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# County's GPs show how local NHS is Listening to Cumbria

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## County's GPs show how local NHS is Listening to Cumbria

Posted on Thursday 6th December 2012

Concerns about appointments, test results and communication between health care professionals, these are just some of the key issues raised by over 700 respondents across the county who took part Cumbria Clinical Commissioning Group's Listening to Cumbria campaign.

In May and June this year the developing Cumbria Clinical Commissioning Group carried out a countywide survey and series of locality based roadshows to raise awareness of GPs taking on commissioning responsibilities and invite people across the county to share their views of local NHS services.



Dr Geoff Joliffe

People across the county were encouraged to attend the six roadshows in Barrow, Kendal, Penrith, Workington, Whitehaven and Carlisle to speak to GPs and commissioners about their local NHS experiences or fill in a questionnaire from their GP surgery or online.

The majority of responses highlighted the mostly positive experiences which local people have of local NHS services, but also raised some of the problems they've encountered when using or accessing services.

The full report has now been published alongside Cumbria Clinical Commissioning Group's response to show what actions are being taken to improve problems raised either through the design or changes to local NHS services or through working with the NHS trusts in the county that run services such as hospitals or community based teams.

All NHS trusts in the county including University Hospitals of Morecambe Bay NHS Foundation Trust, North Cumbria University Hospitals Trust and Cumbria Partnership NHS Foundation Trust have responded to the report and contributed to the response report.

Common feedback issues were around:

- Mostly positive hospital experiences but some concerns around waiting for results and follow ups
- Hospital appointments being cancelled or changed at late notice
- Lack of communication between health professionals
- Being treated with dignity when ill
- Satisfaction with local GP, but concerns about workloads
- Complex appointment systems at GP surgeries
- Access to mental health services

Dr Geoff Joliffe is one of Cumbria Clinical Commissioning Group's Lead GPs. He said: The Listening to Cumbria campaign was a great opportunity for us all to get out and about and meet not just our patients but the public in the areas we represent. As GP commissioners it's vital that we hear what the people who use local NHS services think of them and what issues they think there are so we can work with our hospital and community colleagues to fix them.

"This report demonstrates that in the majority services in Cumbria work well and that NHS staff up and down the county work tirelessly to support and help their patients. However it is also important that we hear where perhaps

things could have been better so we can plug these in to our own priorities both across the county and in our locality areas. Hopefully as a result of this work and our continued commitment to listen to patients we are focusing on these areas and working to make things better.

"Some of the issues raised in this report we can and hopefully have fixed already and others will take time, but please be assured that although we cannot necessarily change things to suit everyone we will endeavour to ensure services across Cumbria put patients and their experience at the centre."

The full Listening to Cumbria report, a summary of the project and the Cumbria CCG responses is available online at [www.cumbria.nhs.uk/listeningtocumbria](http://www.cumbria.nhs.uk/listeningtocumbria)

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Monday 10th June 2019
- **Next Governing Body Meeting to take place on Wednesday 5 June 2019**  
Wednesday 29th May 2019