

# You Told Us

## What we heard in October 2024



# You told us...

## ...we listened

---

Each month we analyse the feedback we receive to get an impression of the most common issues within the health and social care landscape in Lancashire.

This feedback informs our future engagement work and highlights any issues that we may need to escalate directly to a health and social care provider. We encourage people to share their experiences with us, and we offer information and signposting if people need further support or want to make a complaint.



**This month we engaged with 474 people**



We heard the most about:

**GP services (47% of all feedback)**

Other services we frequently received feedback about included:

- **Dentists**
- **Hospital services**
- **Care homes**



# Your experiences:

---

## GP Services

- We regularly conduct Enter and View visits at GP's surgeries (see our Enter and View reports on our website) and speak to many patients using these services.
- People also call us or leave feedback on our website's Feedback Centre.
- Some of this feedback is positive, but common problems continue.
- It remains difficult for people to get same day appointments at many surgeries, although there are exceptions.
- Other people report feeling frustrated by long waiting times on the phone, and occasionally by rude or unhelpful receptionists.
- Communication is also an issue. One person (quoted below) stated that they would like to be informed of the outcome of tests, even if there was no problem. This would alleviate the anxiety that comes with waiting for results.

“

I waited over two weeks for the results of a blood test, and it was a very anxious time. When I didn't hear anything I spoke with the receptionist, who told me they only let you know if there's a problem. Why can't they let us know even if everything's ok then we're not worrying ourselves sick?

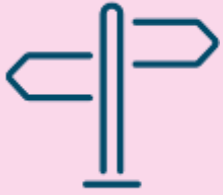
”

## Dentists

- Many people in Lancashire, as elsewhere in the country, are struggling to access an NHS dentist.
- This might be because they have moved areas, or because they did not use the service for many years and were taken off the books.
- Whatever the reasons, it is caused serious access issues, and sometimes results in heavy fees when people need to go to private providers.
- If you are struggling to access an NHS dentist in Lancashire and have a dental emergency, please call LSCFT dental services on 0300 1234 010.

*I need eight fillings but there are no vacancies for NHS patients in my area, so I now face a bill of over of £1,500 for the work.*

# What did we do?



## 25

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



## 3

The number of Enter and View visits conducted by the Healthwatch Lancashire team

Your feedback shapes the Enter and View visits we undertake and the focus of the many engagement events we attend across Lancashire. Please contact us by phone if you have a concern, or leave a message on our website's feedback centre (see further details below).

The Healthwatch Lancashire team would like to thank everyone who has shared their experiences with us this month. Your feedback is vital to us!

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.

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)