

# You Told Us

## What have we heard in January?



# 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 **256** people



We heard the most about:

**Booking GP appointments**

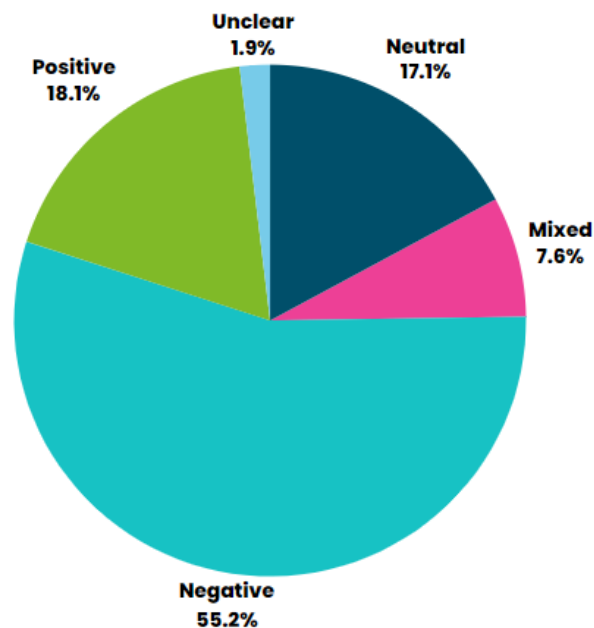
Other frequent services we received feedback about:



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

***“It took an age to register myself [with a GP], it should be easier. I haven't shared this with anyone else as I don't know how.”***

# Your experiences were:



*"I went for my smear test and the nurse was very rude with me, she assumed I wasn't sexually active as I was in a wheelchair and said you don't need this test."*

## GP Services

- Some BSL users are finding it difficult to get an interpreter
- One patient felt that their child was always able to get an appointment, but the parent struggled
- When people do get an appointment, they were happy with the service they received.

## Hospitals

- One patient had been waiting a long time for results from the hospital
- Patients stated that there were long waits in ED
- A patient found that the hospital they visited wasn't clean and security did nothing about anti-social behaviour.

## Dentists

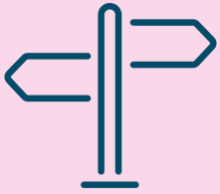
- One patient stated that moved to Lancashire 4 years ago and has just registered with a dentist this month. Their first appointment is in 4 months time
- Some people are still struggling to register with an NHS Dentist
- A patient said that they feel lucky that they have an NHS Dentist.

## Sexual Health

- Young people do not know where to go for sexual health support in Lancashire
- Young people rely on their peers to know what services are available and where to go

# Our actions were:

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## 25

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

### **Our Voice – British Sign Language (BSL) Users**

We have completed our engagement with BSL users across the County. As part of the project, we gathered experiences from people who use BSL and explored the barriers they face when accessing health and social care services. Look out for our report which will be published soon.

We have heard from young people that they do not know what services are available to them for their sexual health. As a result, we will continue engaging with young people on this topic until the end of March to gain a more representative insight.

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)