

You Told Us

July – September 2026



You told us...

From July to September 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, surveys and newsletter

We had the most feedback about...

Services



Emergency Department (inc A&E)



General Practice (GP)



Outpatient Care/ General outpatients

Themes



Access to services



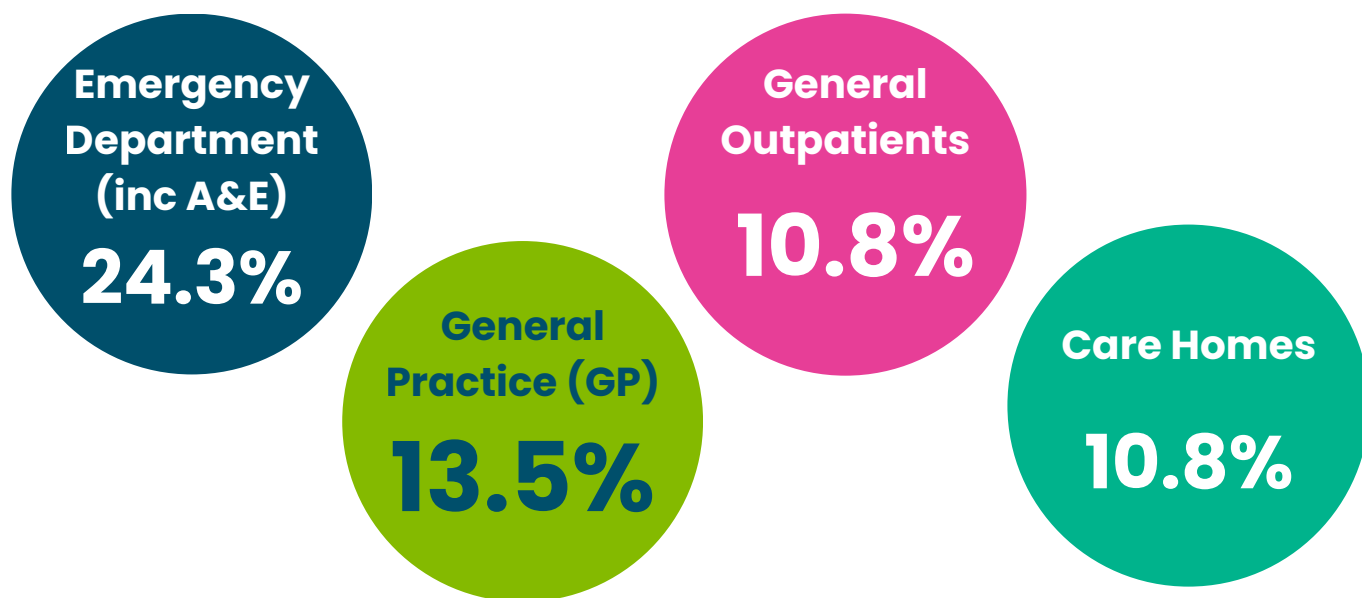
Communication with patients



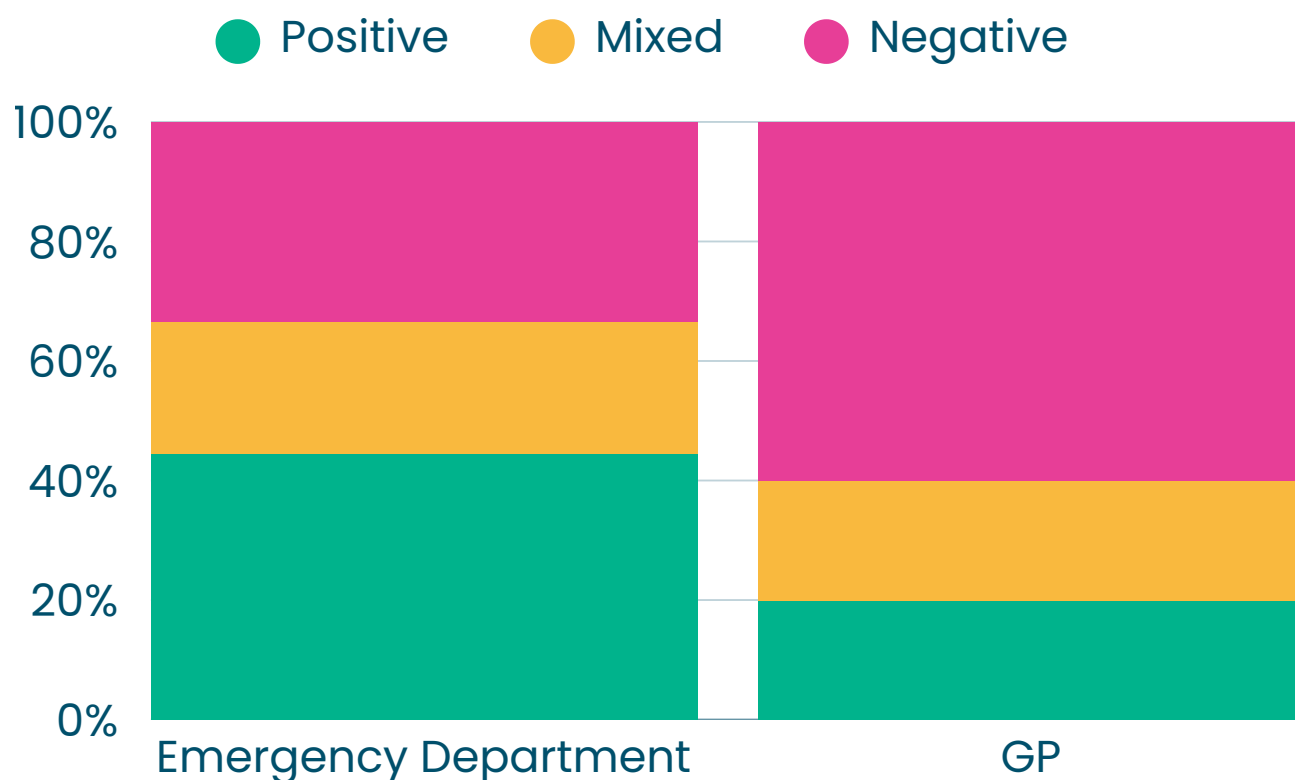
Waiting for appointments or treatment

Most common services you used

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

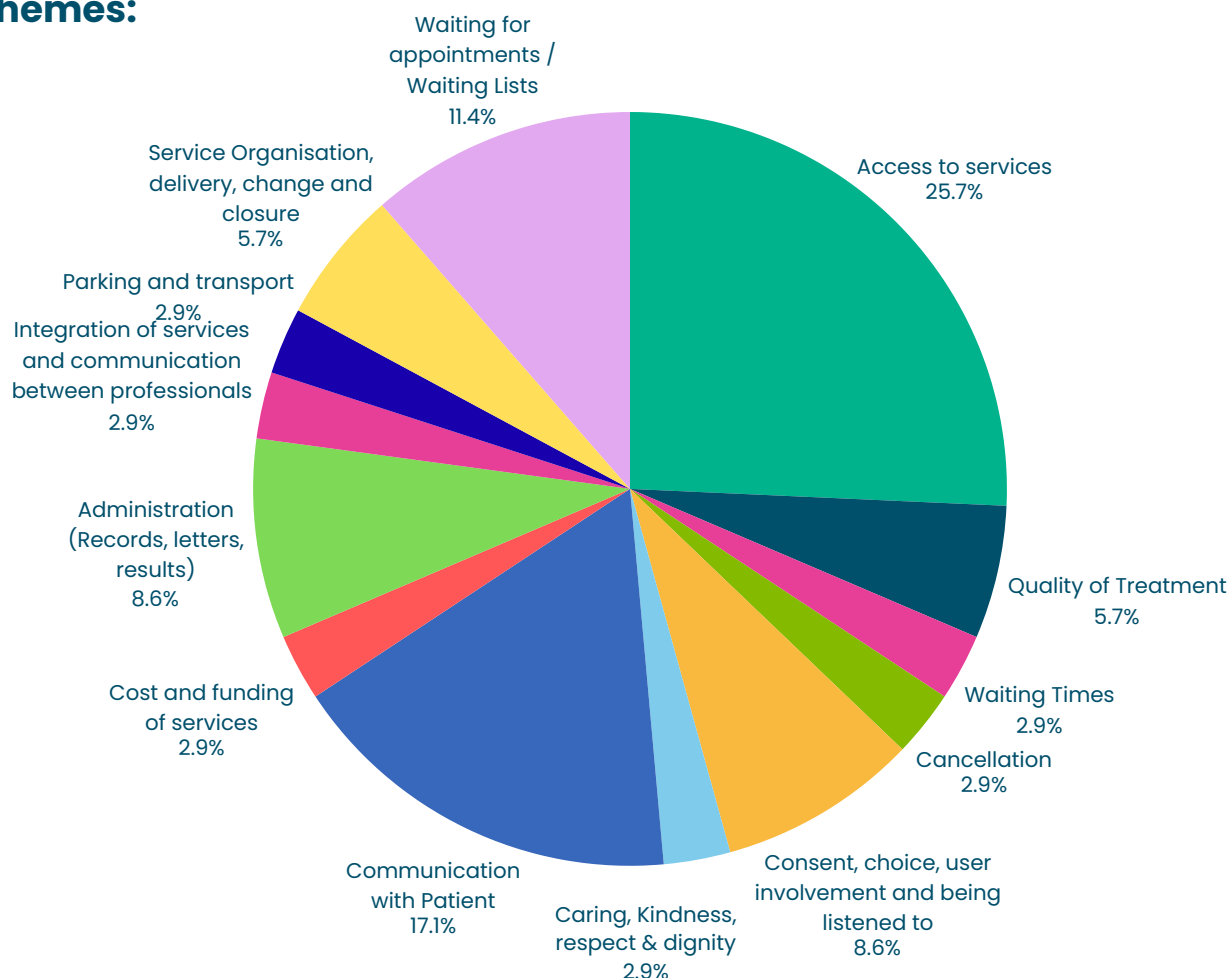


Patients gave us the most feedback about their Emergency Department and General Practice, and this is how they feel (%)



Snapshot of feedback themes:

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



25.6% Positive

43.6% Negative

Positive feedback was around:

- Access to services
- Accessibility and reasonable adjustments
- Caring, kindness, respect and dignity
- Communication with patients; treatment explanations; verbal advice
- Consent, choice, user involvement and being listened to
- Quality of treatment

Negative feedback was around:

- Access to services
- Administration (records, letters, results)
- Cancellation
