



## You Told Us Report Oct – Dec 2025

A snapshot into the work our engagement team are doing in Lancashire gathering your experiences.

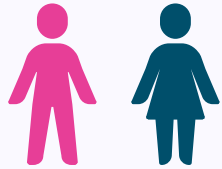
01524 239100



[info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)



People Engaged  
With



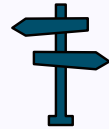
**527**

Feedback  
Received



**154**

Total People  
Signposted



**27**

Total  
Engagements



**28**

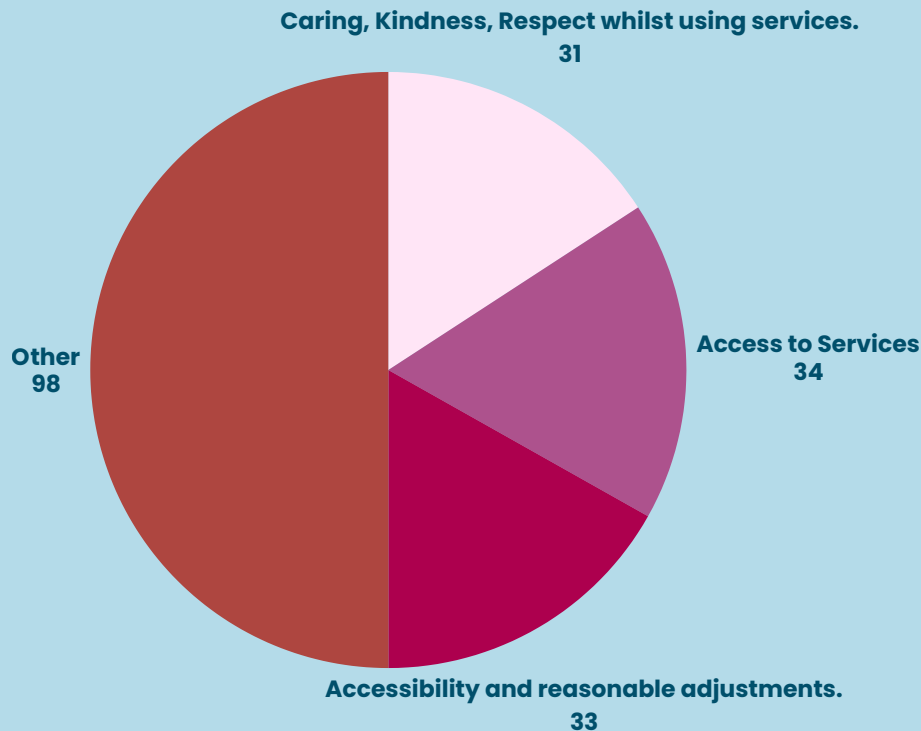
## Projects

Disability Transport and Accessibility: Engagement complete and report currently being reviewed.

Ageing Well Without Family: Engagement concluded with analysis and report being written.



# Feedback Themes



*"Why is Adlington Clinic not being utilised enough?*

*I feel it's so underused; we used to go there for blood clinic appointments all the time, but this seems to have stopped now.*

*They are sending up to Fulwood when we have a clinic on our doorstep."*

*"I have failing kidneys, a stent, I'm visually impaired (Macular) have poor mobility and lots of other medical conditions.*

*I live on my own and am estranged from my children. I literally have no one. I've been bleeding a lot and went to my doctors. My GP is great but the consultant is just ignoring us.*

*I rang 111 and they told me to go to A&E but I can't get there. I don't have much money and can't afford taxis, you also can't get Patient Transport on the weekend.*

*I ended up going to Whitegate Drive [Blackpool Walk-In Centre], they gave me antibiotics which helped for a while but as soon as I finished them everything came back."*

# Our Impact

## Ribble Valley Health and Wellbeing Partnership

Healthwatch Lancashire sought to support better health outcomes in Ribble Valley related to transport, mental health and addiction in the area.

For this to be achieved, Healthwatch Lancashire have shared various pieces of project work to support new initiatives, including our Disability Voices and Waiting For Wellness.



RIBBLE VALLEY  
**HEALTH & WELLBEING**  
PARTNERSHIP

## Action

The local council authority has established a health and wellbeing partnership with several distinct targets and priorities, which have been informed by reports from other service providers and our own work plan. Reports that have been used are: Waiting for wellness, Who can help me, and elements of the Disability Voices work will form some of the rationale for this partnership



The Healthwatch Lancashire team would like to thank everyone who has shared their experiences with us this quarter.

Your feedback is vital to us. The Healthwatch Lancashire team are available to talk between 9 am and 5 pm, 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 enquiry, or want to share your general experiences, you can call the office on **01524 239100** or email us at **[info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)**

