

# You Told Us

What have we heard in October  
2024?



# We listen

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Based on October 2024, we have analysed the feedback we received to get an overview of the most common themes within the health and social care in Cumberland.

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

**We engaged with 555 people**



We heard the most about:

**Issues in hospital**

Negative feedback was around:

**A&E issues**



# Your experiences were:

## Conditions in A&E

A man who had taken his mother to A&E was “appalled by the conditions”. There were not enough seats for all patients and it “felt cramped”. There was also no ventilation. Following hours of waiting, they left having not managed to be seen by anyone.

When you are having a medical emergency, these conditions will only deteriorate your conditions. By sharing these experiences, Healthwatch Cumberland aims to impact change.

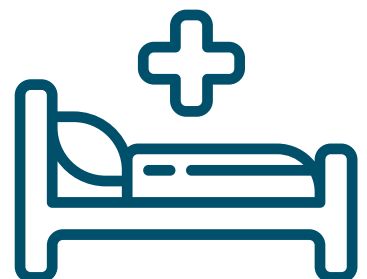


## Treatment in A&E with a learning disability

A woman with learning disabilities was unhappy with how she was treated at A&E at West Cumberland Hospital. She was left with bruised arms after blood tests were carried out, and was not given a bed and left to sit in A&E all night. Following this, she was told to go home and 'put up with it'. She already takes a lot of painkillers and was advised not to take any more. She called 111 and was told an ambulance would collect her, but the ambulance never arrived.

This woman was left with no outcome for her medical problem and with having a learning disability may have struggled to explain her need for treatment. Healthwatch Cumberland hopes by sharing this experience that awareness of treating those with learning disabilities in medical situations in a more considerate manner is greater. In this instance, this woman should have received some form of follow-up for her medical issue.

*“there were no beds available and I was sent home for 10 days bed rest. The pain is excruciating”*



# Our actions this month were:

## PLACE Visits

Attending PLACE visits is part of Healthwatch Cumberland's role in your community to impact improvements. We supported two PLACE visits this month. At North Cumbria Integrated Care and at Carleton Clinic. These visits involve observing in order to develop recommendations for areas of improvement.

## HR Tea Party for World Menopause day

Friday 18th October was World Menopause Awareness Day. We celebrated by holding a menopause-themed tea party in the People First Café. Joined by menopause coach Lynsey Eland from [dandelioncoach.co.uk](http://dandelioncoach.co.uk), she provided expert knowledge to questions asked by attendees. Lynsey has been working with us throughout our project, 'Mental Health in Menopause' This was also a great social opportunity to hear your views on health and social care at our Healthwatch Cumberland table.



**466** people

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



**1390** people

Were reached through our social media and newsletter

The Healthwatch Cumberland 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 300 303 8567 or email us at [info@healthwatchcumberland.co.uk](mailto:info@healthwatchcumberland.co.uk).

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.healthwatchcumberland.co.uk](http://www.healthwatchcumberland.co.uk)

# Personal Story

***For anonymity reasons the name of the individual has not been included in the case study and some potentially identifiable details have been redacted.***

*A man shared his negative A&E experience with Healthwatch Cumberland. He had been to A&E two days running 10/10 and 11/10. He has had some ongoing health issues and felt he is being passed from pillar to post and not getting the treatment and support he needs. His issue has been ongoing since August- kidney infection, renal scarring on kidneys, and keeps getting worse. He struggles going to the toilet. He has also been urinating blood.*

*He is on 60mg codeine for his pain, and recently been given morphine. He couldn't speak when with his neurologist as his body went into shock due to pain. He feels constant pain in the lower abdomen and is breathless. It is a struggle to speak. The pain is excruciating.*

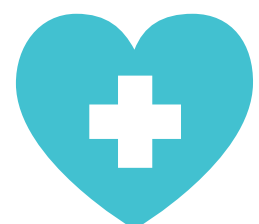
*He attended A&E and was advised he was going to be admitted only for there to be no beds available and for him to be sent home for 10 days bed rest. A nurse told him to go straight back to A&E if in pain so went back the following day.*

*His neurologist was rude and unhelpful-told him that he didn't have cancer so there was nothing he could do. He was discharged in severe pain and told he would get morphine but wasn't given any.*

*He asked for referral for a second opinion to Newcastle and was told he couldn't be referred. He was given his notes and is now going to Newcastle A&E for support.*

***Healthwatch Cumberland is incredibly grateful to this individual for sharing their experience with us.***

***Healthwatch will share this experience with the North East and North Cumbria Integrated Care Board via the North East and North Cumbria Healthwatch network, raising areas of concern to encourage learning from this incidents.***





**healthwatch**  
Cumberland

Healthwatch Cumberland  
The People First Conference Centre  
Milbourne Street  
CA2 5XB



t: 0300 303 8567  
e: [info@healthwatchcumberland.co.uk](mailto:info@healthwatchcumberland.co.uk)

[healthwatchcumberland.co.uk](http://healthwatchcumberland.co.uk)