

# You Told Us

## What have we heard in June?



# We listen

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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 352 people**



We heard the most about:

**Access to GP services**

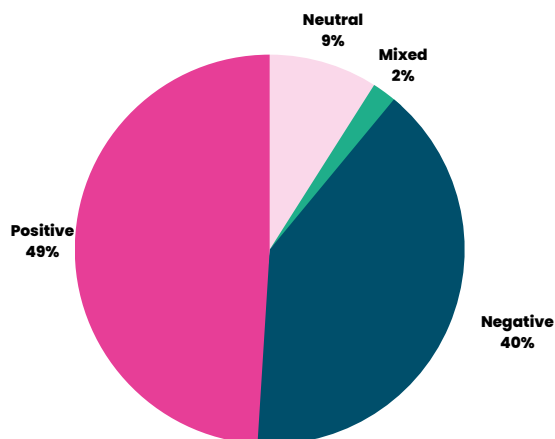
Other frequent services we received feedback about:



- **Hospitals**
- **Dentists**
- **Pharmacies**

***“Very difficult to get through to make an appointment, it's ok once you do manage to get in to see the doctor.”***

# 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

- People find it difficult to get a GP appointment
- Some patients feel digitally excluded because they can't book an appointment over the phone
- When people do get an appointment, they have received high quality care

## Dentistry

- People cannot register with a local dentist
- NHS website doesn't keep dental services updated
- When people have received emergency dental care, they are told they need to be referred to a dentist for further treatment, but they cannot get a referral without being registered with a dentist

## Hospitals

- One patient stated that the Blood Clinic misplaced blood tests, another patient had to wait outside as there was only one nurse on duty
- Patients commented that they received good service at the hospitals

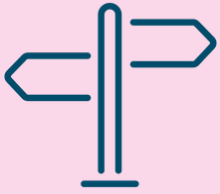
## Care Homes

- Positive feedback from relatives saying that their loved ones are happy and couldn't fault the home
- Negative comments about the frequency of having agency staff on duty and residents receiving poor care

**It is a brand-new building but you end up on the phone for ages waiting to get an appointment. The call back line is good but it's very rare they ring you back and say there are appointments available. You can't fault the doctors but there is an admin problem, you can see the nurse whenever you like but trying to see a GP is horrible and people are being left ill.**

# Our actions were:

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## 53

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

**We received 14 pieces of feedback in one week about a particular GP practice and the difficulties in accessing appointments. As a result, we have written to the Practice Manager highlighting the feedback received to inform them on what barriers their patients are facing and what improvements need to be made.**

**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](http://www.healthwatchlancashire.co.uk)