

You Told Us

April 2025



On 9th of April we got together with volunteers to celebrate our second birthday!

You told us...

Based on April 2025, we've analysed the feedback we received to get an overview of the most common themes within health and social care in Westmorland and Furness. By encouraging people to share their experiences, it informs our future focus of engagement as well as highlighting any issues that we may need to escalate directly to the provider.

We also offer information and signposting if people need further support or want to make a complaint.



30

People were signposted to further assistance and help



We engaged with **97** members of the public, patients and charity sector

We reached **611** people through our social media and newsletter



We had the most feedback about...



Services

1. GPs
2. Dentistry
3. Outpatients

&

Themes

1. Access to services
2. Caring, kindness, respect, dignity
3. Communication

You told us...

- Access to services
- Building, Décor and Facilities, including health and safety
- Caring, kindness, respect and dignity
- Cleanliness, Hygiene and Infection Control
- Communication with patients; treatment explanation; verbal advice
- Cost and funding of services
- Follow-on treatment and continuity of care
- Quality of treatment
- Triage and admissions
- Waiting times- punctuality and queuing on arrival

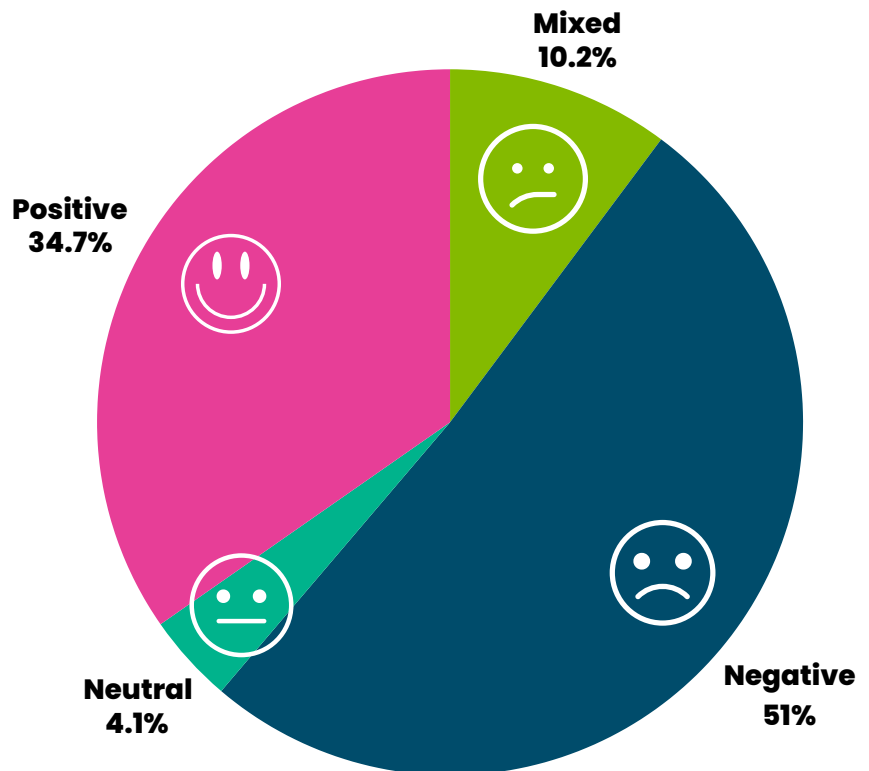


- Health inequalities



- Booking appointments
- Quality of treatment
- Referrals
- Service organisation, delivery, change and closure

- Waiting for appointments or treatment; waiting lists.



Feedback sentiment

- Access to services
- Caring, kindness, respect and dignity
- Communication
- Complaints



- Parking and transport
- Quality of treatment
- Referrals
- Staffing - levels and training

