

You Told Us

What have we heard from
April – June 2026



We want

We listen

Based on the feedback we received between April and June 2026, 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 708 people



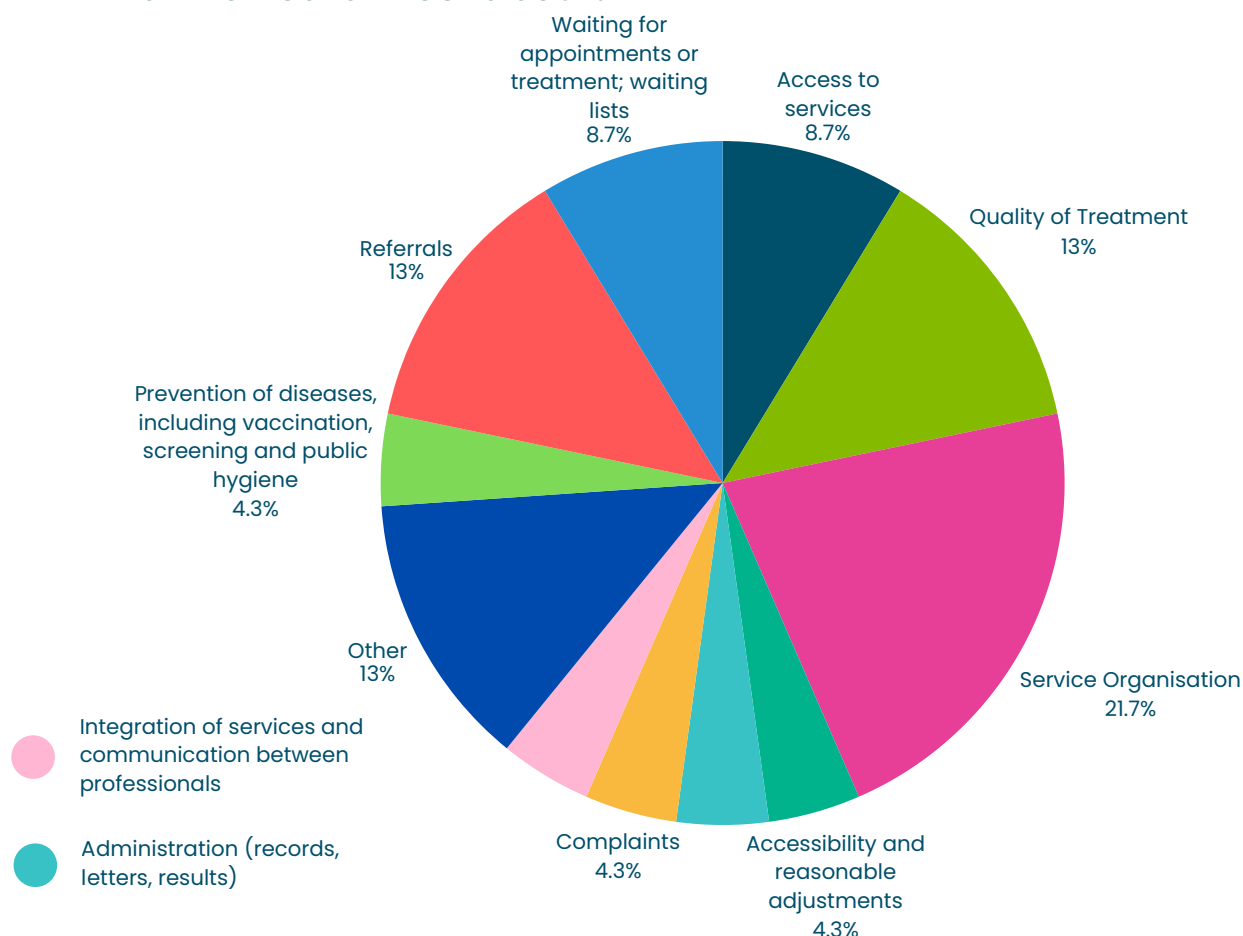
We heard the most about:

