

You Told Us

What have we heard from October –
December 2025



We listen

Based on the feedback we received between October and December 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 2220 people



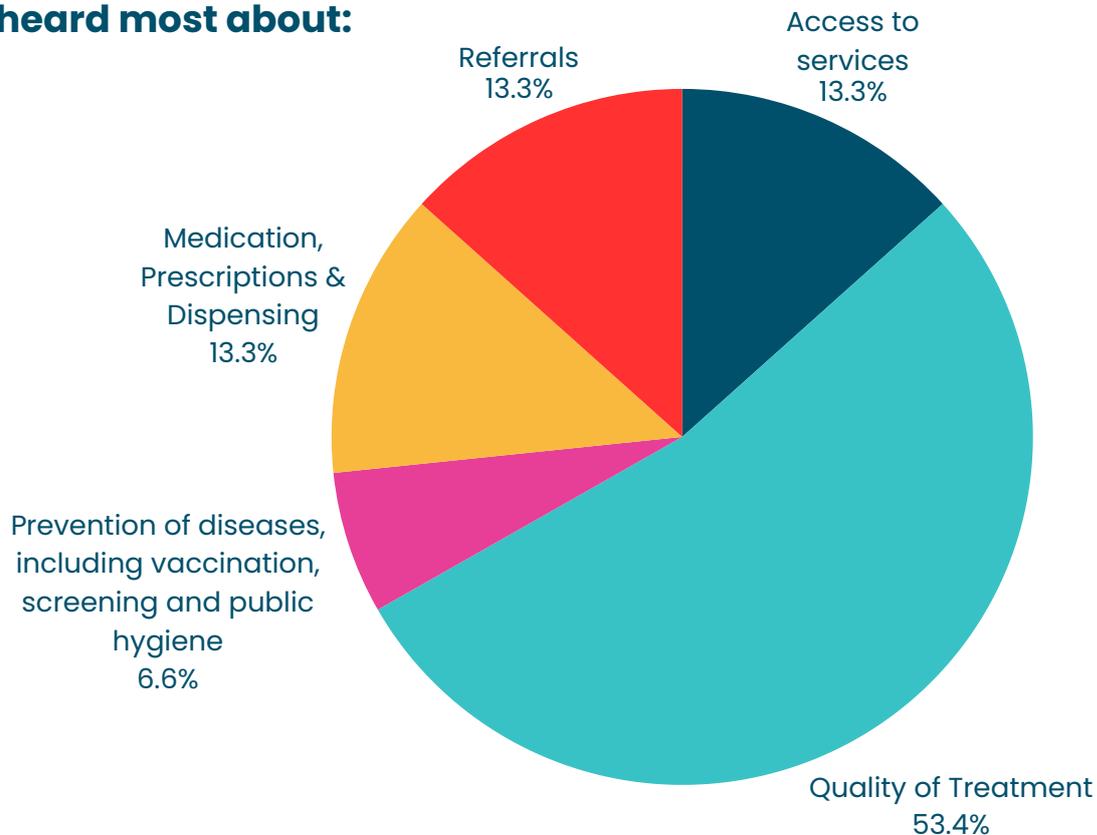
We heard the most about:

- **Community Mental Health Team (CMHT) & specialist Mental Health services**
- **Orthopaedics & fracture clinic**



Snapshot of feedback themes:

In relation to services we have had feedback on, these themes are what we heard most about:



11.7% Positive

64.7% Negative

Positive feedback was around:

- **General Practice (GP)**
- **Orthopaedics & Fracture Clinic**

Mixed feedback was around:

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

Negative feedback was around:

- **Cardiology**
- **CHOC A&E**
- **Community Mental Health Team (CMHT) & Specialist MH services**
- **Dentistry**
- **General Practice (GP)**
- **Hospital Services - not stated**
- **Orthopaedics & Fracture Clinic**

Your experiences were:

“

A trans patient was not referred to with their preferred name during a visit to their GP. They had to “repeatedly inform staff” before being referred to with chosen name.

”



Signposted to: Lowther Medical Centre Complaints



A member of the public contacted Healthwatch Cumberland to share their son's experience.

“My son was diagnosed with Bipolar at a private clinic, however, my GP surgery does not accept this diagnosis as sufficient evidence for providing medication, and the private clinic is unable to prescribe medication.”

Son is struggling with managing symptoms and can become “quite unwell with depressive or manic episodes”. GP referral failed due to a lack of information provided by GP, so they have to go through the referral process from the beginning again.

Calls to NHS 111 crisis team have been unhelpful and he was told to 'sober up', despite not having drunk alcohol.

Signposted by HWC to: Bipolar UK, Right to Choose, Mind Lighthouse Team, PALS & People First Independent Advocacy

Our actions this quarter were:

Where have we been?

A snapshot of where we have been each month:

In October..

- **2nd Oct:** Engagement Team Chloe and Clandon hosted a multi cultural maternity focus group
- **10th Oct:** HWC hosted a World Mental Health Day event showcasing our projects
- **22nd Oct:** Engagement Manager Chloe visited Carlisle College to hear a guest speaker presentation regarding Health and Social Care class and family
- **29th Oct:** Attended BIG BRUNCH with PINC and Mind
- **30th Oct:** Enter and View visit at Eden Manor Care Home

In November..

- **4th Nov:** Engagement Officer Clandon & Research Officer Caitlin attended a PLACE assessment at West Cumberland Hospital
- **10th Nov:** Marketing and Comms administrator Suzannah and Engagement Manager Chloe hosted a focus group with OUTreach Cumbria. They also asked for feedback for our Transvoices survey to co-produce and ensure appropriate language used.
- **20th Nov:** Suzannah attended Cumberland Infirmary for Trans Remembrance Day to visit PINC.
- **25th Nov:** Engagement Officer Clandon attended a '16 Days of Activism' event. This event was focused on Domestic Abuse awareness and signposting.

In December..

- **2nd Dec:** Suzannah & Chloe visited FLAGG and Ullswater Community College to discuss partnership working on our Transvoices project
- **8th Dec:** Suzannah & Chloe headed to Whitehaven to Colours Cafe to host a focus group with members of the LGBTQ+ community
- **9th Dec:** Caitlin and Suzannah hosted a drop in at PINC for our Transvoices project
- **16th Dec:** The HWC team and our placement student Charlotte participated in a Makaton taster session.



315 people

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



1524 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.



I was “seen and triaged very quickly. Few tests carried out quickly. Then the wait. Ended up with cannula and drip in the staff kitchen! Not very hygienic.”

It was “finally decided to admit me... for an ear infection.”

“Why?”

I “had a long wait on a trolley in corridor (until I) finally got a bed. I was never actually admitted or a ward, just a short stay bed in A&E for 3 days.”

“Not one doctor knew what the other was doing. Notes were missing. I was discharged with MI (Myocardial infarction) on the notes. Utter rubbish heart as strong as it ever was. I am 75, my wife is 70 and she was left to drive home after a night in A&E with me with no sleep. Then she had to do a 90 minute round trip each time to visit and bring in pyjamas etc. Dreadful experience.”



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.

As of January 2026, this feature is no longer available. Feedback is still important to us, contact us via email or telephone.

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
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