

You Told Us

What we heard in September 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 388 people



We heard the most about:

GP services (20% of all feedback)

Other services we frequently received feedback about included:

- **Dentists**
- **Hospital services (general)**
- **Emergency department (A+E)**



Your experiences:

GP Services

- We continue to hear mixed feedback about GP's surgeries.
- Frequent problems include:
 - Difficulties booking same day appointments
 - Being asked to use online services to book appointments
 - Failure of some surgeries to make reasonable adjustments to accommodate patient needs.
- Some people would like more clarity about why they are seeing a particular clinician rather than their regular one.
- Please contact us for advice if you have any concerns or difficulties accessing GP services in your area.

“There's no consistency with doctors anymore. You used to have the same GP who knew you and your medical history, but now you spend most of your appointment having to keep explaining everything.”

Dentists

- Many people continue to contact us asking for information about getting an NHS dentist.
- We frequently hear from people who have struggled to change dentists after moving to a new area; many people are having to travel long distances because they have been unable to change dentist.
- Others have told us about having to pay for expensive treatment at private dentists as they can't access NHS providers.
- Several disabled people have informed us this month of difficulties they experience accessing dentist surgeries, due to having to navigate stairs and heavy, non-automatic doors.

I'm entitled to an NHS dentist, but when I moved house I had to get a new dentist and there were none available on the NHS. I've had to go private, and recently had to pay £1,000 for dental treatment which I can't afford.

Your experiences:

Hospital services

- Many people we have spoken with this month have praised the excellent care they received in hospital.
- However, less positive experiences have included:
 - Difficulties attending hospital appointments, particularly for disabled people who rely on transport services.
 - Poor communication, including delays providing test results which can cause anxiety.

I have complex needs and need to go to hospital on a regular basis. I find that the communication is poor. No one reassures me and I often feel very alone. I'd really like it if doctors and nurses spoke to me and not my support staff, as I can understand as long as they say it in plain English. They seem to think that because I have a learning disability they need to tell others about my health rather than me.

Emergency services (A+E)

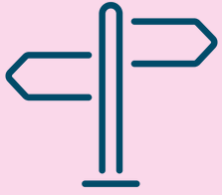
- We have heard mixed feedback about care in A+E.
- One person told us about the swift and excellent care they received at Royal Lancaster Infirmary (see comment below). They noted that this was contrary to their expectations.
- However, for others their experience in A+E was not positive. We heard about long waiting times, and poor personal care from overworked nursing staff.
- We will continue to monitor this feedback.



I had hurt my leg but really didn't want to go to the emergency department as you hear about long waiting times and poor care, but my husband made me go - it was really good, I was seen quickly and was treated really well.



What did we do?



50

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



3

The number of Enter and View visits of NHS services conducted by the Healthwatch Lancashire team. Following public feedback we have started to conduct Enter and View visits at pharmacies.

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