Service organisation, delivery, change and closure at General Practices



Snapshot of feedback themes:

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



12.5% Positive

71% Negative

Positive feedback was around:

- Other
 - Positive feedback from two members of the public around HWC's Trans Voices comic who showed interest in sharing on a blog and at their workplace



Negative feedback was around:

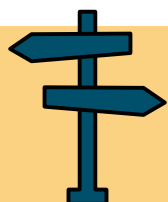
- Access to services
- Accessibility and reasonable adjustments
- Administration
- Integration of services and communication between professionals
- Prevention of diseases, including vaccination, screening and public hygiene
- Quality of treatment
- Referrals
- Service organisation, delivery, change and closure
- Waiting for appointments or treatment; waiting lists

Your experiences were:

A Deaf woman wanted to know if it was possible to make a complaint to the ICB via BSL. She has been referred to an NHS Talking Therapy Service and is unhappy as this is not a BSL accessible service and would require an interpreter.

She would like to discuss her mental health concerns with someone who understands BSL, such as Sign Health. Her GP refused to refer her to this service.

She has already tried to complain to her GP, and would like to make a complaint to the ICB.



Signposted to: Cumbria Deaf Association, Live Sign, British Deaf Association



A woman contacted us about her medical notes not reflecting her whole situation.

She has a history of self harm related to gender dysphoria, but would like her notes to explain that this only happened once, and that she has been told her mental health is a lot better.

She is concerned that these notes will prevent her from being able to have much needed care for urological complications experienced post surgery following a procedure abroad.

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 April..

- 2nd April: Caitlin (Research & Data Officer) & Suzannah (Communications & Administration Coordinator) engaged with the public in Carlisle City Centre with easter treats promoting our R.I.S.E. project around Youth Mental Health
- 10th April: Suzannah hosted a Wellbeing Drop In at Restore for Stress Awareness Month
- 15th April: Cockermouth drop in at Cockermouth Library
- 18th April: The HWC team and volunteers attended Tullie's Zine Fest launching our Trans Voices project comic book!
- 30th April: Caitlin attended the Cumberland Health Determinants Research Collaboration event collaborating with health and social care professionals around set research topics

In May..

- 7th May: Chloe (Engagement Manager) and Caitlin attended the Social Prescribing Report Launch with Cumbria CVS at Harraby Community Centre
- 15th May: Chloe & Suzannah attended the Secure Data Environment event at Maryport about NHS data sharing
- 17th May: The HWC team and volunteers attended Show and Tell at Bitts Park to speak about our R.I.S.E. project
- 26th May: The HWC team attended Upperby Gala to speak to the public about our Over 50s Cancer event and our R.I.S.E. project

In June..

- 4th June: HWC team supported Oxford University's Nuffield Department for Primary Care Health Sciences for an Over 50s Cancer event. The event featured pop up information stands from local cancer and health support organisations hosted at the People First Conference Centre
- 16th June: Caitlin presented our Safeguarding Voices project findings to Action for Health
- Multiple dates: HWC hosted R.I.S.E. workshops with young people at Carlisle Youth Zone and the Rock Project

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



49 people

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



1498 people

Were reached through our social media and newsletter

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.



A woman on behalf of her partner phoned us who is currently off work following a miscarriage. Her partner has had a gap in access to support and had previously been sectioned for mental health difficulties. He finally received another appointment last week and the nurse wanted to discharge him.

She feels this is highly inappropriate due to his suicidal ideation. The nurse advised she could refer him onto community services but he needs very high level support so they feel very stuck in what to do. She is worried about leaving him when she eventually goes back to work following her miscarriage.

HWC advised to contact these services regardless, so that some level of support is present in the meantime. It was recommended they contact the mental health team again, explaining their situation and how they feel discharge is not right for him with more support required.



Signposted by HWC to: Mind, Samaritans, CALM, SHOUT, NHS 111, Silent Footprints and Cruse Bereavement

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, there is no longer a feedback centre 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
Cumberland

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