

You Told Us

What have we heard in April
2025?



We listen

Based on April 2025 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 337 people



We heard the most about:

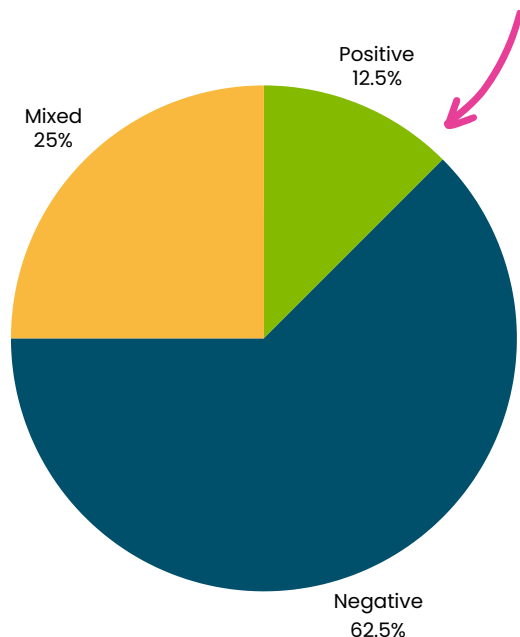
Healthcare service access



Negative feedback was around:

Communication among NHS Trusts

Snapshot of feedback themes



Your experiences were:

Hospital Treatment needs to involve more information sharing across NHS Trusts



On the NHS App, the “ability to track appointments and access reports following consultations; get appointment reminders” is good.

It would improve treatment experiences “If information could be shared across NHS Trusts. “I’m receiving treatment for prostate cancer. During consultations at the Cumberland Infirmary, I receive appointment invitations, reminders and reports following the consultations. I was then referred to the Northern Centre for Cancer Care. The Centre is based at the Cumberland Infirmary but is administered not by North Cumbria Integrated Care but Newcastle Hospitals NHS Foundation Trust”.

“The app is not used at all by Newcastle for appointments invitations, appointment reminders or reports following consultations (sent to GP/me via the NHS app). This makes tracking my treatment process more difficult as I have records

In multiple places. Information is not shared electronically between the Centre and The Centre using their own IT systems or via the NHS app.”



Access to Pharmacies

“Consistency needed at end of process, i.e. always send a message when requested medication is ready to collect. This is inconsistent. Do not remove medication unless a medical review has taken place authorising this. Don’t do it automatically if medication has not been requested for some time.”

“Always very helpful and easier to access than the GP”.

“Pharmacy first allows you to be treated for other conditions. GP’s need to use this more. As there is an electronic way to send patient to the pharmacies.”

Healthwatch Cumberland received this feedback through our feedback centre on our website. This feedback was logged to be reported in this You Told Us report to share these experiences to shape future change.

Our actions this month were:

Carlisle Rural Link and Think: Isolation and Loneliness

On the 4th April, Senior Engagement Officer Chloe attended the Rural Think and Link event. This was an opportunity to engage with various seldom heard groups and be present for any signposting needs. This allowed Chloe to build relationships with more members of our community and be educated on these issues in our area.



223 people

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

Maryport Family Hub Fun Day

Senior Engagement Officer Chloe attended the fun day event at the Maryport Family Hub. This involved activities with members of the community and learning about the support that the family hub offers. This was beneficial for our signposting service as support options continue to grow and evolve within Cumbria.



586 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.

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

Community Feedback

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

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“There is no Trans care in Cumbria and never will be. All exceptional case commissioning is always declined. Largest county in England over looked time and time again. You have to travel long distances for care or treatment if available. Surgery over 300 miles even with a disability. No post surgery care.”

“Per population Cumbria has the almost highest number of Trans people in England with no services now or in the future according to the NHS.”

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Healthwatch Cumberland received this feedback via our website which also shares the feedback to gender identity clinics and services in Cumbria.

This theme of feedback has came up frequently and has influenced a related project in the near future.

Keep an eye out for engagement events and sign up to our Newsletter for updates via our website.

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
The People First Conference Centre
Milbourne Street
CA2 5XB



t: 0300 303 8567
e: info@healthwatchcumberland.co.uk

healthwatchcumberland.co.uk