

# You Told Us

## What we heard in January 2025



# You told us...

## ...we listened

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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 426 people**



We heard the most about:

**GP services (47% of all feedback)**

Other services we frequently received feedback about include:

- **Hospital (including A+E)**
- **Dentists**



# Your experiences

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## GP Services

- We heard from several people this month who are struggling to get an appointment at their GO surgery.
- Some people appear to be being advised to go to the pharmacy instead of seeing a GP, in line with the Pharmacy First initiative (see here for information: <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/>)
- 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](#)

*"I can't even face ringing for an appointment to have to tell a receptionist my health issues, to be deemed not ill enough to be entitled to an appointment. All the doctors are fantastic, if you ever see one!"*

"Severe sore throat: No appointment given, rather referral to pharmacy, where staff had not even the slightest clue what to say or do."

"I find it hard to get a GP appointment. Can't afford home care. NHS 111 just tells you to go to a walk in centre (don't like leaving the house). Pharmacies in our area do not open on Saturdays, and have the same lunch hour as office workers and so are closed."

## 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.

# In the spotlight

This month, Engagement Team Leader Steve visited a Knit and Natter and a popup at Bacup Health Centre. Steve spoke with 21 people about their experiences of Women's Health services as a follow-up to our [Phase 1 report](#).

On January 13th, we carried out two engagements in the Rossendale area to speak with residents about their experiences of Women's health-related issues for our Women's health project.

We attended a Knit and Natter group hosted by Veteran's in Communities where we heard about local issues with services and gathered some great stories for our project. It was great to go back to this group to hear their stories and it is something that we look forward to visiting again in the future.

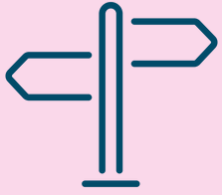
In the afternoon, we held a popup at Bacup Health centre whilst clinics for women were in operation to speak with them about how they were being supported. It was a great afternoon and we gathered a lot of feedback about services delivered at the centre and about particular issues such as Gynaecology and Mental health related to conditions specific to women.

We heard some positive stories about people's experiences which we have shared with local service providers. We also gathered some great evidence for our project which we will be running until the end of March.

"I've had some great support since I reached out to services and I now have great confidence in how they will help me."



# What did we do?



## 43

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