

# You Told Us

## What have we heard in April?



# 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 577 people**



We heard the most about:

**Hospital services**

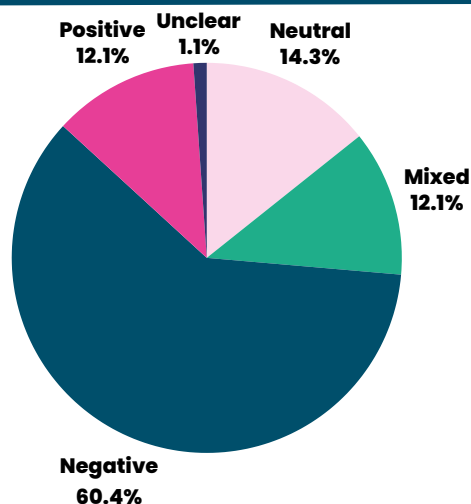
Other frequent services we received feedback about:



- **GP**
- **A&E/Urgent Primary Care**
- **Dentistry**

Since Covid, I have seen significant deterioration in GP services. Getting an appointment is impossible. My health has deteriorated as I haven't been able to access healthcare when it was required. When you do eventually get an appointment, I've been made to feel that my concern is insignificant and I've wasted the Drs time.

# Your experiences were:



It turned out I had a CVST and massive brain hemorrhage. I was in hospital for 9 weeks, 6 of which I have no memory of. It was 50-50 I'd survive. I now have a brain injury and had to learn to speak and write again. It's destroyed my life. That day I visited the walk in centre, I should've been seen by a doctor not a nurse. Checking my health records online, I had very high blood pressure, which with my symptoms, should've been a red flag. The nurse that day could've resulted in my death and her failure has ruined my life!

## Hospital services

- Patients are waiting a long time for an appointment after being referred to a department, with some waiting over two years.
- Some patients shared that their appointment kept getting delayed or cancelled.

## GP

- People shared their experiences of GPs and other staff at GP's poor communication with patients about their concerns and poor staff attitude.
- It can be very difficult to get a GP appointment and feedback shows that appointment booking and availability differs largely between GP practices.
- Positive feedback about the care and treatment received.

## A&E/Urgent Primary Care

- Mixed feedback about the quality of care/treatment received. Some people shared their experiences of receiving excellent treatment but four people shared poor experiences including being offered medication which they shouldn't have due to medical conditions, not being seen by the appropriate medical professional and being discharged too early.
- Long waiting times to be seen at A&E.

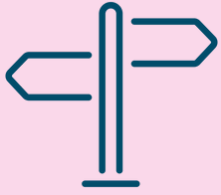
## Dentistry

- Everyone (but one) who left feedback about dentistry shared their experiences of being unable to get an NHS dentist.
- People cannot afford private dentistry treatment but cannot get an NHS dentist.
- The one person who had a dentist left feedback about their emergency dental appointment due to their dentist being closed on a Bank Holiday.

Been referred to cardiology, but they have a back log of 2 years, so having trouble getting an appointment.

# Our actions were:

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## 76

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.

As we continue to hear a high volume of feedback about Hospital services, we had been conducting pop-up events at Hospitals across Lancashire. In April, we attended Ormskirk District General Hospital and Blackpool Teaching Hospital.

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)