healthwatch Westmorland and Furness

2026

Kendal Urgent Treatment Centre

Understanding patient experience, awareness and usage of the service



NHS
Lancashire and South Cumbria
Integrated Care Board

Contents

About Healthwatch	3
Introduction	4
Executive summary	5
Methodology	9
Awareness and attendance	12
Access pathways	15
Experience of care	16
Improving UTC services	17
Signposting to community and voluntary support	19
Patient voice	20
Recommendations & conclusion	23
Respondent profile	26

Acknowledgements

Thank you to everyone who filled in the survey, and to NHS Lancashire and South Cumbria ICB for working with us.

NHS Lancashire and South Cumbria Integrated Care Board

We are commissioned by

Westmorland & Furness Council

About Healthwatch

Healthwatch Westmorland and Furness (HWW&F) is the local health and social care champion for the unitary authority of Westmorland and Furness. Independent of all services, local Healthwatch is in place across England to engage with local people, communities and neighbourhoods, listening to their feelings, wishes and experiences of using health and social care services.

Healthwatch works to reduce inequalities and barriers to services by seeking out the experiences of those under-represented communities and sharing intelligence gathered to drive improvements.

Defined by the Health and Care Act 2012, our statutory role is to:

1. Gather the views of people about their needs and experiences of local health and social care services. Local Healthwatch makes these views known to those involved in the commissioning and scrutiny of care services.

2. Develop reports and make recommendations about how those services could or should be improved to decision-makers on how to improve the services they are delivering, enacting positive change.



