

You Told Us

April – June 2026



You told us...

From April to June 2026, 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



General Practice (GP)



Inpatient Care/
General inpatients



Emergency
Department (inc A&E)

Themes



Waiting for appointments or treatment



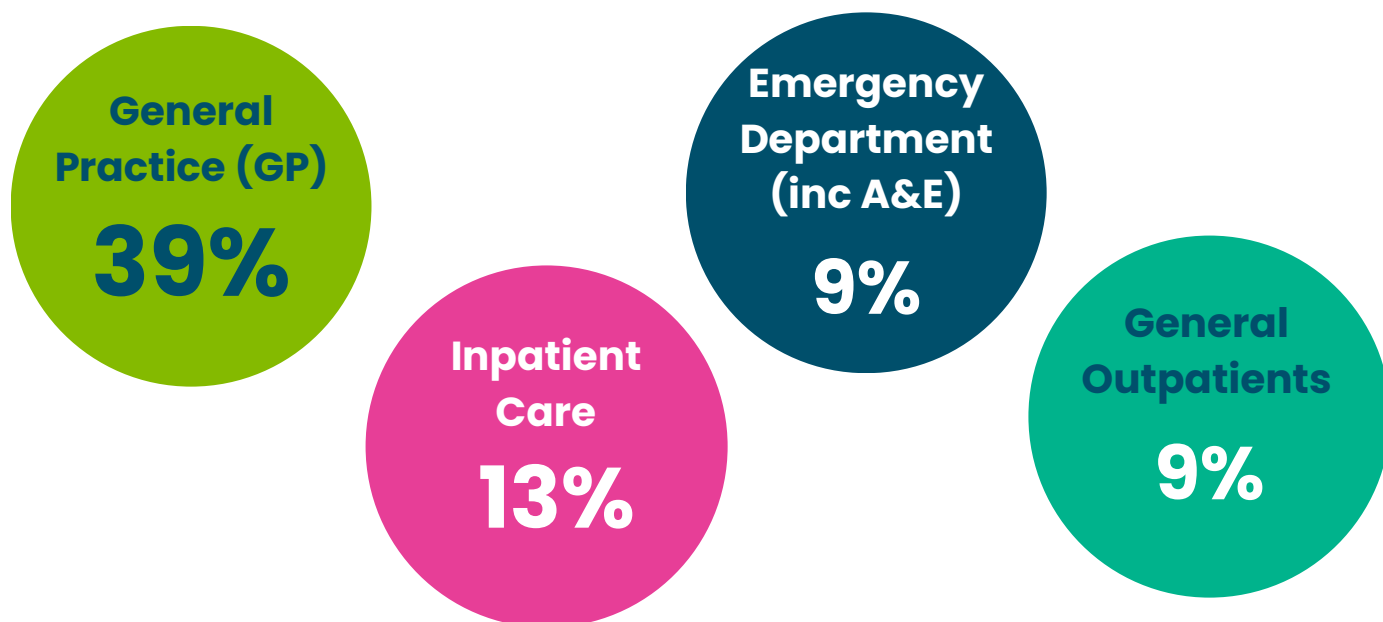
Medication, prescriptions and dispensing



