

You Told Us

What have we heard in May
2025?



We listen

Based on May 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 731 people



We heard the most about:

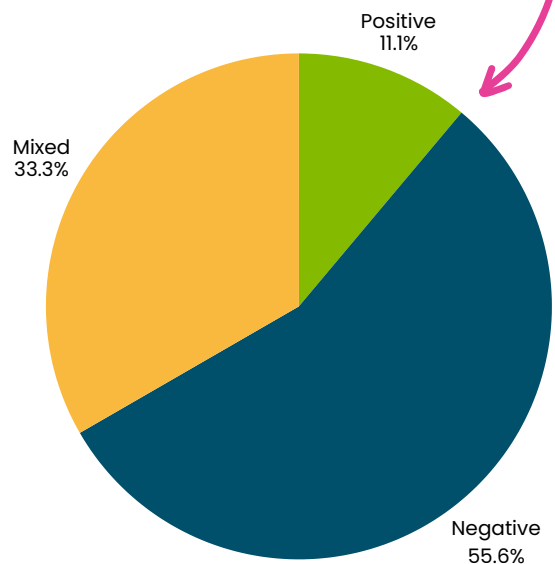
Unsatisfactory experiences with Healthcare



Negative feedback was around:

**Quality of care
and staff attitudes**

**Snapshot of
feedback themes**



Your experiences were:

“ —

My husband was referred for a CT scan. He is very disabled and I had a lengthy conversation with staff to prepare for him to be supported through this particularly, as he was very anxious. He was treated appallingly despite this, spoken to terribly and shown up in front of other patients. It was as if the staff had never seen a disabled person before and had no empathy or desire to help whatsoever.

”

'A woman is in need of a stoma and was supposedly referred by Royal Victoria Infirmary in Newcastle, but nothing has happened yet.

She had cancer 20 years ago and has since suffered incontinence. She has been waiting since July 2024. '

Healthwatch Cumberland signposted to PALS (Patient Advice and Liason Service) and People First Advocacy for further support.

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:

Healthwatch Cumberland Manager Sally attended the Health Overview and Scrutiny Committee meeting on the 22nd of May.

HWC Manager Sally regularly attends the Health Overview and Scrutiny Committee at Cumberland Council. At the meeting in May, the committee were given a presentation of NCIC's ambitious new clinical strategy by Dr Adrian Clements, Executive Medical Director at NCIC.

The strategy includes plans to tackle wait times for operations, something we hear about often as well as their plans to deliver 'safe, high-quality care, every time'. You can read the full strategy [here](#).

Reach Out Event in Workington.

Senior Engagement Officer Chloe and Engagement Officer Andy attended this event. This was an outdoor community gathering with organisations such as Andy's man Club and local businesses. Around 90 members of the community spoke with us and 85 received signposting to relevant services.



688 people

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



344 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

Personal Story

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

“

My wife has suffered the after effects of polio for 68 years and is in constant pain. We have asked for effective pain killers for years but the doctors refuse to prescribe the most appropriate (Co-codamol). According to them it's against NHS practice even though another health practice in the same building prescribes them. Seemingly they're concerned about causing addiction, but as my wife is 70 years old, pain relief would seem to be a more sensible course of action against the possibility of addiction. As a result I have no confidence in the Lakes Practice unfortunately.

”



This feedback was given via our website Feedback Centre.

Therefore the relevant practice will be attached and be able to view this comment. Healthwatch Cumberland share this to raise awareness to decision makers of issues in our healthcare service.

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 opportunities.

healthwatch
Cumberland



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