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# COME AND ASK QUESTIONS ON HEALTH ISSUES AT THE FURNESS LISTENING EVENT

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## COME AND ASK QUESTIONS ON HEALTH ISSUES AT THE FURNESS LISTENING EVENT

Posted on Friday 16th January 2015

**\*The next Furness Listening Event takes place on Monday 25 January 2016 from 12 noon, at the Forum, Barrow-in-Furness.\* MORE**

**INFORMATION:** <http://www.cumbriaccg.nhs.uk/news/2015/january/come-and-join-discussions-about-the-delivery-of-health-and-care-services-in-furness.aspx>

The next Furness Listening Event will follow a Question Time format inviting the public to ask questions around 'Why is navigating the healthcare system so complicated?' and 'How can we make it simpler to use?'

At the event, which takes place on Friday 30 January from 12 noon in Barrow Town Hall, there will be a panel of local GPs, doctors from the hospital and senior healthcare managers ready to answer questions and listen to what the public have to say.

Patient Participation Groups from doctor's surgeries in the Furness area were recently given the opportunity to put forward a question for the panel to answer on the day. In addition to these questions, those attending the event will also get the chance to ask the panel their own questions at a Q&A session for the last 30 minutes of the event. Anyone who would like to ask a question privately will be able to submit their question confidentially.

Dr Arabella Onslow, Deputy Lead GP for NHS Cumbria Clinical Commissioning Group (CCG) Furness, added: "It is now over 12 months since the first Furness Listening Event and I am really pleased that they have become an established part of the Furness calendar. I would like to thank local people for the enthusiasm and commitment they have shown by supporting the Listening Events.

Dr Onslow added: "The question time theme for January's event is quite different to previous ones, but all the partners felt it was a great opportunity to offer the public a chance to ask questions about their local health services. Hearing patient's stories and learning from real experience is the most powerful way of understanding the importance of change and improvement. We want to ensure that services are shaped by the public and deliver what they need. There is so much evidence in other businesses and organisations that the better the relationship between service providers and service users the better the outcomes, which means, for a health service, a healthier population."

Jackie Daniel, Chief Executive of University Hospitals of Morecambe Bay NHS Foundation Trust, said: "These events are a great opportunity for local people to meet staff from Furness General Hospital and share their experiences and views on how we, along with other local health partners, are performing, what we are doing well and how we can improve. We want to listen and use the public's views to help us deliver a joined-up health service which serves the best interests of local people."

The Listening Events are a one-stop-shop for engagement on health issues in the Furness area and will keep evolving and changing to meet the public's needs and expectations.

They have also been a catalyst to the start of a new, collaborative relationship between the community and health service providers to build understanding and take healthcare in Furness into new realms. The events are organised in collaboration with NHS Cumbria Clinical Commissioning Group (CCG) and University Hospitals of

## Ends

For more information, please contact Helen Coffey, CCG Communications Officer on 01768 245 435 or 07826 918 018 or email [helen.coffey@cumbriaccg.nhs.uk](mailto:helen.coffey@cumbriaccg.nhs.uk)

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