

You Told Us

What we heard in August 2024



You told us...

...we listened

Each month we analyse the feedback we receive to get an impression of the most common issues within the health and social care landscape in Lancashire.

This feedback informs our future engagement work and highlights any issues that we may need to escalate directly to a health and social care provider. We encourage people to share their experiences with us, and we offer information and signposting if people need further support or want to make a complaint.



This month we engaged with 273 people



We heard the most about:

GP services (44% of all feedback)

Other services we frequently received feedback about included:

- **Dentists**
- **Hospital services**
- **Care homes**



Your experiences:

GP Services

- We continue to hear mixed feedback about GPs surgeries.
- Many people we heard from this month were extremely satisfied with their experiences, commenting on the ease with which they were able to book appointments and the quality of care.
- Whittle Surgery, Garstang Medical Practice and Adlington Medical Centre were among the surgeries receiving such praise.
- Other people, however, expressed frustration about the difficulty getting quick appointments, lack of communication from the surgery regarding test results, and inconsistent continuity of care.
- Please contact us for advice if you have any concerns or difficulties accessing GP services in your area.

“ *I'm really struggling with my doctors at the moment. You call in the morning and you are always around 19th in the queue, and then when you get through you are told there are no appointments for that day.* **”**

Dentists

- Difficulties accessing an NHS dentist continues to be a recurrent problem.
- We often hear from people who have moved to a new house struggling to get a dentist in their new area.
- We have also heard from people who are shocked to find they must pay very expensive dentistry fees unexpectedly.
- Problems accessing an NHS dentist is a national problem, and Healthwatch Lancashire continue to monitor the situation in our county.

"It would be great if my wife and I could find an NHS dentist in our local area."

"I have an NHS dentist fortunately. I receive excellent care and attention from both the dentist and the oral hygienist."

Your experiences:

Hospital services

- This month we heard many very positive experiences of hospital care across Lancashire, including the generous attention given to patients by hospital staff, and the speed of diagnosis and treatment for patients displaying urgent symptoms.
- However, these positive experiences were not felt by all patients. Patients told us about long waiting times, poor communication, and inadequate pastoral care from overworked hospital staff.
- It is apparent that some hospital departments are performing very well, other less so.
- Several people with disabilities complained about being unable to access parking, or having to walk long distances to the appropriate hospital ward from disabled parking spaces.

"I ended up doing all my relatives personal care in the hospital, otherwise it wouldn't get done. It's not the fault of the nurses, as they're overstretched and most are amazing, but patients are just numbers now. There's no relationship between hospitals and patients anymore."

Care homes

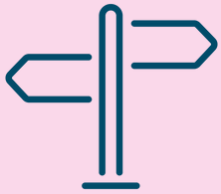
- A number of people spoke to us about the poor treatment they or their relatives received in care homes.
- This included poor communication between the care home and relatives, and negligence from care staff.
- We carry out many Enter and View visits at care homes, and while we find that most provide good care, we are always keen to hear about exceptions.
- Please contact us if you have any concerns about a care home in your area.



I am not happy with the communication between myself [a relative] and the care home. I have been struggling to get them to listen to me. Every time I go in with questions, I feel like I am inconveniencing them and that they simply don't listen.



What did we do?



71

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



3

The number of Enter and View visits conducted by the Healthwatch Lancashire team

Your feedback shapes the Enter and View visits we undertake and the focus of the many engagement events we attend across Lancashire. Please contact us by phone if you have a concern, or leave a message on our website's feedback centre (see further details below).

The Healthwatch Lancashire team would like to thank everyone who has shared their experiences with us this month. Your feedback is vital to us!

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.

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