

You Told Us

What have we heard in
February 2025?



We listen

Based on February 2025 we have analysed the feedback we received 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 287 people



We heard the most about:

Good Healthcare Experiences

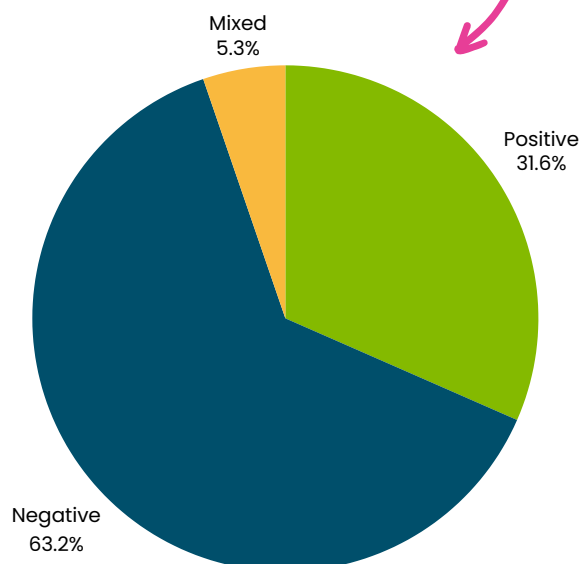


Snapshot of feedback themes



Negative feedback was around:

Poor access to GP and Dentist Services



Your experiences were:

Compassionate Hospital staff at West Cumberland Hospital

"I was admitted via CHOC after a call to 111. I was in majors A&E (at 1am) and was seen promptly by the team there. I can't fault the treatment I received. One nurse called, Leah, was very empathetic and caring when I was upset (as I felt so unwell), she made me feel like a person and not just a patient and took time to reassure me. Even though the staff were under pressure due to a flu outbreak, they remained cheerful and kind."

Poor Access to GP and Dentist Services

Our doctors are very good when you see them. But there are waits of at least 4 weeks for a routine GP appointment and if you need to see a particular GP that's almost impossible to arrange. The GP's need far more freedom to sort the booking system out themselves, we used to get a same day or next day appointment; it was much better.

As far as the dentist goes my NHS dentist left and I had to go privately as I had two large fillings out and hadn't been able to see an NHS dentist in 3 years. This cost me £580!!

My daughter actually lost a tooth because she lost her NHS dentist, this is shocking!

Our actions this month were:

Attended the launched of a disability support group in Botcherby

On the 5th February, Healthwatch Cumberland Manager Sally and Senior Engagement Officer Chloe attended the launch event for a new disability support group in Botcherby. This was a brilliant relationship building opportunity to share our actions as Healthwatch Cumberland.

The Big Food Conversation Event

Senior Engagement Officer Chloe attended this networking event. She attended on behalf of the HWC team and signposted 12 people to organisations such as 'Woman Up' and 'International Women's Group'. Attendees were mostly within the Low Income seldom heard group. This made Chloe's HWC presence especially important as she was able to signpost anyone in need to relevant organisations.

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



185 people

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



8625 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.

Healthwatch Cumberland was contacted by a man asking for information as to why there is a lack of eating disorder support. He was contacting us in regards to his wife who was told is not ill enough for help. He has a great deal of worry and concern around her welfare. We signposted them to some information about getting support from local charities.

HWC feel it is important to feature this feedback this month as there should be adequate support for eating disorders regardless of severity as a preventative measure.

Guidance for support in relation to eating disorders is featured below:

Crisis Resolution and Home Treatment Service –
0300 123 9015 / 0800 652 2865

B-eat (formerly the Eating Disorders Association) www.b-eat.co.uk/
Helpline adults: 0845 634 1414.

B-eat youth helpline (under 25): 0845 634 7650.

If you would like further guidance, contact Healthwatch Cumberland directly with the details provided on the next page.

Healthwatch Cumberland is incredibly grateful to this individual for sharing their experience with us.

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 from this incidents.



healthwatch
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