

# You Told Us

## What have we heard in October?



healthwatch  
Lancashire

Read our latest  
report

Waiting for  
Wellness:

An investigation into people's experiences and  
the accessibility of mental health services in  
Lancashire.

# 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 518 people**



We heard the most about:

**Access to GP services**

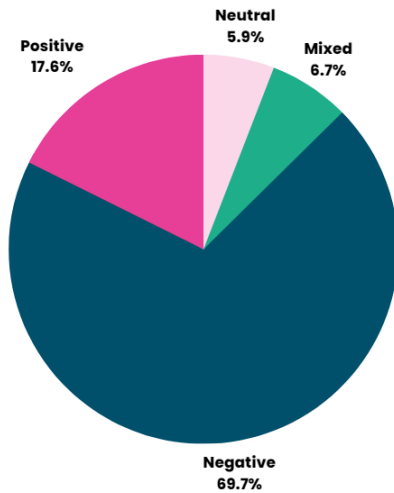
Other frequent services we received feedback about:



- **Hospitals**
- **Dentists**
- **Adult Social Care**

***“I had to drive round the car park four times - no spaces so I had to drop my relative off for their appointment otherwise I would have been late.”***

# Your experiences were:



*"This surgery is very good, I ring up in the morning and can't get an appointment that morning, but they always have one the next day."*

## GP Services

- People are struggling to get appointments at some GP Surgeries, whilst at other surgeries patients find it easy getting appointment
- Some patients feel there is a lack of communication around medication
- Patients felt that they received a good service due to the staff being supportive and helpful

## Hospitals

- People told us that there are long waiting times when attending A&E
- Patients felt that car parking is expensive, and it is a struggle to find spaces
- A relative felt their family member wasn't listened to and were discharged too early.

## Dentists

- People are still struggling to find an NHS dentist in Lancashire
- Some people are telling us that the dentists they are registered with are going private
- One patient told us that they have had to go private even though they cannot afford to.

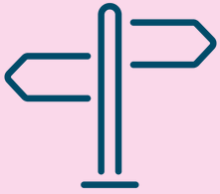
## Adult Social Care

- Carers have commented that they don't feel they have been listened to and their comments disregarded when discussing the care of their relative
- Comments about poor access to respite care
- A relative felt that there was a lack of communication between them and the social worker

*My relative was in hospital, and I told them that they were deaf and would need everything written down. They didn't have anyone available to communicate with them, so they became quite distressed and called me, I had to tell the nurses several times they were deaf and every time they rang me they didn't know.*

# Our actions were:

---



## 22

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

In October, we published our **'Waiting for Wellness'** report. One key theme which emerged was the experiences of young people. We have started a second phase of this project to investigate young people's experiences further.

**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)