

# You Told Us

What we heard in March 2025



# You told us, we listened

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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.

The feedback shapes our future engagement work and project work, and highlights any issues we need to escalate to service providers or governing bodies. We encourage people to share their experiences with us, and we offer information signposting if people need further support or want to make a complaint.



**This month we engaged with**

**5 3 7 people**



**We heard most about...**

**GPs services (41% of feedback)**

**Hospitals (21% of feedback)**

# Your experiences

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## GPs services

We have received mixed feedback on GPs surgeries this month. Many people have reported positive experiences of care. Negative experiences tend to be caused by difficulties booking appointments and poor communication.

One person contacted us to report that they had received a text message from their GP surgery asking them to book an appointment with their GP to discuss test results. Concerned, they phoned the surgery but were unable to get a same-day in-person appointment. Instead, they were offered a telephone consultation. They experienced considerable anxiety while waiting for the call, only to be told that everything was fine. This caused them needless distress, which could have been avoided if the results had simply been shared via text or voicemail.



## Hospitals

We also heard from a couple who shared details of their distressing experience at a Maternity Unit, which highlighted issues resulting from an overburdened induction system. The couple arrived at the hospital without knowing that there was a 3-5 day wait for inductions. They only found out after spending a day in the hospital. This lack of communication left them angry and frustrated. Although the medical care they received during the birth was excellent, the couple's experience was seriously overshadowed by the length of time they had to wait, and what they described as the poor communicative and administrative processes which caused the problem.

Healthwatch Lancashire are currently running a survey on maternity care and would love to hear your experiences by completing the following survey: <https://www.smartsurvey.co.uk/s/O6660G/>



## In focus:

# Mental Health and Wellbeing Day

In 2023, Healthwatch Lancashire launched a project with children and young people called ***Waiting for Wellness***, aimed at understanding the key mental health challenges they face. The findings showed that many young people did not know where to go for help, were worried about long waiting times, and felt that support for neurodivergent people was lacking.

In response, Senior Engagement Officer Emmy Walmsley teamed up with the National Society for the Prevention of Cruelty to Children (NSPCC) to create ***Action for Wellness***, a campaign designed to provide accessible information, support, training, and workshops across Lancashire. The goal was to equip professionals, young people, and parents with the tools they need to access the right mental health support.

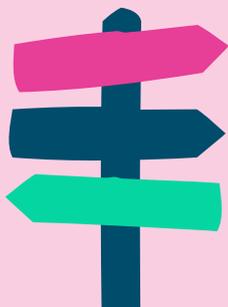
Alongside an online campaign which ran through February and March 2025, a launch event was held at Inspire Youth Zone in Chorley. The event offered in-person support for young people and parents and featured a wide range of partner organisations including Lancashire Mind, Child Action North West, The Family Wellbeing Service, Lancashire Positive Minds, We Are With You, Youth Voices, Social Prescribers, and Inspire Youth Zone.

Highlights included an art competition for young people, judged with help from the Mayor and Mayoress of Chorley, who were also introduced to each of the supporting organisations.

The initiative was a great success, bringing the community together and improving access to mental health support for young people across Lancashire.

## What did we do?

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**18**

**The number of people 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**

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)