

You Told Us

October – December
2025



You told us...

From October to December 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 engaged with...



members of the public, patients and charity sector

We signposted...



people to further assistance and help

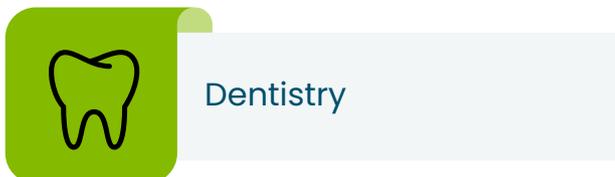
We reached...



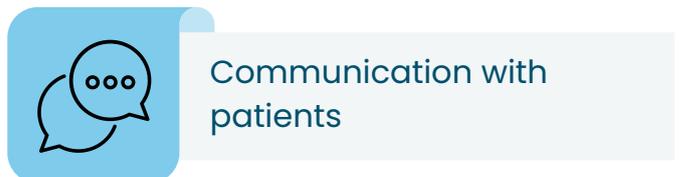
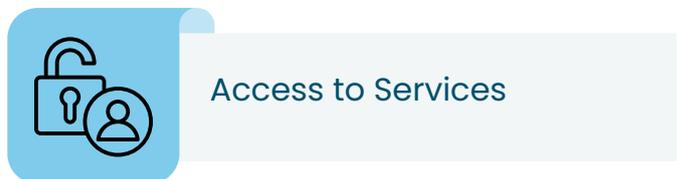
people through our social media and newsletter

We had the most feedback about...

