

You Told Us

June 2025



You told us...

Based on **June 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.



13

People were signposted to further assistance and help



We engaged with **196** members of the public, patients and charity sector

We reached **402** people through our social media and newsletter



We had the most feedback about...



Services

1. General practice
2. Pharmacy
3. Day care (social care)

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Themes

1. Access to services
2. Communication with patients

You told us...

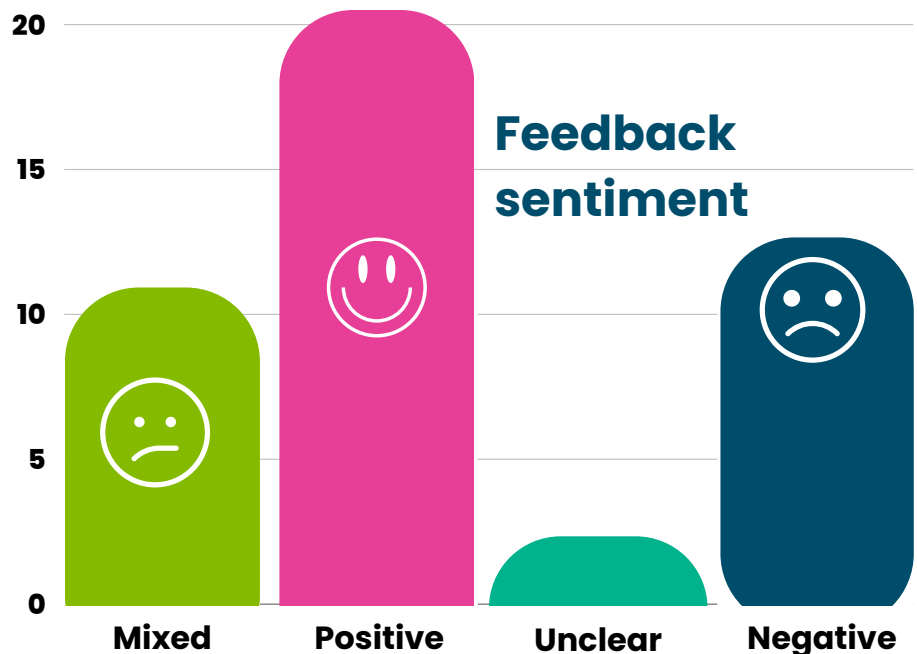
- Access to services
- Accessibility and reasonable adjustments
- Booking appointments
- Buildings / facilities
- Caring, kindness, respect, dignity
- Communication with patients
- Follow-on treatment
- Parking and transport
- Quality of treatment
- Referrals
- Staffing



- Accessibility and reasonable adjustments
- Communication with patients



- Accessibility and reasonable adjustments
- Access to services
- Communication with patients; treatment explanation; verbal advice
- Consent, choice, user involvement and being listened to
- Integration of services and communication between professionals
- Medication, prescriptions and dispensing
- Waiting for appointments or treatment; waiting lists.



- Access to services
- Staffing – levels and training
- Patient/resident safety
- Quality of treatment
- Parking and transport
- Waiting for appointments or treatment; waiting lists.
- Caring, kindness, respect and dignity
- Triage and admissions

