



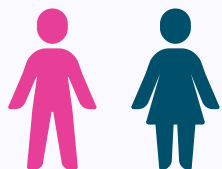
healthwatch
Lancashire

Q2 You Told Us Report

A snapshot into the work our engagement team are doing in Lancashire gathering your experiences.

01524 239100     
info@healthwatchlancashire.co.uk

People Engaged
With



2376

Feedback
Received



193

Total People
Signposted



48

Total
Engagements



111

Projects

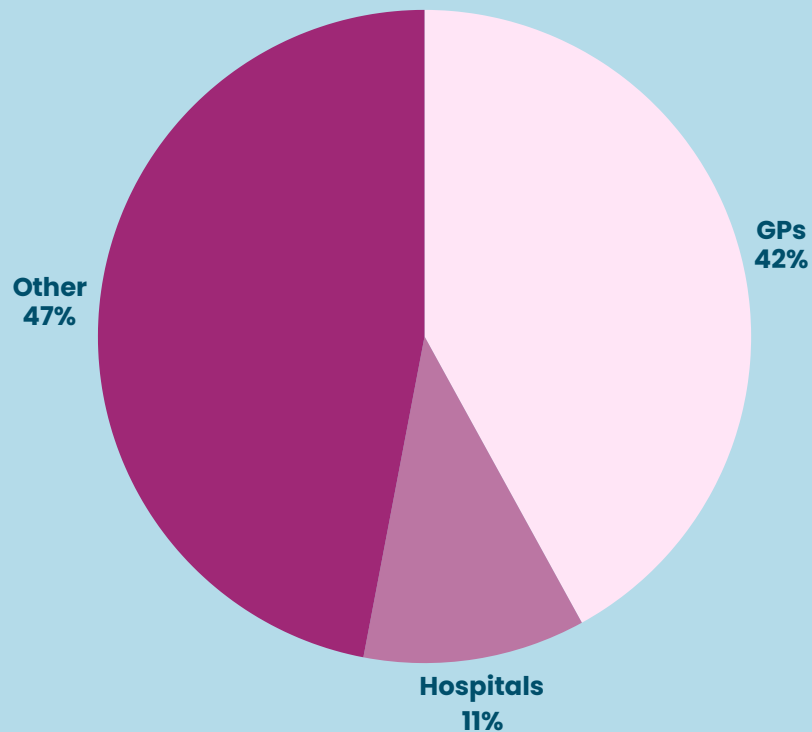
Women's Health Phase 2: Engagement complete and report live on our website.

Disability Transport and Accessibility: Engagement complete and report currently in progress.

Ageing Well Without Family: engagement currently in progress across Lancashire



Feedback Themes



"I had a sore ankle, I used the NHS app to send a message to my Dr, they reviewed it the same day, and called me.

They arranged for me to have my bloods taken the following day, and arranged a follow up call with me the day after the bloods.

The speed and convenience was incredible. I am very grateful to my Dr's surgery for being so well ran."

"My husband had an ecg. The next thing he is prescribed some medication.

No contact whatsoever from anyone to say why, or discuss results. We had to request an appointment then wait weeks.

Very stressful and uncaring."

Your Experiences

Euxton Medical Centre

"I find my surgery really good but when it comes to booking appointments its not so good. If you ring now they tell you to go online and complete a form and I cant as I am dyslexic and they don't get it. I feel more could be done for patients with disabilities who don't have access or cant access online."

Response from service provider

"Good Morning, Thank you for your feedback. Apologies that you seem to be having problems with booking appointments at the Practice. I would be grateful if you could please contact me at the practice and we can discuss further? Many Thanks, Practice Manager."

Colne Road Surgery

"Overall a good experience.

in a busy surgery staff always helpful and friendly receptionist nurses and doctors and backroom staff."

Response from service provider

"Thank you so much for taking the time to leave this review!

I will be sure to pass your kind words on to the rest of the practice staff!"

Our Impact

Ormskirk Hospital

After recent feedback, Senior Engagement Officer Emmy highlighted concerns around seating within the Hospital.

Patients were concerned that they had nowhere to sit and rest whilst waiting for their appointments in a specific corridor, so they had to walk around often just to find somewhere to sit.

Emmy wanted to ensure there was some suitable seating that patients could use when walking around the hospital.



Action

Emmy shared this feedback at the Healthwatch quarterly meeting with Mersey & West Lancashire Teaching Hospitals Group.

Because of this, there are now 8 seats about halfway down the corridor. There are also a 2-chair and a 3-chair combination for the patients to rest on the long corridor.

The Healthwatch Lancashire team would like to thank everyone who has shared their experiences with us this quarter.

Your feedback is vital to us. The Healthwatch Lancashire 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 **01524 239100** or email us at **info@healthwatchlancashire.co.uk**

