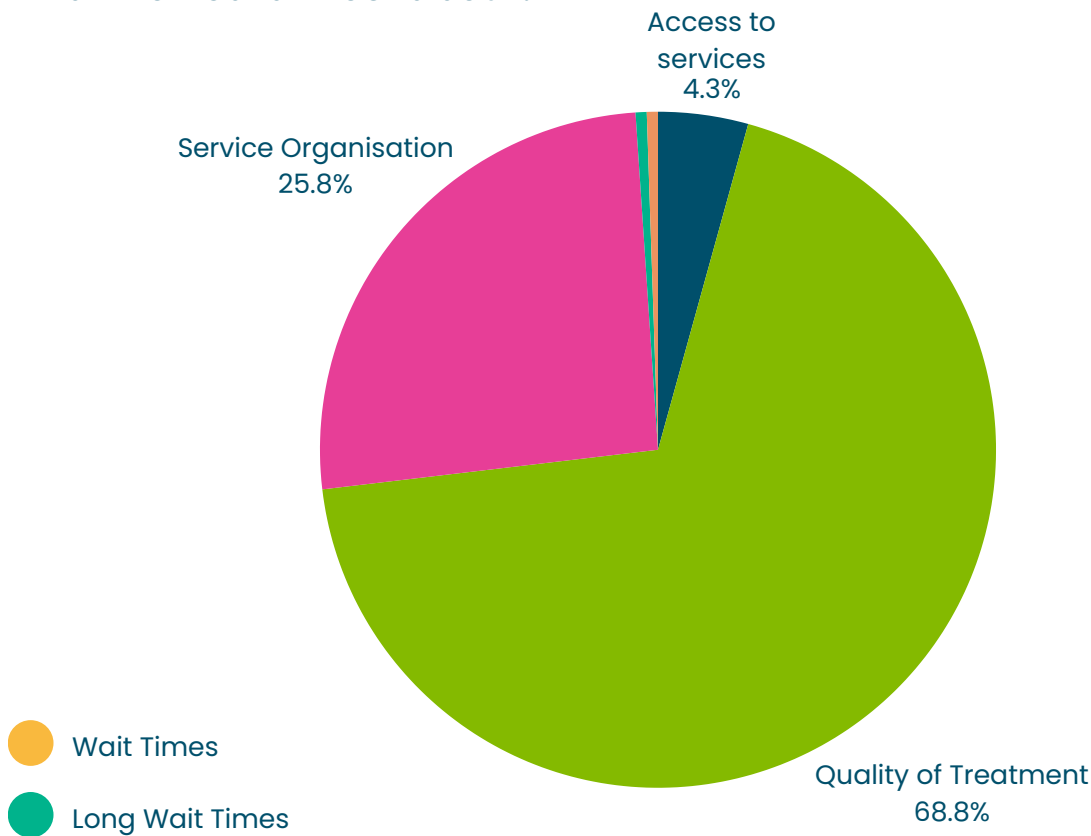
We heard the most about:

Quality of treatment at General Practices



Snapshot of feedback themes:

In relation to services we have had feedback on, these themes are what we heard most about:



18.5% Positive

Positive feedback was around:

- A&E
- Audiology
- General Practice
- Hospital Inpatient
- Hospital Outpatient

81.5% Negative

Negative feedback was around:

- A&E
- Adult Social Care
- Audiology
- Dentist
- General Practice
- Mental Health Services
- Hospital Inpatient
- Hospital Outpatient
- Maternity Services
- Physiotherapy
- Police, Adult Social Care



Your experiences were:



Since experiencing rapid physical decline after existing dementia symptoms, dad was diagnosed with Lewy Body Syndrome dementia and needed to find a service who could offer him 24-hour care. Dad requires support with mobility etc. Capacity assessment revealed he lacked capacity for decision making around his care. The family is very upset about not being informed about care assessments and as a result unable to speak on his behalf. The family feel that the social worker has been very unhelpful and rude.



Signposted to: PALS & Adult Social Care



A member of the public contacted us about their experience waiting 48 weeks for abdominal hysterectomy and removal of fibroids. They are experiencing a lot of pain and bleeding. They are unable to work and are a main caregiver for their son who has support needs. They have previously contacted PALS and got an appointment cancellation but are still waiting.

Signposted by HWC to: People First
Independent Advocacy, Gov
Employment and Support
Allowance & Cumberland Carers



Our actions this quarter were:

Where have we been?

A snapshot of where we have been each month:

In January..

- **9th and 15th Jan:** Engagement Officer Clandon held drop ins at Workington and Keswick Library to provide signposting support and to hear community experiences of Health and Social Care.
- **20th Jan:** Engagement Manager Chloe and Communications and Admin Coordinator visited Trans Action West Cumbria in Whitehaven for a focus group as part of our 'Trans Voices' project.
- **23rd Jan:** Chloe and Research & Data Officer Caitlin attended the 'Closing the Care Gap' conference held by NIHR. The event focused on identifying the gap between mental health and substance misuse.

In February..

- **6th & 13th Feb:** Chloe and Suzannah held Wellbeing drop ins at Restore Carlisle.
- **9th, 19th & 27th Feb:** Engagement Officer Clandon held drop ins at Silloth Library, Keswick Library and Cockermouth Library to provide signposting support and to hear community experiences of Health and Social Care.
- **10th Feb:** Chloe and our placement student Charlotte hosted a pop up at the CVS Volunteer fair in Carlisle. It was great experience for Charlotte to learn about other organisations that support people in Cumberland and the value of volunteers.

In March..

- **6th March:** Chloe and Suzannah hosted a collage wellbeing session at Restore Carlisle with a self-expression theme.
- **12th March:** Clandon and Caitlin went to Dalton Court Care Home for a follow up Enter and View visit.
- **19th March:** Clandon and Caitlin went to Gregory House Care Home which is specialised for those with mental health conditions and learning disabilities. They completed a one year follow up Enter and View visit.

The Healthwatch Cumberland 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 300 303 8567 or email us at info@healthwatchcumberland.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.healthwatchcumberland.co.uk



287 people

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



1658 people

Were reached through our social media and newsletter

Personal Story

For anonymity reasons the name of the individual has not been included in the case study and some potentially identifiable details have been redacted.



I asked the doctor whether he could prescribe me Ferric Maltol. I've chronically low iron and can't tolerate the usual supplements.

told me iron is all the same and to take the ordinary supplements every other day which I've already tried, and it made me ill. I've looked on the NHS website and it says Ferric Maltol is better tolerated.

He sent this in a message I couldn't reply to. I requested some migraine tablets (Sumatripan) and was told I needed to go in. When I did, I was asked if I no longer wanted the iron infusion referral now that I was taking iron. I've always been taking iron supplements, however they're never strong enough to improve my ferritin levels. I was offered anti-depressants for the migraine.

Given the side effects of antidepressants I wasn't keen. I was under the impression the haematology referral had already been made, but it had not. I felt really confused by the whole thing. I liked the doctor I saw today but found it all a bit strange.



This feedback was received via a feedback form through Healthwatch England. This feedback will be shared with the relevant services and is being presented here to raise awareness of the scenario to inform best practices.

As of January 2026, there is no longer a feedback centre available. Feedback is still important to us, contact us via email or telephone.

Healthwatch will share this experience with the North East and North Cumbria Integrated Care Board via the North East and North Cumbria Healthwatch network, raising areas of concern to encourage learning opportunities.



healthwatch
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