Services

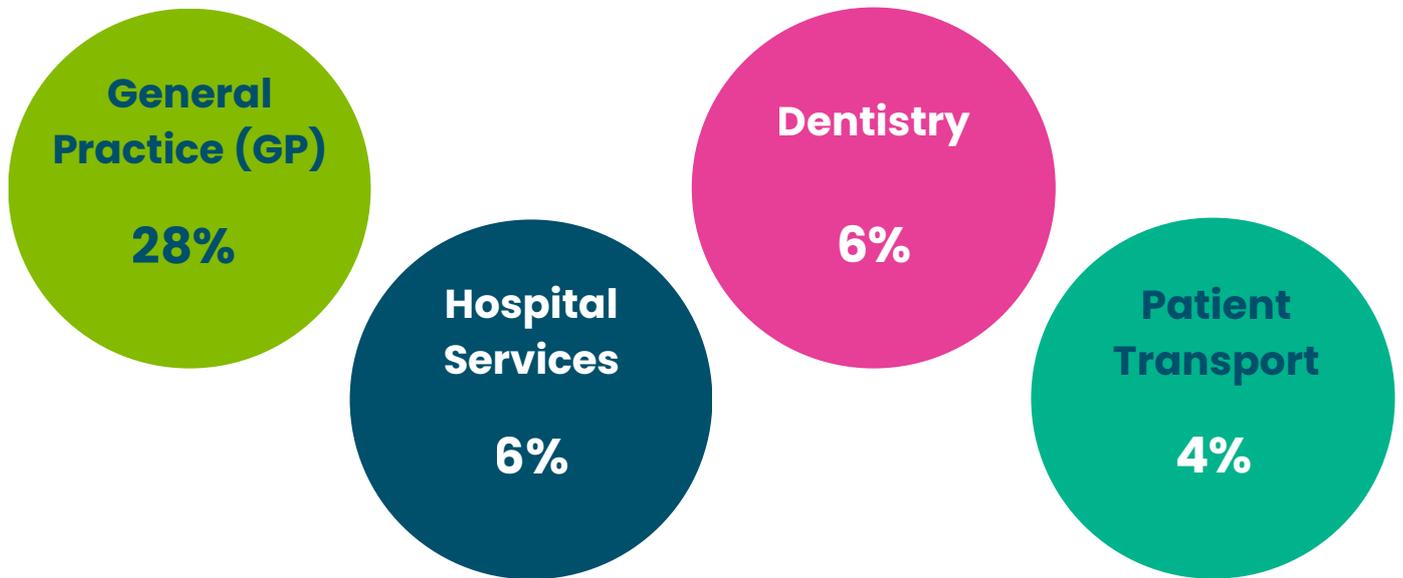


Themes

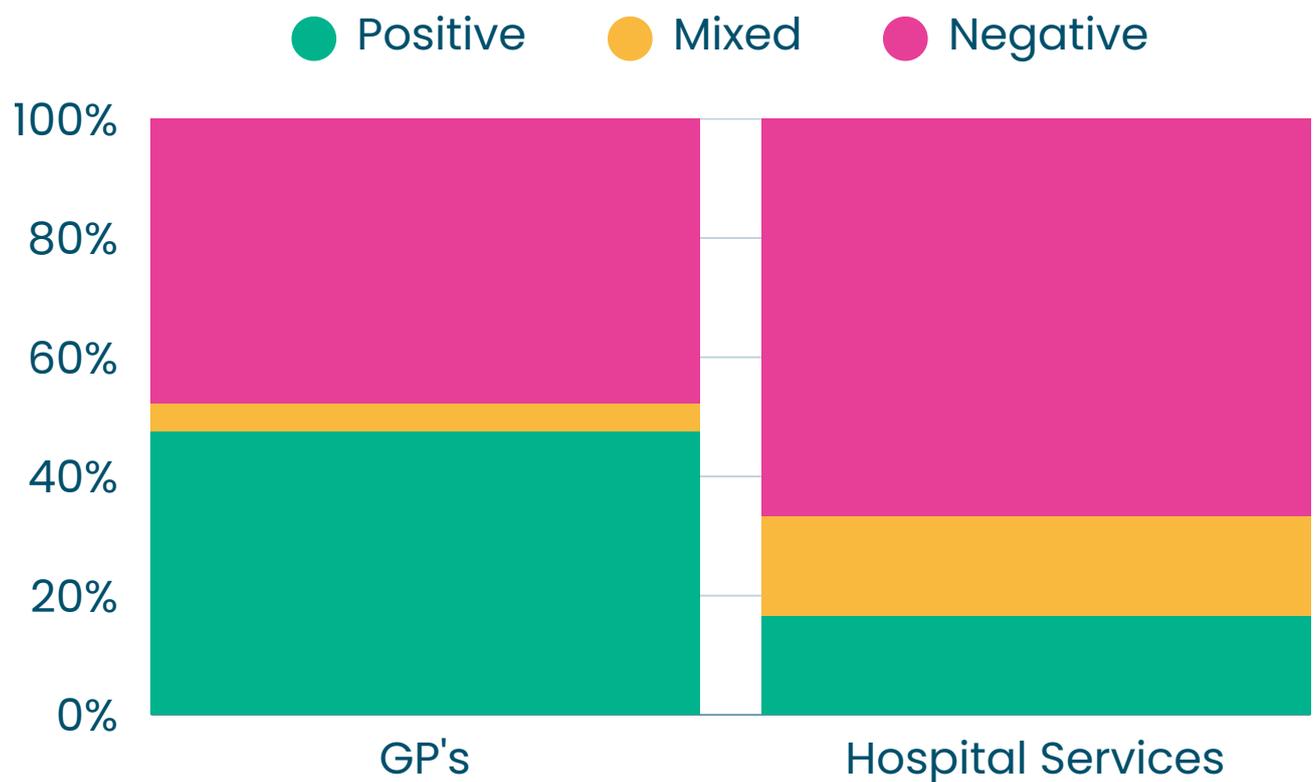


Most common services you used

83 people submitted feedback between October and December 2025. These were the most common services to come up in feedback on Health and Social Care services in Westmorland & Furness.

