

# You Told Us

## What have we heard in September?



# We listen

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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 395 people**



We heard the most about:

**Hospitals**

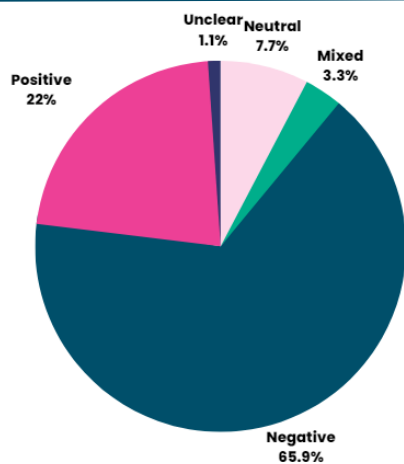
Other frequent services we received feedback about:



- **GPs**
- **Dentists**
- **Prison Health Care**

*“I have a big problem getting into this surgery it is so hard. You ring first thing in the morning, and you never get through. They have no app to make appointments either.”*

# Your experiences were:



*“Despite having that I am visually impaired on all my notes, all communication from the NHS I get around my healthcare is via letters and/or leaflets that I can't read because of my visual impairment.”*

## Hospitals

- Some people felt that there was a lack of communication between the hospital and patients
- Some service users felt that there should be reasonable adjustments put in place to make their visit easier
- Service users attending the Hearing Clinic felt happy with their care and treatment

## GPs

- People are still struggling to book appointments
- Some patients felt that reasonable adjustments should be put in place for vulnerable patients and their carers
- Some service users felt that their GP surgery was good

## Dentists

- People are still struggling to register with an NHS dentist

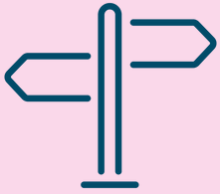
## Prison Health Care

- Positive feedback from a service user who received prompt medical care
- Some of the service users felt that they were prescribed paracetamol without a proper consultation
- One person felt that there was a long delay in obtaining their medical records

*“My medical records don't follow me, it's really difficult as it's out of my hands. They usually arrive eventually but can take a really long time which means I don't always get the healthcare I need straight away and they won't do anything without my records”*

# Our actions were:

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

**We received feedback about a Mental Health Rehabilitation Service and as a result we conducted an Enter & View visit. Our findings informed a series of recommendations which have been sent to the provider to help improve the service.**

**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](http://www.healthwatchlancashire.co.uk)