

You Told Us

What have we heard in August?



We listen

Each month, we analyse the feedback we receive to get an overview of the most common themes within health and social care in Lancashire.

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 people if people need further support or want to make a complaint.



We engaged with 322 people



We heard the most about:

GP services

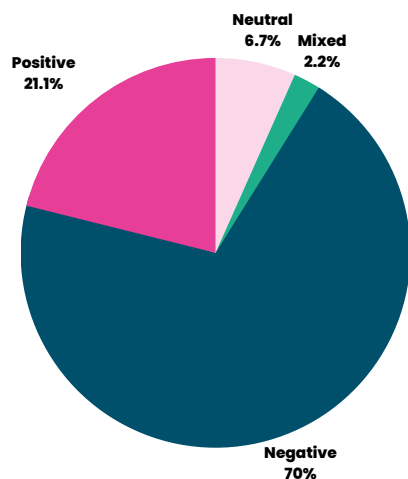
Other frequent services we received feedback about:



- **Dentists**
- **Hospitals**
- **Supported Living**

“I struggle to make appointments at this surgery. I did get one last week but they asked me to send a picture of my ailment to them but I don't have a mobile and they didn't give me an alternative.”

Your experiences were:



“I was looked after by the cancer team and they were incredible. They supported me through my operation and the staff were so dedicated. I had all the details I needed after I left as well .”

GP Services

- Feedback was mixed regarding getting a GP appointment, with positive and negative feedback received.
- Some staff are often rude and unhelpful
- There can be a lack of updates on long-term conditions

Dentistry

- People cannot register with a local dentist
- NHS website doesn't keep dental services updated
- Patients feel rushed during their appointment with a lack of explanation or treatment of condition

Hospitals

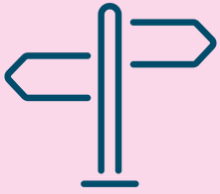
- Mixed feedback about maternity services with positive feedback received about the staff and negative feedback about feeling pressure to breastfeed.
- Negative feedback was received about phlebotomy/blood tests including the blood clinic at Chorley Hospital moving and patients being unable to find its new location and feedback from a phlebotomist about not having enough time with patients.

Supported Living

- One person shared feedback about not being able to find a suitable service after being referred to an unsuitable dementia service
- Long waiting times for assessments
- Negative feedback about carers and a lack of care provided

My friend is a mum of a 20 year old with a disability. She still wears nappys and we cannot find an assisted living facility for her. She has only been referred to dementia units which isn't suitable for her as she doesn't have dementia. There is a lack of assisted living services for her disability in Lancashire. We cannot find anything.

Our actions were:



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

Feedback about Maternity services has increased. In response, we have started to plan a programme of Maternity Enter and View visits to investigate patient experience.

Access to GP services is still the most frequently raised concern and so we are continuing with Enter & View visits within GP surgeries to highlight good practice and areas of improvements to services.

The Healthwatch Lancashire 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 01524 239100 and we'll be in touch.

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.healthwatchlancashire.co.uk