

You Told Us

What have we heard in June



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 308 people



We heard the most about:

GP services

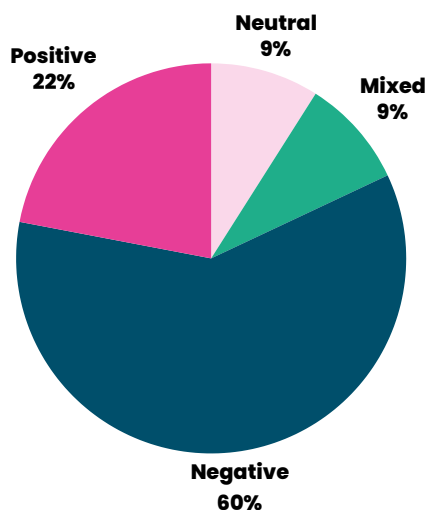
Other frequent services we received feedback about:



- **Orthopedics**
- **Oncology**
- **Accident and Emergency**

I've got an appointment next week at the hospital and before I've even got there, I'm worried about parking and travel. I've been before and was unable to park so it's really put me off parking. It's stress I don't need before I've even got to my appointment.

Your experiences were:



I have been with my doctors now for many years and I cant fault them. They went online but let anyone who didn't have access to online still ring and book an appointment. i was very nervous and they reassured me that I can still ring and book in the morning and there would be no pressure to go online.

Orthopedic services

- I have been waiting months for a hip replacement and haven't heard a thing. I know that waiting lists are long but they could at least acknowledge I'm on the list and give me an idea of how long I'll be waiting. It's really impacting on my life as I'm in a lot of pain and struggle with walking
- I absolutely can't fault the orthopaedic department at RPH. We got an appointment very quickly, the staff were brilliant and we were seen and dealt with very quickly and efficiently.

Oncology

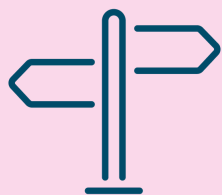
- People shared their experiences of Oncology services, describing mixed experiences with waiting times for referrals and treatments.
- People shared that they felt the care that they received from services, particularly Rosemere Centre for Cancer at Royal Preston, was excellent and that they valued the support from staff.

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 departments across the county.

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Our actions were:



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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 continue to work with our partners at local hospital trusts to make them aware of these issues.

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