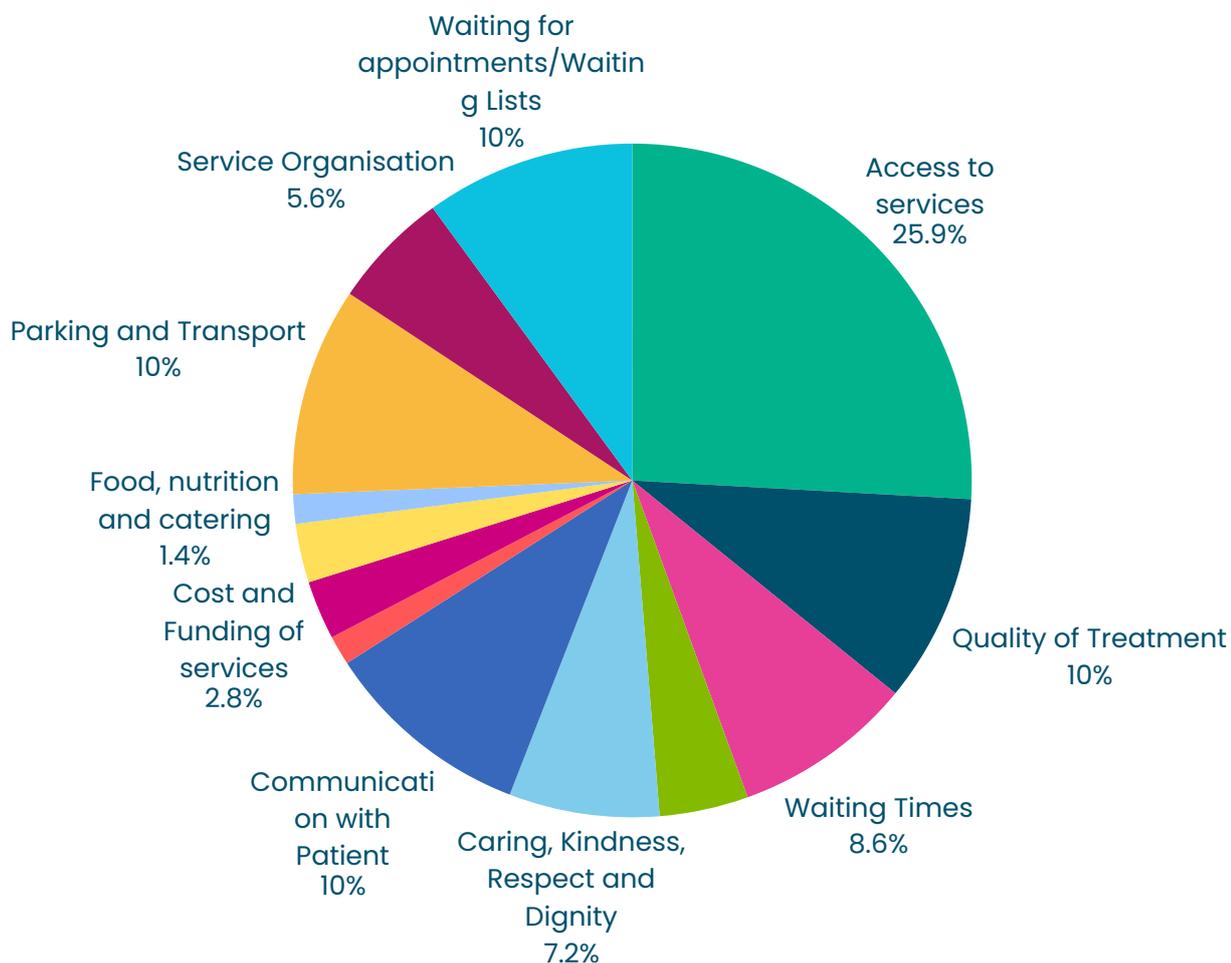


Patients gave us the most feedback about GPs and Hospital services, and this is how they feel (%)



Snapshot of feedback themes:

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



21.6% Positive

Positive feedback was around:

- Chiroprody/podiatry
- Dentist
- General Practice (GP)
- Inpatient care/General inpatients
- Pharmacy

Mixed feedback was around:

- General Practice (GP)
- Patient Transport & NEPTS

62.6% Negative

Negative feedback was around:

- Patient Transport and NEPTS
- Hospital Services-not stated
- General Practice (GP)
- Inpatient care/General inpatients
- General Outpatients
- Emergency Department (inc A&E)
- Screening services and testing
- Neurology

You told us...

"In Spring 2025 I gave birth to a baby girl. She had a tongue tie. It was severe enough to require release. It was affecting feeding etc. We were referred to the nearest service which was Morecambe Bay Hospital Trust despite living in Eden, The waiting list was SIX WEEKS!!! We decided to go private in the end - as this meant that the operation could be done nearer to home and also a lot faster.

Although we are only one family we would like to raise awareness of this. Because, there are 10 babies approximately born in the North of Cumbria each year with a tongue tie we were told. Six weeks is too long to wait. And it's a newborn baby - the services should exist."



Our action: Signposted to Independent Complaints Advocacy and PALS

"Our friend has prostate cancer, he is a non driver and struggles to get to the cancer centre for treatment at Rosemere Preston. Can you help?"



Our action: Signposted to Community Car Scheme, Rural Wheels and informed them about the Rosemary Cancer Charity for accommodation

A woman contacted Healthwatch Westmorland & Furness as she was recently discharged from hospital. She currently has enablement attending her for 6 weeks. She has poor mobility, and occupational health has attended and moved her bed to the living area on the middle floor. She has to ascend one flight of stairs to get to her home and she's worried what will happen once enablement has finished.



Our action: Signposted to Adult Social Care

Our actions this quarter were..

A snapshot of where we have been each month:

In October..

- 2nd Oct | Engagement Officer Leila and Volunteer Charles held a pop-up at Kendal College for our Transport Project
- 14th Oct | Engagement Officer Lisa held a pop-up at Kendal bus station to promote our Transport survey
- 16th Oct | Engagement Officer Lisa and Volunteer Charles held a drop in at Market Street medical practice in Dalton-in-Furness
- 29th Oct | Engagement Officer Leila and Volunteer Eddy visited the grief cafe at Penrith Library for general engagement. They signposted 6 members of the public to relevant services!

In November..

- 4th Nov | Engagement Officer Leila hosted a drop in at Park View GP surgery in Milnthorpe gathering feedback from 11 members of the public.
- 12th Nov | Engagement Officer Lisa held a pop up at Furness General Hospital.
- 14th Nov | Engagement Officer Leila visited Cartmel Surgery to host a drop in. She engaged with 18 people and reached a hard to reach group (the farming and rural community).
- 26th Nov | Engagement Officer Leila visited the Kirby Thore Warm Spot meeting 16 members of the public and providing signposting to services required.

In December..

- 1st Dec | Engagement Officers Leila & Lisa completed an Enter and View at Temple Sowerby.
- 3rd Dec | Engagement Officer Leila attended the 'Who are we and what do we do?' Talk for the Community Mental Health Team
- 12th Dec | Engagement Officer Lisa visited the Furness4U hub in Barrow engaging members of the public who are currently experiencing homelessness
- 17th Dec | Engagement Officer Leila attended an event about starting up on the NHS app engaging with people who are digitally excluded

This quarters project update

Transport Project Survey closed

North East North Cumbria Healthwatch Network Report on Dentistry Published

We went to...

From October to December 2025



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](#).



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