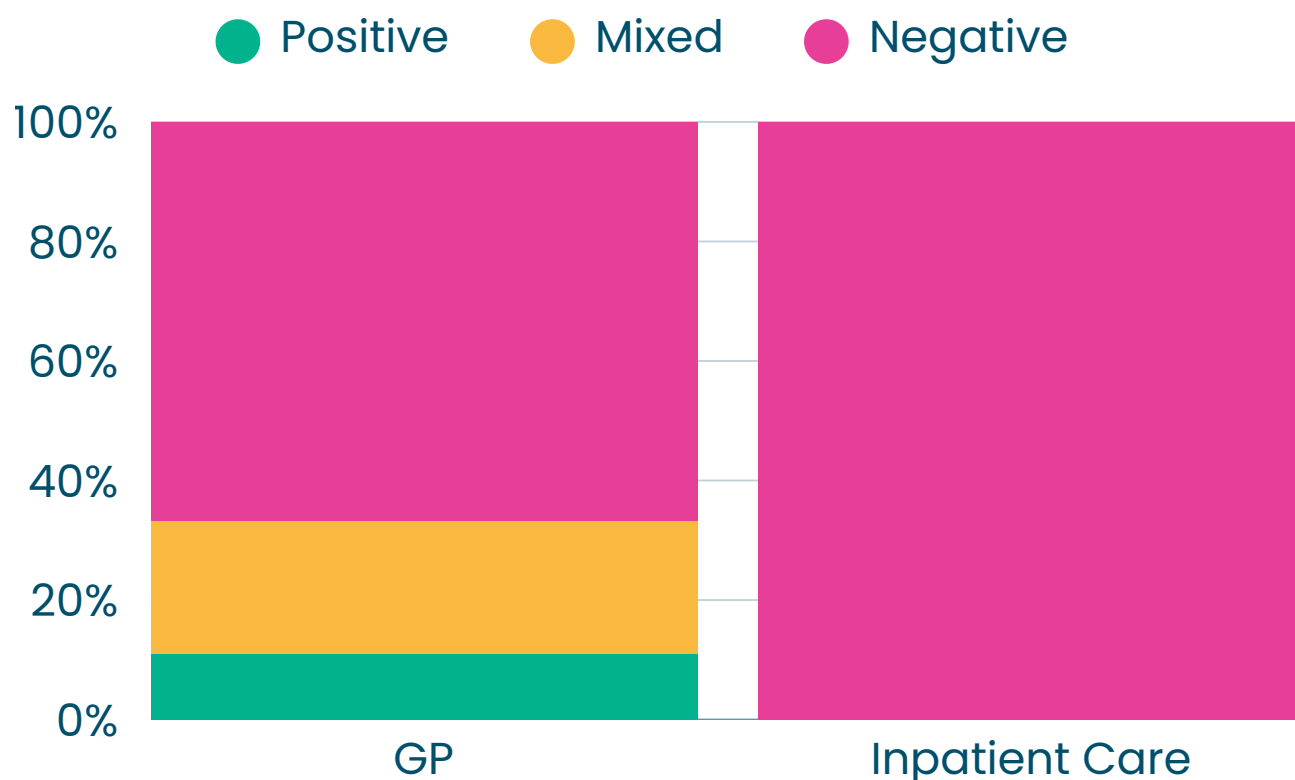
Communication with patients

Most common services you used

48 people submitted feedback between April and June 2026. These were the most common services to come up in feedback on Health and Social Care services in Westmorland & Furness.