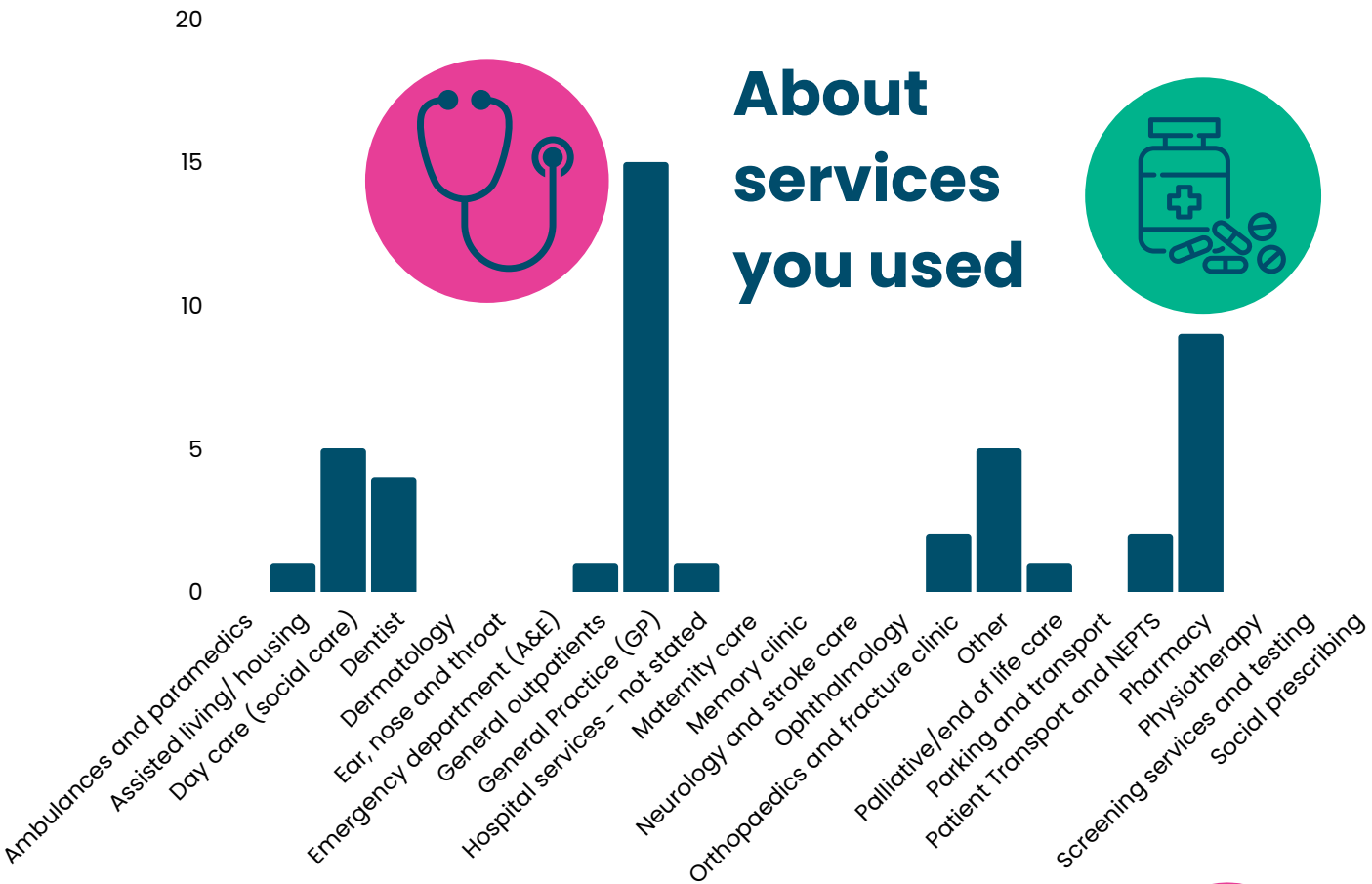
- Booking appointments
- Communication with patients; treatment explanation; verbal advice
- Service organisation, delivery, change and closure