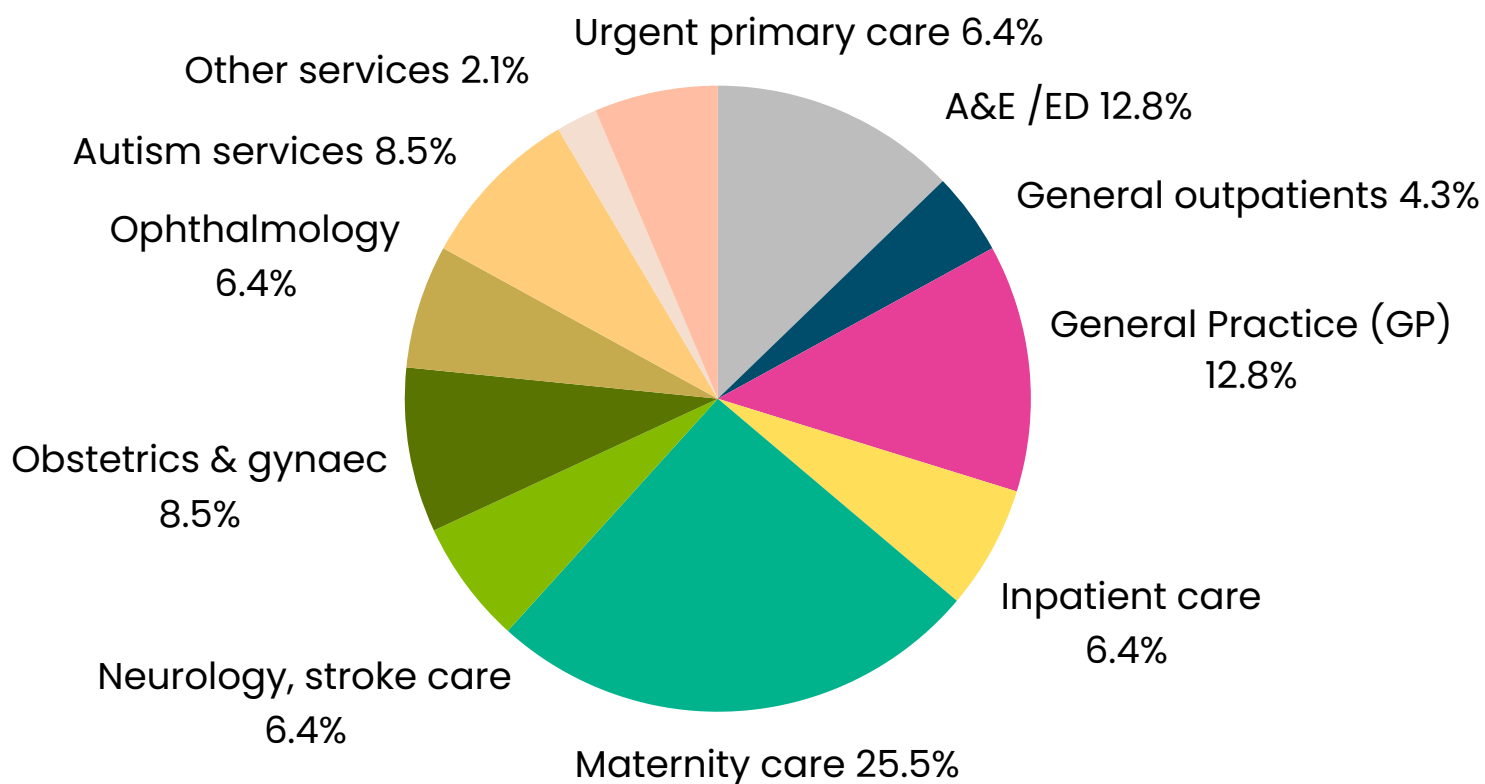
- Triage and admissions
- Waiting for appointments or treatment; waiting lists.
- Other

Leave a 'review' of your GP, dentist, physio, consultant... on the feedback centre [here](#)

