

You Told Us

What have we heard in
November?



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 419 people



We heard the most about:

Access to GP services

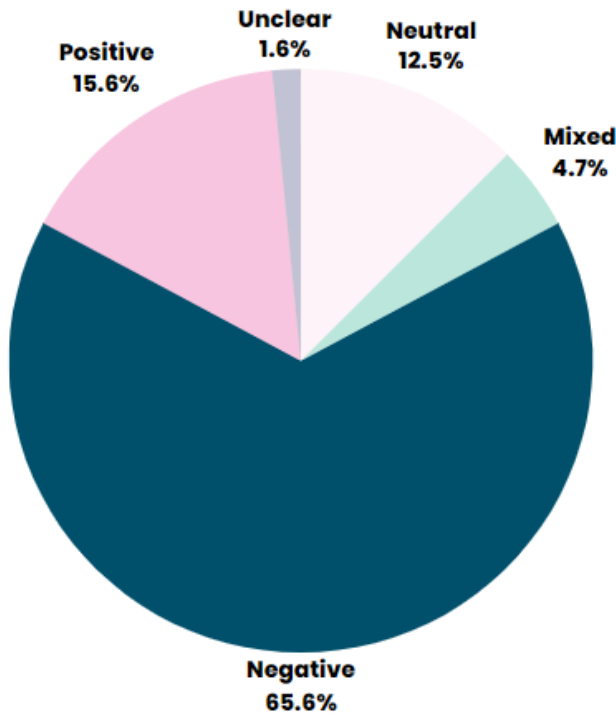
Other frequent services we received feedback about:



- **Hospitals**
- **Dentists**

“I was taken to A&E and spent over 9 hours on a trolley in a corridor, it was awful.”

Your experiences were:



"This is a very good surgery, they are very supportive and I always get an appointment. Everytime I go I feel I get checked over fully."

GP Services

- Patients feel that everything is going online e.g. GP appointments, and ordering prescriptions which doesn't cater for everyone's needs.
- People are still struggling to book appointments with their GP Surgery
- One patient shared that they think there needs to be more support for Carers

Hospitals

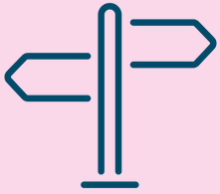
- People told us that there are long waiting times when attending A&E or appointments
- One patient reported that the signage around hospitals is poor
- Some people stated that their appointment had been cancelled without reason

Dentists

- People are still trying to register with dentists taking on NHS patients
- One patient stated that they had been on the waiting list for a dentist for 5 years
- A patient wanted to raise a complaint that their dentist had lost their records.

I took my relative for a blood test last week and couldn't park so I dropped them off at reception whilst I found a space. It took me 40 minutes to get a space, by then I went in to find the clinic had moved and they had walked all that way on their own. They have COPD, elderly and visually impaired. It had taken them 35 minutes to get from reception to the blood clinic. By the time I arrived they were really unwell and struggling. This should not have happened.

Our actions were:



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

'Our Voice in Health & Social Care' BSL Users

We have been carrying out engagement with members of the Deaf Community and the barriers they are facing when accessing health and social care, which we will be publishing in 2024.

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