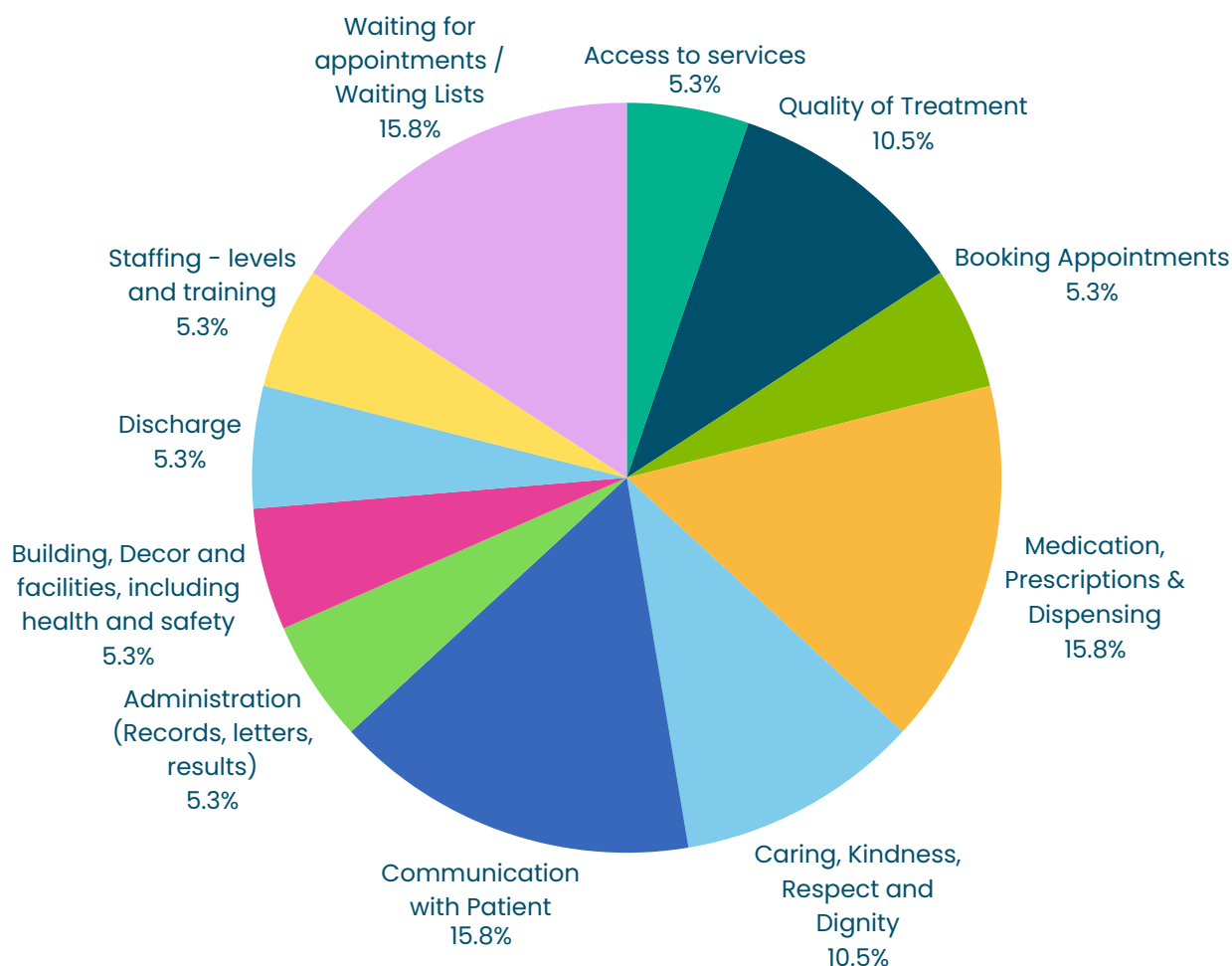


Patients gave us the most feedback about their GP and Inpatient Care, and this is how they feel (%)



Snapshot of feedback themes:

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



10% Positive

Positive feedback was around:

- Caring, kindness, respect and dignity
- Staffing - Levels and training

Mixed feedback was around:

- Access to services
- Administration (records, letters, results)
- Communication with patients
- Medication, prescriptions and dispensing
- Quality of treatment

60% Negative

Negative feedback was around:

- Accessibility and reasonable adjustments
- Booking appointments
- Building, decor and facilities, including health and safety
- Caring, kindness, respect and dignity
- Communication with patients
- Discharge
- Medication, prescriptions and dispensing
- Waiting for appointments or treatment; waiting lists

You told us...

Experience of getting a diagnosis of neurodiversity

HWW&F spoke with two young women with babies, both of whom had recently received a diagnosis of AuDHD (Autism and ADHD). One was greatly relieved, as it "explained a lot", the other was very emotional and confused, and felt she lacked support – including peer support. One woman who'd recently received an ADHD diagnosis and said she felt it helped her understand and accept herself.



Experience at the GP

A lady told us about her experience getting GP appointments. She has a long term condition which gives her difficulties with her mobility. She also has women's gynaecological issues which took her 7 appointments to be taken seriously. Her last appointment before getting a referral, she took a male friend with her to which the doctor finally agreed to look into things further after stating how 'inconvenient' her health issue must be for her 'husband'.

Our action: Signposted to PALS (Patient Advice and Liaison Service)



The Healthwatch Westmorland and Furness 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.

If you have an inquiry, or want to share your general experiences, call us on 0300 373 2820 or email info@healthwatchwestfurn.co.uk

Our actions this quarter were..

