

You Told Us

What have we heard in
January 2025?



We listen

Based on January 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 703 people



We heard the most about:

Lack of support accessing healthcare

Negative feedback was around:

Suitable support



Your experiences were:

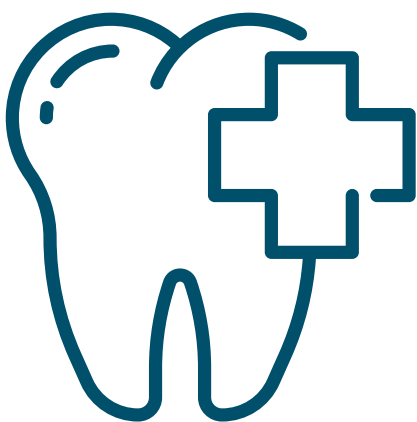
Request for advice on finding a suitable advocate

A man contacted us looking for advice on finding a suitable advocate. He has previously received support for verbal communications with the NHS, but would now like additional advocacy for written communications. He believes he is experiencing psychological harm from communications with the NHS, and that it has led to him suffering from C-PTSD. In action to this, Healthwatch Cumberland signposted this individual to the People First Advocacy team.



Request for support and guidance with accessing dentistry services

A woman contacted us wanting to know how to get an NHS dentist to treat her 12 year old daughter. We advised her to try and get her daughter on any waiting list she can find for NHS dentists, and to if possible become a private patient herself and ask her dentist to take her daughter on as an NHS patient until she is 18. Dental service availability is a large problem in the area. Healthwatch Cumberland signposted to the NHS Dentist waiting list along with our advise above.



Our actions this month were:

Blue Monday Pop Up

In the People First Conference Centre Cafe, we held a '**Brew Monday**' event on the 20th January. This was an opportunity for those struggling during this time of year to come along for a brew and a chat. Our Senior Engagement Officer Chloe was present to signpost to services and offer support resources. There were even blue lollipops to add some fun to such an important space.

End Hate event at Carlisle College

Senior Engagement Officer Chloe attended the 'End Hate' event at Carlisle College on January 23rd. The event at the college was a great way of educating young people on what hate crime is, how it affects victims, and who to turn to for help if you are affected. This event gave Healthwatch Cumberland to share what we do with a younger demographic such as signposting to services needed.

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



602 people

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



10086 people

Were reached through our social media and newsletter

Personal Story

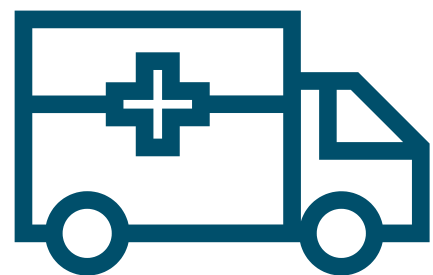
For anonymity reasons the name of the individual has not been included in the case study and some potentially identifiable details have been redacted.

An individual contacted Healthwatch Cumberland to share that they were treated very poorly by a paramedic who didn't speak to them directly and was asking questions that were not relevant to the patient's situation. The elderly individual was vomiting and needed care in hospital.

The paramedic didn't ask for their consent to touch them and did not use gloves. The paramedic made remarks about how they believed the elderly person wouldn't come back if they were taken to hospital.

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
Cumberland

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