

You Told Us

What have we heard in
February?

Clitheroe
Health Centre

An NHS Property Services building



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 213 people



We heard the most about:

GP services

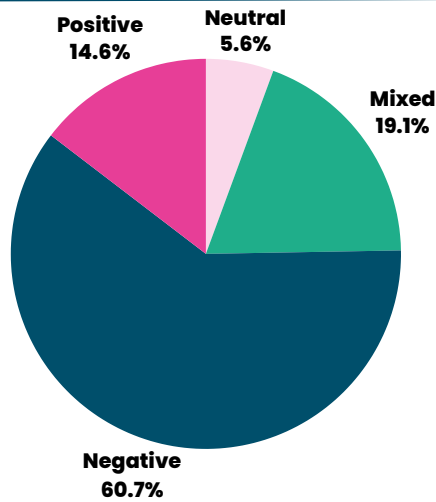
Other frequent services we received feedback about:



- **Dentists**
- **A&E**
- **CAMHS**

“My surgery do not offer face to face appointments easily. You have to ring in the morning and you can only get a telephone appointment. I was told I have to wait three weeks if I want face to face, which doesn't help when you are poorly there and then”

Your experiences were:



"I went to A&E with a headache and I sat for 7 hours until I was put on a trolley as i said i needed to lie down...The doctor said I'm discharging you with paracetamol as its not urgent enough...two days later i came back ...again i waited 7 hours...They sent me for a scan and they found that i had a hemorrhage in my brain and blue lighted me to Preston hospital."

GP Services

- Difficulty in getting an appointment due to either long waiting times or having to ring the practice at 8am for an appointment and when they get through all appointments have gone.
- Positive experiences about helpful staff and always being able to secure an appointment.
- Negative experiences of GP practices only offering telephone appointments.

Dentistry

- People cannot register with a local dentist.
- Two people shared that their dentist left the practice and they have been told they cannot have an appointment until they recruit another dentist.

A&E

- Feedback was received about long waiting times.
- Two people shared that they were told to go home as they did not need treatment. Both people had to go back to A&E days later and received treatment.

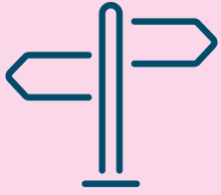
CAMHS

- Long waiting times for an appointment and for diagnosis.
- Two people shared that they were on a waiting list and they were then discharged without treatment.

My son got referred to talking therapies by the doctor, they said he doesnt fit criteria so got referred to the community mental health team. They then said he doesnt fit criteria so discharged him and sent him to the social prescriber but hasnt heard anything from them.



Our actions were:



16

People were signposted to the right place to get further assistance and help

We continue to hear feedback about mental health services and access to CAMHS. Our Waiting for Wellness report: Phase 2 report is set to be published this month and we are working closely with service providers to help improve services. We are also working closely with NSPCC and other Lancashire organisations to co-produce a campaign raising awareness of the issues faced.

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.

After hearing from young people that they do not know how or where to access sexual health services, we will be producing a campaign to educate and inform people about sexual health services in Lancashire.

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