

You Told Us

What have we heard in July?



We listen

Each month, we analyse the feedback we receive to get an overview of the most common themes within health and social care in Lancashire.

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 people if people need further support or want to make a complaint.



We engaged with 384 people



We heard the most about:

Lack of communication with patients at some hospitals

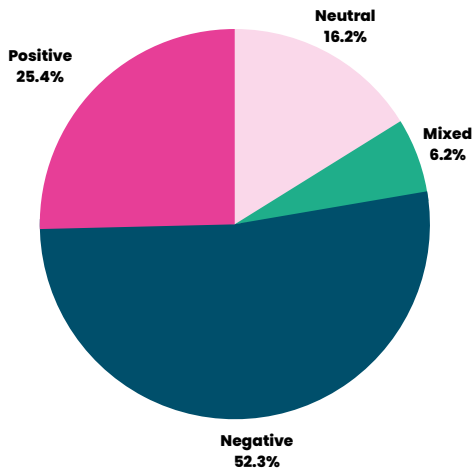
Other frequent services we received feedback about:



- **GP**
- **Dentists**
- **Ambulance**

"I was in the 94 in the queue, how do you expect patients to get appointments this is not working."

Your experiences were:



"The staff at the surgery are very caring and have taken my heart condition into account. Whenever I need an appointment, they make sure I get one."

GP Services

- Some practices are not providing enough information about the GP app
- People are having problems getting face to face appointments
- When people do get an appointment, they have received high quality care

Dentistry

- People cannot register with a local NHS dentist
- One patient left positive feedback about their dentistry care at the hospital which they receive as they have a disability
- Parents are unable to register their children with an NHS dentist.

Hospitals

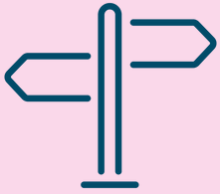
- Some patients described a lack of communication from their consultant
- Patients commented that they received a good quality service
- Some patients had concerns about the cleanliness of various hospitals

Ambulance Service

- Positive feedback was received about paramedics.
- Feedback was received about a family member who dialed 999 for an ambulance and was told that there was a long wait and that it would be quicker to make their own way to an Emergency Department.

My GP is improving and now has a dedicated call line for patients who have long term conditions. Your call is answered straight away, they know your background, and they will chase up other services for you.

Our actions were:



57

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

We received **5** pieces of feedback in one week about a particular service and patients not feeling supported. As a result, we have written to the provider highlighting the feedback received to inform them on what barriers their service users are facing and what improvements need to be made. We have agreed to work closely with the provider to monitor patient experience.

Access to GP services is still the most frequently raised concern and so we are continuing with Enter & View visits within GP surgeries to highlight good practice and areas of improvements to services.

The Healthwatch Lancashire 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 01524 239100 and we'll be in touch.

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.healthwatchlancashire.co.uk