

You Told Us

What we heard in December 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 228 people



We heard the most about:

GP services (50% of all feedback)

Other services we frequently received feedback about include:

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



Your experiences

GP Services

- We hear many positive experiences of GPs services in Lancashire.
- One this month was from a person who was advised to have a prostate test by the GP. The test came back positive for cancer, but it was caught early and they are now all clear. Cases like this remind us of the vital services GPs provide, and the importance of having routine checks.
- Yet, we also hear about poor experiences of care, including:
 - Difficulties accessing GPs services (e.g. booking appointments).
 - Long waiting times
 - Feeling ignored or passed around services
- We regularly conduct Enter and View visits at GPs services (see our Enter and View reports on our website).
- If you would like to leave a review of a GPs surgery, please refer to our Feedback Centre: [Find a service Healthwatch Lancashire](#)

Dentists

- Many people in Lancashire are struggling to access an NHS dentist and contact us asking for advice.
- We are aware that many dentist surgeries are not currently accepting NHS patients. This is a national problem.
- If you are struggling to access an NHS dentist in Lancashire and have a dental emergency, we advise you to call LSCFT dental services on 0300 1234 010.

Pharmacies

- We have recently undertaken Enter and View visits at pharmacies in Lancashire, primarily to examine the implementation of the NHS Pharmacy First initiative which launched in January 2024.
- During our visits we found that patients were generally satisfied with pharmacy services.
- We identified some problems with accessibility, especially with regards to the environment. Steps leading to entrances, for example, and heavy doors, can prevent disabled people from accessing these services without difficulties.
- Some patients also told us that they struggle to get prescriptions from pharmacies without having to wait for the medication to be ordered.
- We will continue to monitor Pharmacies.

In the spotlight

You Said, We Did - Action for wellness

In late 2023 Healthwatch Lancashire conducted a project with children and young people, titled ***Waiting for Wellness***. The project aimed to understand the key mental health challenges they face. Our findings revealed that many children and young people were unaware of where to seek support. Additionally, they raised concerns about long waiting times for support, and the availability of support for neurodivergent young people.

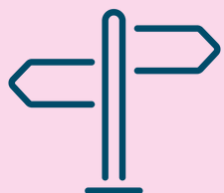
Following this research, we have been working with the National Society for the Prevention of Cruelty to Children (NSPCC) to develop a campaign called ***Action For Wellness***. This initiative seeks to provide information, support, advice, training and workshops across Lancashire to support professionals, young people and parents to ensure they are equipped with the right support.

Action for Wellness launched in October 2024, and we have since been gathering feedback from parents, professionals and young people to understand what support people want around mental health. On 28th and 30th January, we will be holding two 'lunch and learn' sessions aimed at providing professionals with information on what is available for young people experiencing poor mental health. Sessions for parents will take place in March 2025.

In addition, on 9th February 2025 we will be launching an event in Chorley aimed at young people, which will be attended by other mental health organisations and local service providers. This will provide an excellent opportunity for young people to learn about mental health support and get any advice they need. We will also be running a competition to get young people to express what mental health means to them, with the winner getting a prize at the event.

We hope Action for Wellness will serve as an important step in improving awareness of and information on issues around young person's mental health, and of the services available to young people who need support.

What else did we do?



11

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



2

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