

You Told Us

What we heard in April 2025



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.

The feedback shapes our future engagement work and project work, and highlights any issues we need to escalate to service providers or governing bodies. We encourage people to share their experiences with us, and we offer information signposting if people need further support or want to make a complaint.



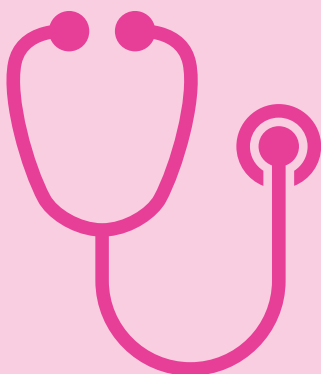
This month we engaged with

5

0

3

people



We heard most about...

GPs services (41% of feedback)

Pharmacies (15% of feedback)

Your experiences



GPs services

Parkgate surgery, Ormskirk

"I cant recommend here enough. The care, the empathy and availability of the doctors really can't be faulted. Everything here is more than we could ask for, from the receptionists who are always so lovely and accommodating to the prescription team, who go above and beyond, to the brilliant medical team. We had a terrible experience with our old doctors and since joining Parkgate we genuinely couldn't ask for more.. Thanks to everyone here... definitely a job well done by everyone."

Fairmore Medical Practice, Rossendale

"I had an appointment with my Dr about pains in my foot. They were quite concerned and asked me why I had not gone to the urgent care centre in Burnley when it was actually quite serious. I had said to them that I did not want to go and wait for hours and have to travel to Burnley. The dr said I should have gone as it would have meant getting the x-ray I needed sooner. They booked me in for one and I had it on Friday (4th April) I am just waiting on the results now. They were very good at telling me off without it being nasty. I am just worried about how long it will take now to get the results but its been good so far."

The Healthcare Centre, Preston

"This is a really good GP. They recognised from feedback that phone call appointments in the morning weren't working well, and patients were complaining about not being able to get an appointment so they decided to offer some online to take the pressure off the phone lines."

Your experiences



Pharmacies

The Clitheroe Pharmacy

"I had been having issues with my medication being sent wrong and unable to have it delivered because I didn't fit into the right categories for the deliver service. I took the advice given and went with my daughter to the pharmacy and they've arranged to have my medication delivered."

Jhoots Pharmacy, Knott End

"I've come to collect my prescription from the pharmacy and it's closed yet again. It was closed yesterday too. I can't get to Hambleton easily and there's a lot of people I know who wouldn't be able to travel just to pick up a prescription. Hambleton Pharmacy will deliver but I know a lot of elderly people who wouldn't think to ask for this. It's ridiculous! I've tried to get my medication from the one at the doctors but they say I can't."

Whittle Pharmacy

"I request my repeat prescription via mhs app and it automatically goes to gp surgery they approve and automatically send to Pharmacy. They text me when ready. Excellent."



Feedback Centre

Our Feedback Centre allows service users to leave reviews of the services they use. Service providers also have the opportunity to reply to the feedback. Below is a sample of feedback and replies from April.

Southport and Formby District General Hospital

Disinterested A+E staff (1 star out of 5)

I was wheeled in by the paramedics, due to a locked up back. I received excellent care from the paramedics, but then I was left for 6 hours by the staff...I lost all feeling in my lower half and was given some high end pain meds from the doctor, and told I needed a EC scan as I had an enlarged bladder. Then most ridiculous of all, a nurse gave me and a my partner the suppository and walked off, leaving us to administer it ourselves. After several more hours a night shift nurse decided she was going to put me in a wheelchair when I couldn't move, and only then did her job and gave me an EC scan to find I did need a catheter...The staff showed no interest at all as 'I had a bad back'.

Provider response:

Hello,

Thank you for providing your feedback. We are sorry to hear of your poor experience in our Emergency Department. We will ensure that your feedback is shared with the department managers.

If you would like to discuss your other concerns in more depth, please feel free to contact our Patient Advice and Liaison Team on soh-tr.pals@merseywestlancs.nhs.uk or 01704 704703. Office hours are 9am-3.30pm.

Kind regards, Patient Experience Team



Feedback Centre

pharmacy concerns with prescription (4 stars out of 5)

I am having a problem with the pharmacy across from the surgery at Rowlands. I ask for a prescription and it is taking 5-7 days to get to the pharmacy. I am unsure if this is a fault with the GP or the pharmacy, but at the moment they both seem to be blaming each other. I've had my share of problems with the GP but now my concern is the pharmacy so please can the GP work with the pharmacy and see what the hold up is for patients.

Provider response:

All prescriptions are processed and signed off within 2 working days of the order. Rowlands Pharmacy have had problems with processing and dispensing orders, but I understand this has improved. However, you can use any other pharmacy you wish – you do not need to use Rowlands.

Extremely satisfied with treatment (five stars out of five)

I had to attend for an oral biopsy today at the Maxillofacial Dept, my second visit in as many weeks. From the very start, Dr Frankie Hall and her amazing highly professional and friendly team made me feel relaxed, and several hours later, the pain is almost non-existent. Thanks to all who made this such a great experience.

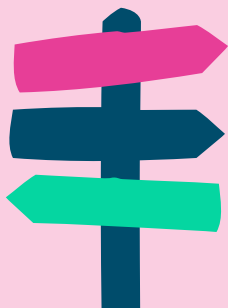
Provider response:

Hello,

Thank you for taking the time to provide your feedback. We will ensure your feedback is shared with the maxillofacial department and staff member.

Best wishes, Patient Experience & Inclusion Team

What did we do?



23

The number of people 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

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