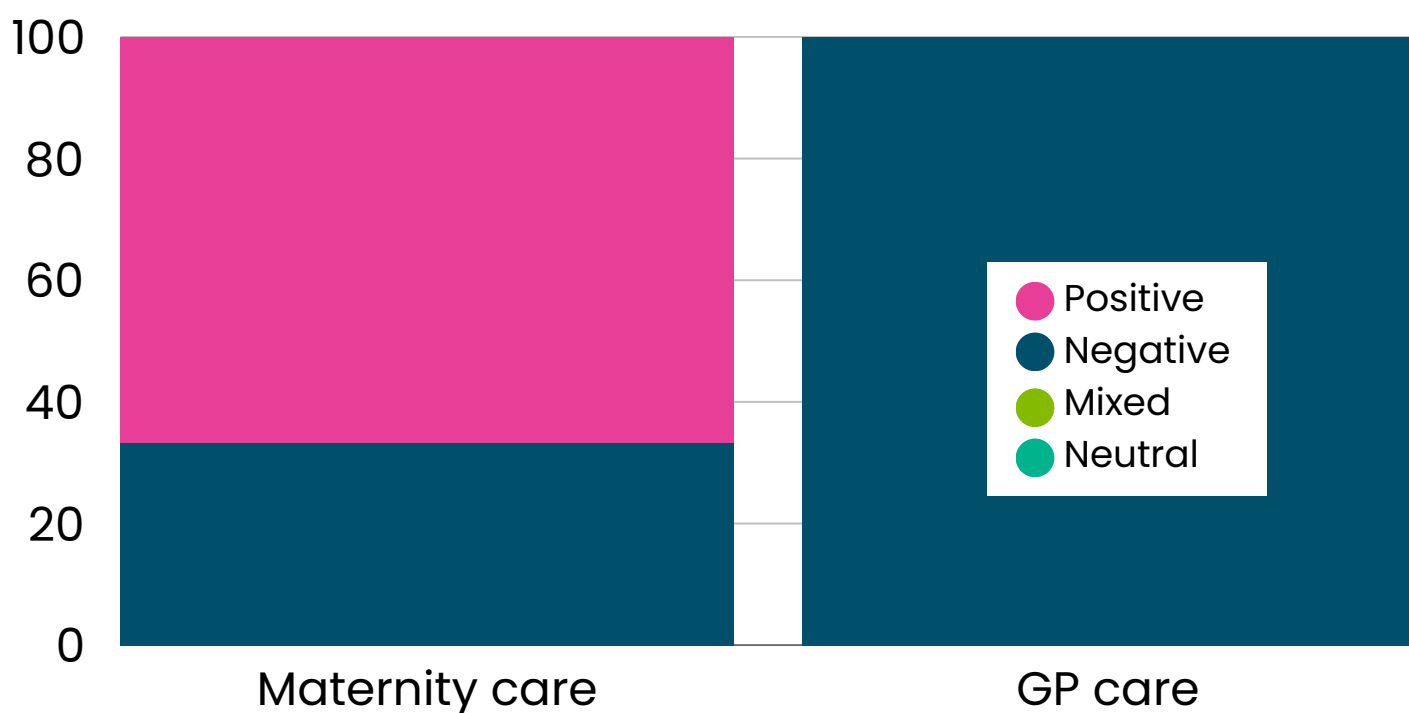


You told us...

About the services you used



Patients gave us the most feedback about maternity and GP care, and this is how they feel (%)



You told us...

About the services you used

I went to my GP when my leg started to swell, they looked at it and referred me for a heart scan. I waited more than five-and-a-half months for the scan and still hadn't heard, so I contacted PALS and put in a complaint. Within a fortnight I received an appointment. I had the scan and luckily all was well but it may not have been. I spent all those months worrying something was wrong with my heart. It's a long time to wait being uncertain.

Our action: Signposted to NHS independent complaints advocacy.

A local man in his 50s recently diagnosed with autism told us how he wanted to meet other people with autism. He'd been to some local groups but not many other people went. Most of them are in the day time and, as he still works, that's not the best time for him.

Our action: Signposted to a local neurodiverse support group which has evening meetings.

A woman had to wait until her 20s to be diagnosed as autistic, despite her family asking for a referral for many years, and her school informally assessed her and she came out strongly that she was autistic. Because she was an adult she had to start the referral process from scratch. She has secured help with her daily needs through a personal independence payment (PIP).

Our action: Signposted to People First Independent Advocacy Self Advocacy Group.

You told us...

