

You Told Us

What have we heard from July –
September 2025?



We listen

Based on the feedback we received between July and September 2025, we analysed what we have heard 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 2946 people



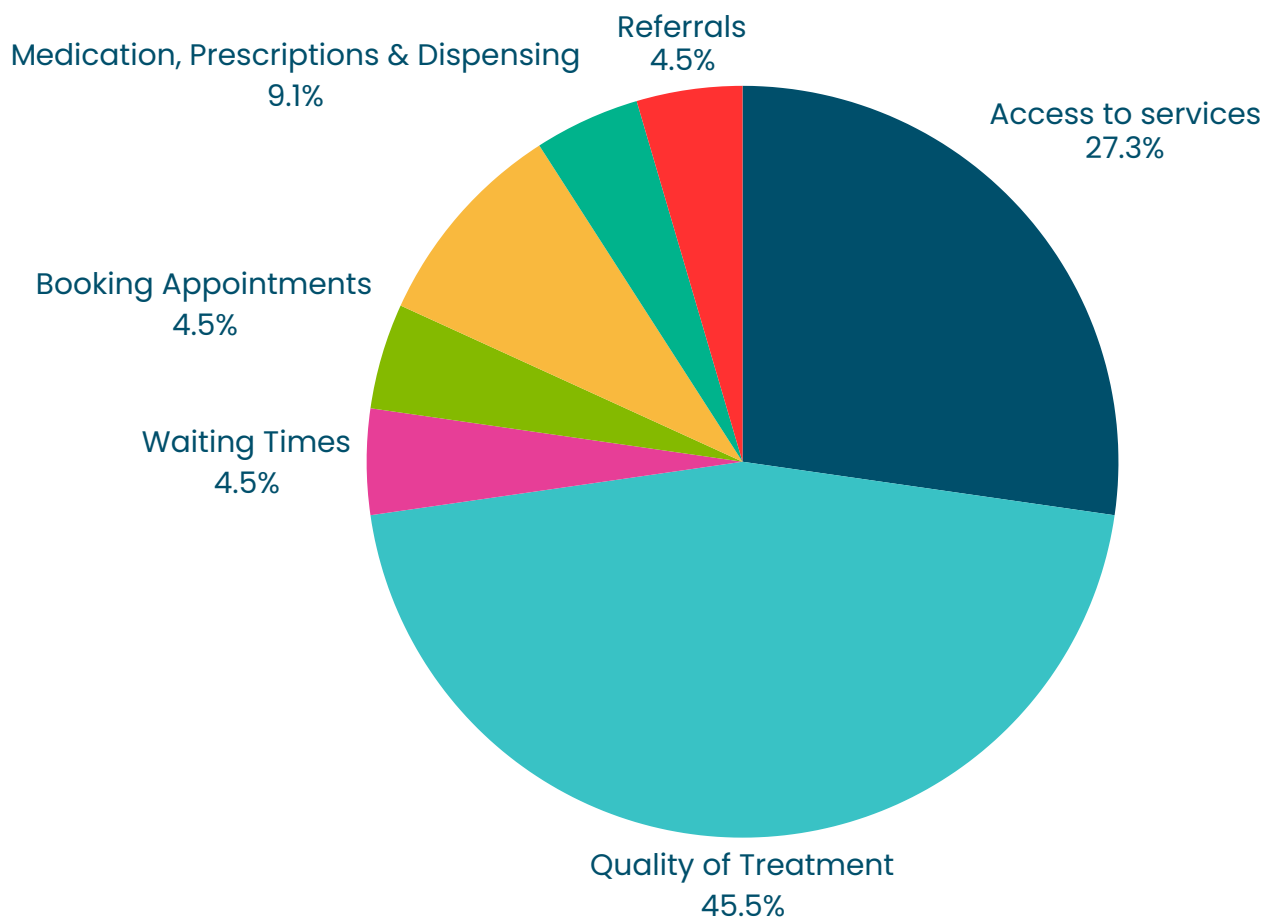
We heard the most about:

- **Gender Identity clinics/services**
- **General Practice (GP)**



Snapshot of feedback themes:

In relation to services we have had feedback on, we analysed these themes:



3.8% Positive

Positive feedback was around:

- NHS 111

Mixed feedback was around:

- General Practice
- Services for people with Autism/on the Autism Spectrum

84.6% Negative

Negative feedback was around:

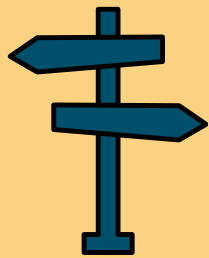
- Care Homes
- Chiropody/Podiatry
- Community Mental Health Team (CMHT) & Specialist MH Services
- Dentist
- General Practice
- Hospital Services
- Urology

Your experiences were:

“

A member of the public believes they were misdiagnosed with bipolar 20 years ago and now think they may have ADHD. They believe the medication they have been taking has "poisoned" them and that they would really like to be taken off this medication and receive an ADHD assessment.

”



- Healthwatch Cumberland received this feedback via our telephone line.
- We recommended asking their GP about Right to Choose, and about reducing medication. We also signposted them to People First NHS Advocacy if they need further support.
- This feedback was logged to be reported in this You Told Us report to share these experiences to shape future change.

Enquiry about how to obtain anxiety medication.

A dental patient with anxiety wanted to be prescribed anxiety medication before having dental treatment, as the treatment was something that they felt would give them heightened anxiety.

Their GP and CMHT both told them it was not their responsibility.

We confirmed that both a GP and a CMHT are qualified to prescribe anxiety medication, and that it would be a good idea to make a complaint.

Signposted by HWC to:

- Patient Advice and Liaison Service (PALS)

Our actions this quarter were:

Where have we been?

A snapshot of where we have been each month:

In July..

- Millom, Workington & Keswick Listening Cafes; engaging with 24 people.
- Authentically ADHD event 23rd July in partnership with Sellafield LTD's A.D.D.-ers group. Engaged with 94 people.

In August..

- Carlisle, Millom & Workington Listening Cafes; engaging with 32 people.
- Whitehaven Wellbeing Event 8th August; engaging with 450 people.
- Whitehaven Pride by the Harbourside 16th August; engaging with 257 people.

In September..

- Millom, Workington & Keswick Listening Cafes engaging with 28 people.
- Met with International Women's Group Carlisle 3rd September
- Baton of Hope Event; engaging with 600 people and signposting them to relevant services.
- Suicide Prevention Pop-Up 10th September engaging with 26 people.
- Carlisle Pride 13th September engaging with 47 people.
- Carlisle College Freshers Fayre 24th & End Hate event 25th engaging with 650 people in total over the two days.



1797 people

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



2034 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.



Rang up because I had an abscess. Currently waiting for all of my teeth to be removed and replaced with dentures due to chronic health issues but haven't heard from the specialist team at Carlisle Infirmary since my last appointment.

I explained this to the lady that rang me. Her suggestion was for me to ring every single dental practice in the county, and over into Newcastle if needed.

I hadn't been sleeping very well (due to the pain) so just took the numbers she read out and then had to wait 3 days because of it being a bank holiday weekend for anyone to be in.

Thankfully the pain has died down, but this is all for a patient who has a severe dentist phobia due to bad treatment as a child, and who is also chronically ill as well as a carer for her two disabled children and doesn't drive (also due to my chronic health issues).



This feedback was received via our website 'Feedback Centre'. This feedback will be shared with the relevant services and is being presented here to raise awareness of the scenario to inform best practices.

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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