- Communication with patients
- Parking and Transport
- Remote appointments and digital services
- Waiting for appointments or treatment; waiting lists

Mixed feedback was around:

- Access to services
- Communication with patients
- Consent, choice, user involvement and being listened to
- Cost and funding of services
- Integration of services and communication between professionals
- Service organisation, delivery, change and closure



You told us...

"I had experienced immense amount of pain in my abdomen over the past week. I came to Lancaster A&E, only to be told that there was a 6 hour wait, so I discharged myself and decided I would ring the GP and get a same day appointment.

The GP recommended going to A&E again as I might be able to get an ultrasound quicker than what he would. Came to A&E, everyone was lovely, but the wait was still 4 hours before I was seen by a nurse. Then referred to Gynaecology and waited a further 3 hours before I had seen anyone. Once I was called into the consultant's room, he said "what made you think it was gynaecological" as to which I replied I was referred by A&E.

He then said he would request a scan, so I asked how long it would take and explained that I go away in 3 weeks to Canada. He said it was a 6 week wait and to "get a scan in Canada". I was completely frustrated so decided to book myself a private scan for today, in which they have found an ectopic mass that has ruptured and is causing internal bleeding. If I couldn't have afforded this scan, I could have been in a lot of danger, and I think the consultant's behaviour was disgusting."

Our action: Feedback submitted anonymously.

"I saw two different doctors about my mental health and they were both so helpful and referred me on to the appropriate service, as well as following up afterwards to check how I was and whether that service had taken me on."

Our action: Feedback submitted anonymously.

"Generally can get an appointment at my GP surgery, but it is rarely with a GP. More often it is with a practice nurse, paramedic or associate practitioner. I have not pushed for a GP appointment, but sometimes, would feel more confident seeing one."

Our action: Feedback submitted anonymously.



You told us...

Experience in the Emergency Department

"Very poor communication. There was no available water and I waited 5 hours to see a Dr. It was only to get an X-ray and I had been referred by my GP. It was for a possible fracture and I was given no pain medication"

Our action: Feedback submitted anonymously.



