

You Told Us

What we heard in May 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.

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.



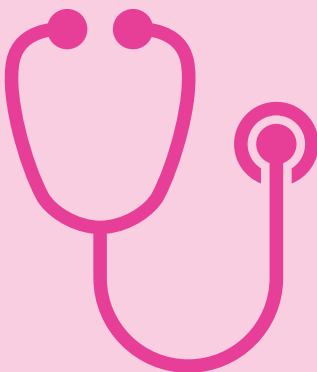
This month we engaged with

3

2

3

people



We heard most about...

GPs services – 53% of feedback)

Hospitals – 14% of feedback)

Your experiences



GPs services

Fatima Health Centre, Preston

"Every one has been really helpful, professional and caring in my recent care. The service has been excellent."

Lancaster

"All the GP practices in the Lancaster area close on regular Thursday afternoons for staff training. It's really frustrating as it means you can't see any GP then. Are we supposed to just not be ill on Thursday afternoon? Why can't they rota it so that there's always one open?"

Bay Medical Centre

"I look after a lady who is 93 and she's been waiting for an appointment for over a week, even though it's because she's unwell and needs to see someone quickly. She doesn't want to cause a fuss but I'm really worried about her, and it's not fair that she has to wait so long. Surely the GP practice can see her age and make some allowances."

Colne Road Surgery

I have always found the staff to be helpful and efficient when booking an appointment. The Doctors and Nurses are also excellent.

Your experiences



Pharmacies

Royal Lancaster Infirmary

"Saw consultant in September who said I needed a follow up appointment in 2/12 for a potentially serious condition still waiting to see someone 6 months later. On contacting them they could still not give any real idea when I might be seen."

Burnley General Hospital

When I was seen, the nurse was very nice she looked after me. I would like to thank her and the doctors for sorting out my problem. I had kidney infection and was in severe pain
Thank you to all the staff who were involved in my treatment

Multiple hospitals in Lancashire

My friend has appendicitis and a heart condition. They won't operate on her appendix until she's had heart surgery, but cardiology won't give her heart surgery until she's had her appendix sorted – she's stuck in the middle. We understand why they both have concern but what is she supposed to do? And what happens in her appendix burst? She's really struggling with it all and I'm worried about her mental health state as she's so worried about her health as she could end up in an emergency situation either way.



Feedback Centre

Our Feedback Centre allows service users to leave reviews of the services they use. Service providers also have the opportunity to reply to the feedback. Below is a sample of feedback and replies from May.

Fishergate Hill Surgery



User feedback

Rude office staff

"The office staffing have no helping mind. Very rude. Feeling disappointed. Don't prefer this GP surgery to any others. Several times called for an appointment. At any cost no chance for helping. Very bad attitude."

Provider response

"We're very sorry to hear about your experience and that you felt let down by our service. This is certainly not the level of care or professionalism we aim to provide. We take all feedback seriously and will be looking into this matter to ensure improvements are made. If you're willing, please contact the practice manager directly so we can discuss your concerns in more detail and try to resolve them. Thank you for bringing this to our attention."



Feedback Centre

Briarwood Medical Centre



User feedback

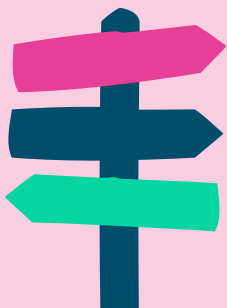
Easy experience

I arrived around 15 minutes earlier than my appointment and checked in on the device provided, I then waited to be called through to see the doctor who was informative, and really nice! She offered excellent advice and helped me devise a tailored skin routine to tackle my ongoing skin issue. I didn't communicate with the receptionists at all but they seemed busy and were doing their best to help individuals over the phone. I noticed a little casual back and forth between a patient who needed a translator and the receptionist where both parties didn't seem to be communicating well, so I think they could attempt to use devices to help patients who need a little more language support to understand their needs.

Provider response

Thank you for your 5 star feedback, we are glad you had a positive experience with the GP at the practice. With regards to translators, we do have a language translation service in operation for the clinicians to use within the privacy of their rooms, and offer double appointments for those patients who need them. We can also use Google translate on reception if required, I will reiterate to the reception team that if they are struggling they should use the Google service.

What did we do?



30

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