

# You Told Us

## What have we heard in March?



# 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 489 people**



We heard the most about:

**GP services**

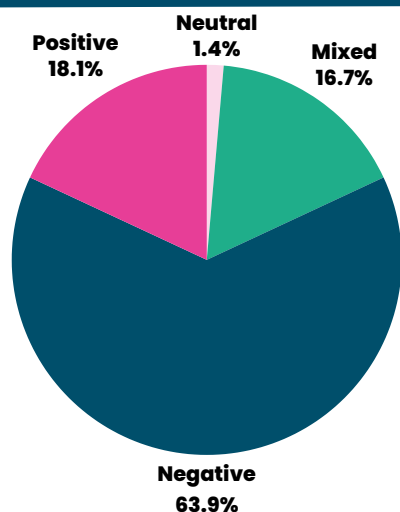
Other frequent services we received feedback about:



- **Hospital**
- **Mental Health**
- **A&E/Ambulance**

I had a great experience in A&E and then the Acute Medical ward. I was not in a bay but in the corridor as there was no room. All the way through, my care was second to none. I didn't care I wasn't in a bay because I just needed to get rid of the pain, they gave me all the right medication and care.

# Your experiences were:



My relative was taken to the acute frailty unit at Royal Preston Hospital and they were incredible with him. They then moved him to the cardiac ward but unfortunately the care there wasn't very good. They took away his Zimmer frame and it was noticed that the buzzers weren't being answered very quickly. I went to see him and he was bursting for the toilet and said he'd been ringing it for some time but no one came.

## GP Services

- Difficulty in getting an appointment due to having to ring the practice at 8am for an appointment and when they get through all appointments have gone.
- Five people shared they they receive a lack of or no support for their mental health from their GP.
- Some patients praised their GP practice for offering a personal service with staff treating them with respect and care.

## Hospital

- Four people shared that they have been waiting several months for a diagnosis.
- Three people shared their poor experience of being a hospital inpatient with a dual diagnosis. They did not feel informed about their care or trusting that they were receiving the right care.
- Positive feedback given about caring and attentive staff.

## Mental Health

- Lack of support given, with seven people sharing that they did not feel that staff took their concerns seriously.
- Long waiting lists for appointments and support.

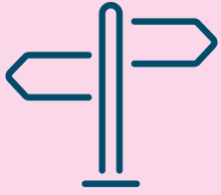
## A&E/Ambulance

- Mixed feedback overall.
- Positive feedback received about caring staff and excellent care.
- Negative feedback about long waiting times in A&E. One person shared their experience of their relative being taken off oxygen and dying as a result, and family were not present.

I cant fault my surgery at all. They are great and know the patients by name which gives it that extra little touch.

# Our actions were:

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## 28

People were signposted to the right place to get further assistance and help

We continue to hear negative feedback about a mental health service in Lancashire. We are in close contact with the service provider to amplify these concerns and we are working together 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.

We have just embarked on our latest project 'Who can help me?' which will explore the experiences of carers supporting someone with a neurological condition, after hearing from carers about the lack of support received.

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)