A snapshot of where we have been each month:

In April..

- Caitlin (*HWWF Research and Data Officer*) attended the 'Your Practice - Your Drop In' event in Glenridding. This gave residents of the rural area an opportunity to speak to local healthcare professionals and support services.
- Kate (*Assistant Head of service for Cumbria and Lancashire*) presented the HWWF Autism Pathways project and findings from 2024 at the Autism Expo in Barrow.

In May..

- Steve (*Operations Manager*) attended the Lancashire and South Cumbria NHS Foundation Trust Service User and Carer Forum in Preston
- Kate and Rohan (*Sessional Engagement Staff Member*) attended the Enhanced Partnership Forum to discuss the recently published 'Transport to Healthcare' report and speak with council staff, community group representatives and stagecoach staff.
- Kate went to the Eden Primary Care Network Kirkoswald GP Practice Health and Wellbeing Fair speaking to the community about their health and social care experiences. This gave the opportunity for the farming and rural community to meet their local health services and community groups.
- Kate also visited the Chatter Matters group at Penrith Leisure Centre.
- Rohan visited a Dementia Support Event in Kendal with some people identifying as carers being spoken with.

In June..

- Steve went to the Alfred Barrow Centre pop-up which a health centre providing various services such as Risedale GP surgery, Abbey Road GP surgery, Podiatry and Talking Therapies.
- Rohan attended the Carer Support event at Hindpool Community Centre speaking to the community about their experiences.
- Caitlin presented the Safeguarding Voices project at Action for Health discussing findings, recommendations and next steps with a captive audience of other professionals in health and social care.
- Steve went to Windermere Health Centre for an Enter and View visit speaking to staff and the community about their experiences at the centre.
- Rohan visited the Harri Bus on three occasions this month with 2 members of the public being signposted to services.
- Sue (*Healthwatch Lancashire Senior Engagement Officer*) attended the Living with MS event in Kendal on behalf of HWW&F.

Annual report

This quarter saw the publication of our 2025/2026 Annual Report, highlighting the work we have done over the past year, spotlighting our projects and sharing how we have helped to improve local health and social care services.



[Click here to read our 2025-26 report](#)



I just wanted to say a great read. Blown away by all the work you are carrying out in each part of Cumbria, together with the contribution to wider work [in the NENC ICB and LSC ICB] area. Such a wide range of activities and I loved how you had demonstrated the change you achieved. For example, I got a real sense of the shift on the transport work. I know it is a really challenging time. Great to see all the fantastic work that has been achieved over the last year.

Gavin MacGregor, Healthwatch England Head of Network Development

Our future priorities

As well as campaigns on access to GP and NHS dental care appointments, in 2026–27 we will look into the following issues. These are all issues highlighted in feedback received in 2025–26, as well as ICB and local authorities priorities, and the NHS 10-Year Plan.



Neonatal Voices

Neonatal families (those caring for a newborn in a hospital setting) represent a group whose experiences can be fragmented, time-limited, and emotionally intense, needing safe, compassionate and effective services. This project will identify gaps and opportunities across Lancashire and Cumbria, and inform Maternity and Neonatal Voices Partnership development.



Neighbourhoods

The NHS 10-Year Plan shifts care from hospitals to community, and the focus from sickness to prevention. This project will visit 'neighbourhoods' and ask communities about where and how they use health services, what they think of as their community, and what they need in the future to stay healthy.



Digital Exclusion

The third shift in the NHS 10-Year Plan is from analogue to digital. With an increasingly elderly and frail population, and often unreliable and poor internet connectivity, does that work for our communities? Where there are challenges, what solutions will support high quality, consistent care?



Ageing Well

Following on from Healthwatch Cumberland and Lancashire's Ageing Well projects, we want to find out what people need to be healthy and happy as they age. This project will focus particularly on farming and rural communities, wards with greater health inequalities, as well as social care and carers.

We went to...

From April to June 2026



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](#).

healthwatch
Westmorland
and Furness



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<https://wearepeoplefirst.co.uk/healthwatch-westmorland-and-furness/>