Experience at the GP and referrals

A woman shared with us their difficulties following a hernia being discovered. They had all tests at Westmorland General Hospital for hernia.

They had acid reflux as a secondary issue and since been on reflux tablets but, they're not doing anything.

"I have been to see a surgeon and fight for tests for esophagus spasms and hernia, went to see a surgeon in August at Barrow hospital. He was condescending, said 'only god could fix it' and didn't help at all."

With spasms and not getting any help, they went to see GP again and explained esophageal spasms. They said there was nothing they could do but needs to see a specialist. They asked to be referred somewhere else, and GP said she would do it. They found out that the GP has put in the app 'patient wants to go private ', but they doesn't want to go private.

Our action: Signposted to escalate their complaint to the NHS Lancashire and South Cumbria Integrated Care Board

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 July..

- 2nd and 3rd July: We held a focus group in Windermere and visited Ambleside Library around the Applethwaite Green Care Home Consultation process to hear local resident views and experiences about the future of Applethwaite Green Care Home.
- 9th July: We visited Grisedale Croft in Alston Moor to hear from residents, relatives, carers and other stakeholders during the council care home consultation process.
- 13th July: We attended the Lakes Medical Practice open day in Penrith promoting Healthwatch Westmorland & Furness and offered signposting support to local people.
- 24th July: We held a pop up at the 'My Community' Eden Family Fun Day to engage with families around their experiences of health and social care.

Care Home Consultation Engagement

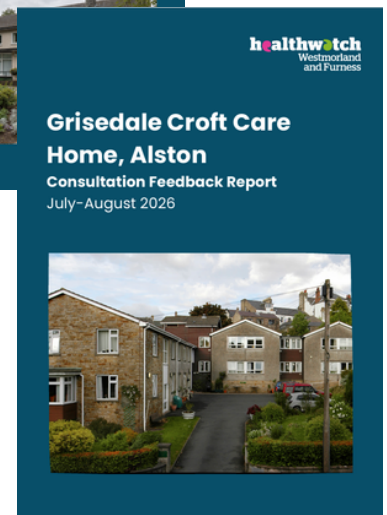
Healthwatch Westmorland and Furness engaged with residents, relatives, staff and members of the community regarding the consultation on the future of Applethwaite Green Care Home in Windermere from June to July.

In July and August, we visited Alston on 6 occasions to hear feedback from the community on their views of the Grisedale Croft consultation.

57 people shared their views with us

To read our Applethwaite Green Care Home Consultation Feedback report, click [here](#).

For our Grisedale Croft Care Home Consultation Feedback report, click [here](#).



Our actions this quarter were..

A snapshot of where we have been each month:

In August..

- 4th August: The team visited the 'Together At the Movies' community event in Bowness, engaging with the community with a group identifying as carers.
- 14th August: We visited Nenthead to speak to more local people about their views of the Grisedale Croft care home consultation.
- 24th August: We visited Barrow Library for the Rag Tag Armed Forces families community event to offer signposting support and an opportunity for this group to share health and social care experiences with us. This is a new event to help battle isolation & to gather support for other families.
- 27th August: The team attended the Be Well Community event in Dalton-in-Furness, which encourages people to get together and take part in healthier lifestyle activities.

In September..

- 1st to 11th September: The team spent 5 days over this period engaging with local people in Kendal about their usage and experiences of Urgent Treatment Centre. This was a partnership project between HWWF and the NHS Lancashire and South Cumbria Integrated Care board.
- 8th September: We attended the Eden Primary Care Network Practice Roadshow in Kirby Stephen. These Practice Roadshows bring together services and third-sector organisations for raise awareness of the support available to the local community.



Report coming soon..

Kendal Urgent Treatment Centre Engagement

To better understand public awareness, use and experience of Kendal Urgent Treatment Centre, Healthwatch Westmorland & Furness, in partnership with Lancashire and South Cumbria Integrated Care Board, created a survey to engage with local residents and service users.

2,045 people completed the survey, providing valuable insight into awareness of UTCs, confidence in navigating urgent care pathways, experiences of attending Kendal UTC and priorities for improving the service.

We went to...

From July to September 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



0300 373 2820

info@healthwatchwestfurn.co.uk

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