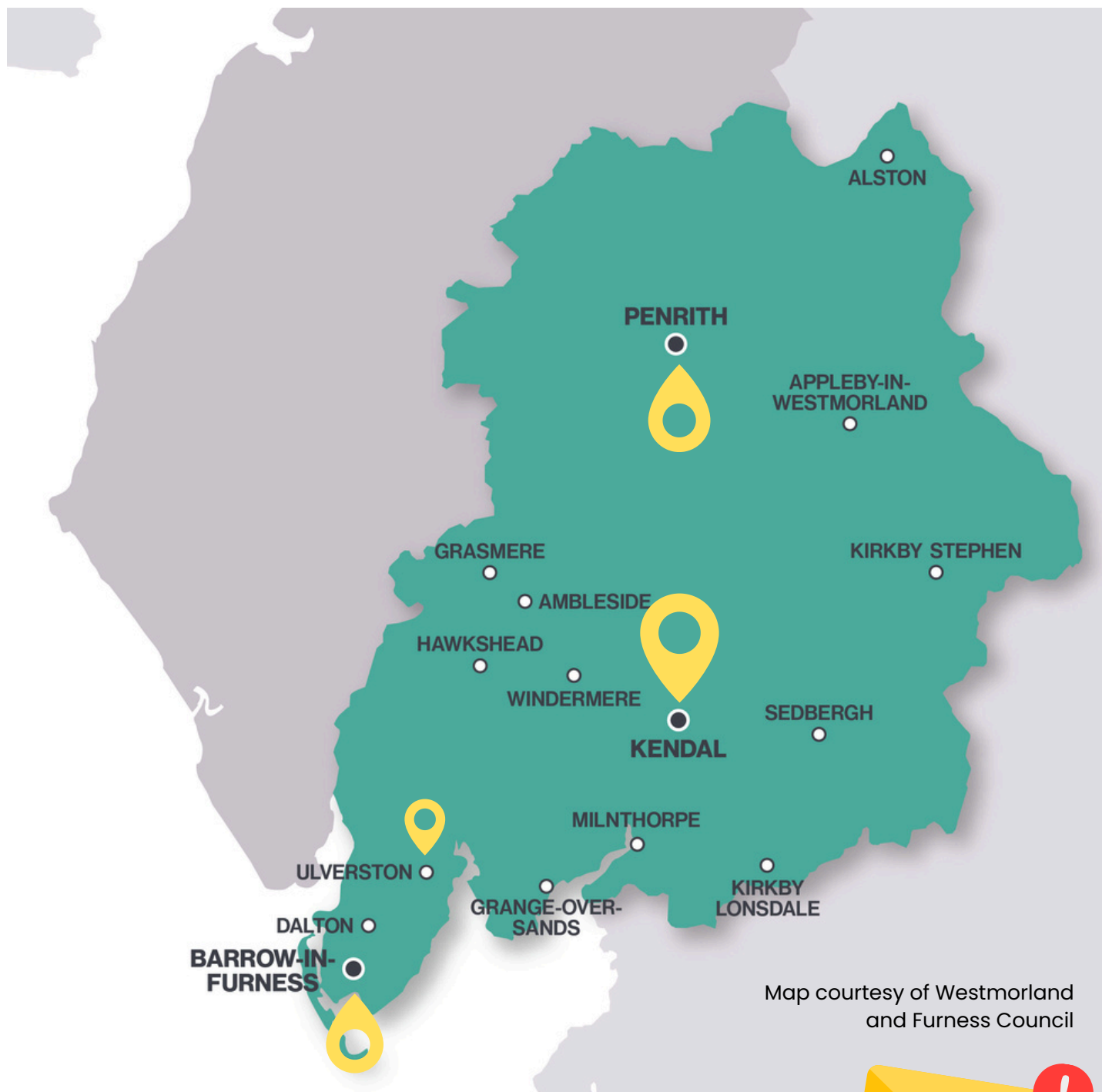
About the services you used

A patient shared their experience of inadequate treatment and the rudeness of staff at a GP clinic. Last year they contacted their GP with trouble breathing and were given an appointment, but when they arrived the appointment had been lost, it took 20 minutes to find it and then it was with a student. As the patient's breathing was laboured and they wanted to leave the student got a GP to give them antibiotics. Their symptoms weren't resolved and they were sent for an X-ray. The GP lost those results – even though the hospital confirmed they had been sent. Blood tests and a further scan followed. They didn't understand the results, so asked their GP to explain them, but was told they would have to wait 10 days. They were worried, frightened and wanted some reassurance. The GP's receptionist rudely told them that they would not pass their request on. The patient complained to the practice's liaison officer who issued an apology. Since then they have been diagnosed with COPD.

A woman wanted to deliver at Helme Chase Maternity Unit, in Kendal, but was ill throughout her pregnancy so her care was transferred to the Royal Lancaster Infirmary (RLI). It was a relief to be getting a higher level of care but had a very traumatic delayed birth. She really did not like the ward at the RLI as she felt she wasn't in with like-minded mums, but had good care postnatally from health visitors. She has recently has been referred to the Traumatic Birth Team.

Our action: Signposted to health complaints advocacy and NHS Complaints.

We went to...



Stay up-to-date with our activities

Our monthly newsletter is the way to stay up-to-date with where we've been and where we're going to be. It includes news stories on events, campaigns and projects as well as reports. Read or sign up [here](#).