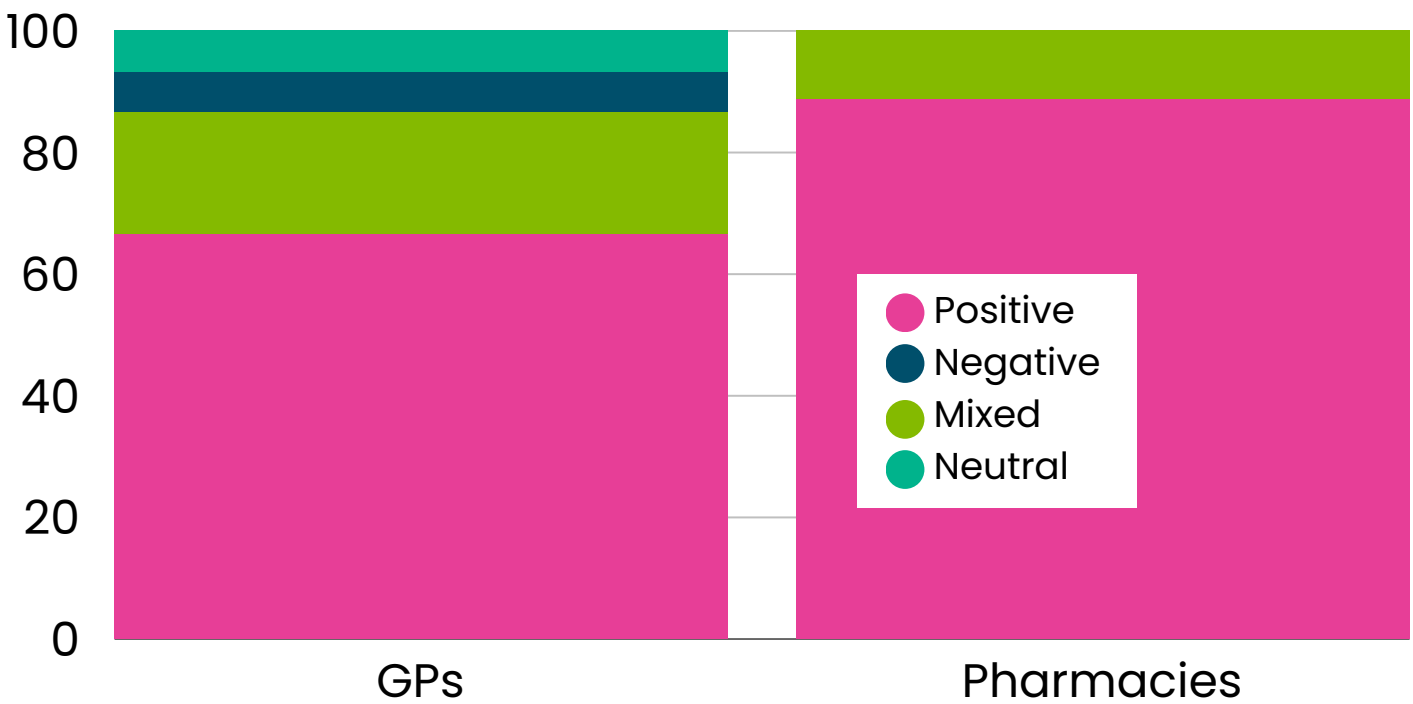
Leave a 'review' of your GP, dentist, physio, consultant... on the [feedback centre here](#)



You told us...



Patients gave us the most feedback about GPs and pharmacies, and this is how they feel (%)



You told us...

About the services you used

"I moved from Bournemouth five years ago and I can't get an NHS dentist. Nowhere will take me on unless I go private and I can't afford it. I was quoted £8,000 to fix the problems I have, and I have lost teeth in the meantime."

Our action: Signposted to NHS 'Find a dentist' website

"I live in Ambleside where I work and have live-in accommodation. I suffer with chronic kidney disease and have my bloods taken at Ambleside Health Centre but they never communicate the results to the transplant centre at the Freeman Hospital in Newcastle. I have to phone them through myself. Also I pay my own way from Ambleside to the hospital to have my renal transplant appointments at the Freeman. It is expensive and I can no longer work full time. I have been told I am not eligible for hospital transport."

Our action: Signposted to N-Compass Independent NHS Advocacy

"We are having difficulties with Adult Social Care. My ex-husband has been diagnosed with Alzheimer's. My son looks after him as well as working full time. The social services have given a list of care agencies to choose from and we don't know where to turn. My son needs some help, I can't help because we are divorced and it would cause confusion with his dementia."

Our action: Signposted to Carer Support South Lakes

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](#).

