

You Told Us

What we heard in February 2025



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 729 people



We heard the most about:

GP services (41% of all feedback)

Hospital (18% of all feedback)

Other services we frequently received feedback about include:

- **Dentists, Adult social care and Pharmacies**



Your experiences

GP Services and positive feedback

- Our monthly 'You Told Us' reports regularly feature feedback from patients who have struggled to get the care they need from GPs surgeries. Many people struggle to get same-day appointments, and often wait weeks if they request to see a particular doctor.
- However, amongst this negative feedback are many positive experiences which we don't always have space to mention. This month we want to highlight these good experience of care.

"I was in hospital seriously ill just before Christmas and since I've been home my GP has rung a few times just to see how I am. They are an excellent GP and a first-rate service."

"I am undergoing treatment for breast cancer, and I can't fault the care and treatment I have received. The GP practice has been exemplary and always make time for me even if it's just to see how I'm doing. Hospitals have been excellent too, so far I've been at Preston, Blackpool and Kendal, and all of them have been fantastic. I've been seen quickly and am now on the final stages of my treatment."

"I had a really positive experience with ISSA medical as my family member was really poorly and they came out to the home and helped support us as we couldn't get them to the GP practice."

"Worden are very good. They are easy to get in contact with and always fit me in with someone. You don't always get to see a dr but when you are seen they are brilliant. They always try and give you an appointment with somebody who can help."

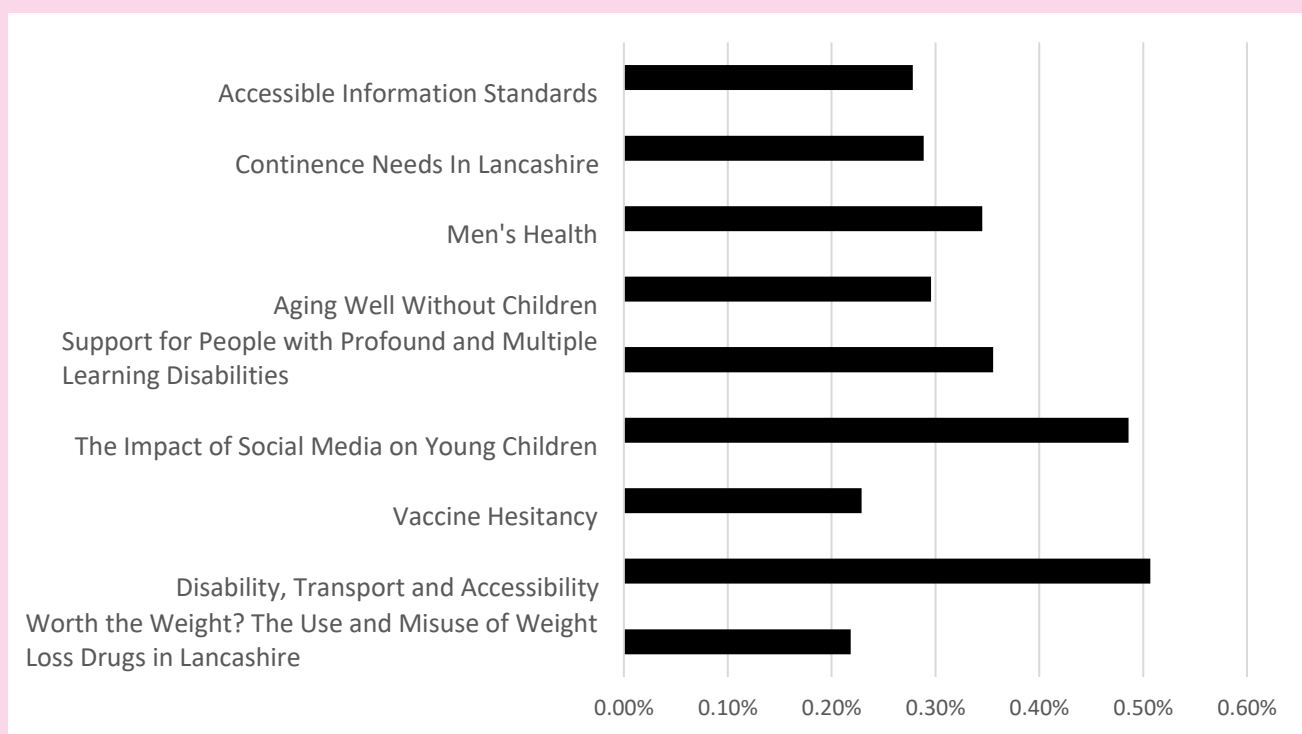
-
- We regularly conduct Enter and View visits at GPs services (see our Enter and View reports on our website).
 - If you would like to leave a review of a GPs surgery, please refer to our Feedback Centre: [Find a service Healthwatch Lancashire](#)

In the spotlight – 2025 projects

Each year, we conduct research projects and publish reports with recommendations to improve services in Lancashire. This year, for the first time, we invited the public to help shape our work.

On 19th February, we launched a survey asking people to choose their top priorities from a list of nine topics. We were thrilled to receive 289 responses! A huge thank you to everyone who took part.

Here are the results:

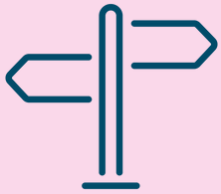


Based on your feedback, we will be undertaking four research projects this year:

- The impact of Social Media on Children
- Aging Well Without Children
- Disability, Transport and Accessibility
- Men's Health

Watch this space for more information!

What did we do?



83

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



2

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