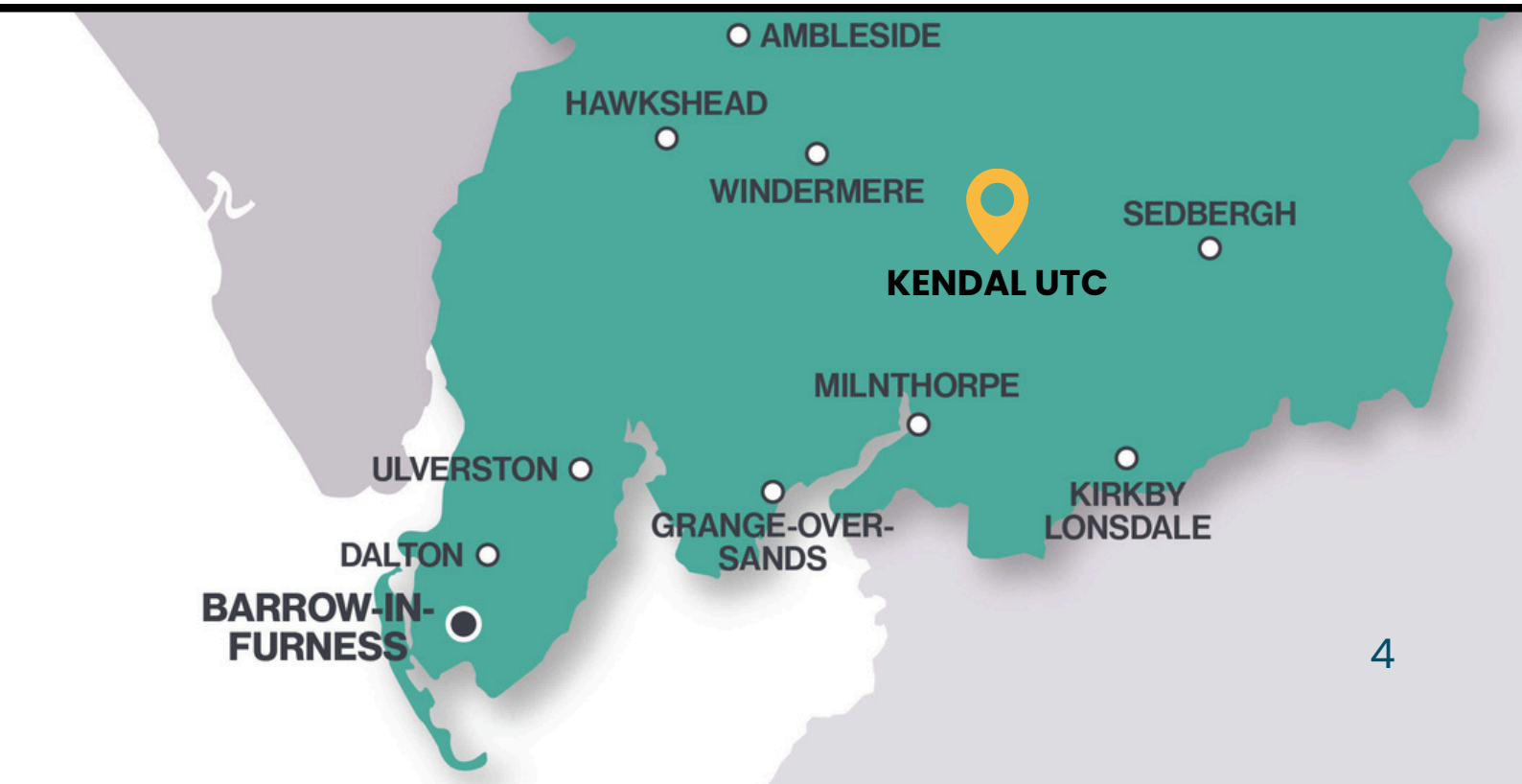
Introduction

Urgent Treatment Centres (UTCs) play an important role within the NHS urgent and emergency care system, providing assessment and treatment for urgent but non-life-threatening health conditions. Kendal Urgent Treatment Centre (UTC), based at Westmorland General Hospital, serves residents across Kendal, South Lakeland and surrounding communities, offering an alternative to Emergency Departments (A&E) for many urgent healthcare needs.

To better understand public awareness, use and experience of the service, Healthwatch Westmorland & Furness, in partnership with Lancashire and South Cumbria Integrated Care Board, created a survey to engage with local residents and service users. A total of 2,045 people participated, providing insight into awareness of UTCs, confidence in navigating urgent care pathways, experiences of attending Kendal UTC and priorities for improving the service.

The findings show that awareness of Kendal UTC is high and that most respondents have direct experience of using the service. However, the survey also highlights ongoing confusion about urgent care pathways, particularly the distinction between UTCs, A&E departments, GP services and NHS 111.

This report presents the survey findings and identifies key opportunities to improve patient understanding, communication and access to urgent care services. It combines quantitative results with qualitative feedback from respondents to ensure that both the statistical evidence and the views of local people are reflected throughout.



Executive summary

A total of **2,045 people responded** to the survey. Of these, 1,894 respondents (92.6%) had attended Kendal UTC and provided direct feedback on their experience of the service.

Overall, the survey revealed...

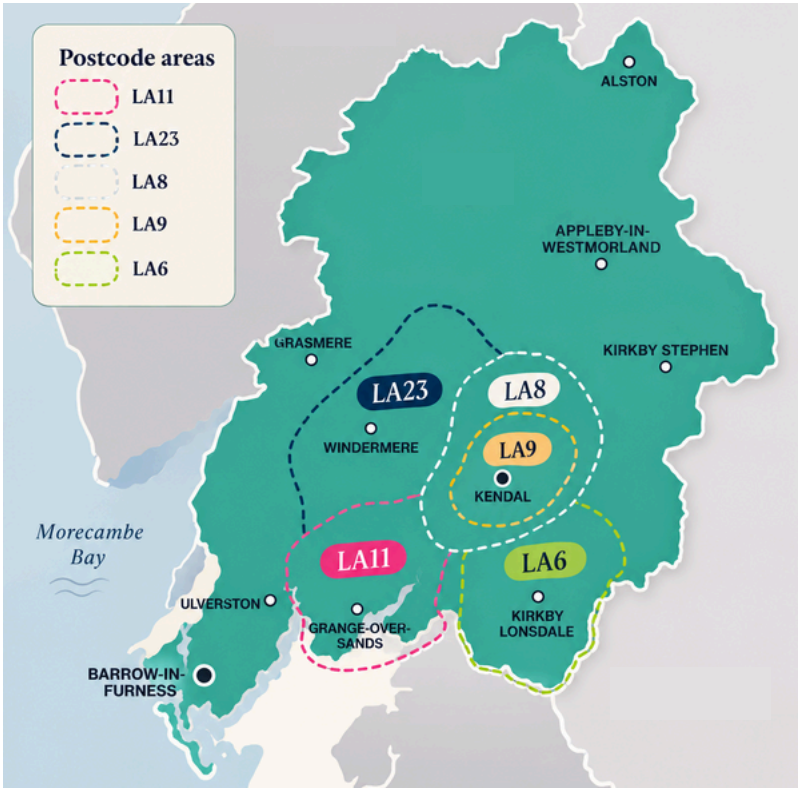
- **high levels of awareness** of Kendal UTC
- strong confidence in the service
- and **very positive ratings** for the quality of care provided

However, respondents also identified opportunities to **improve awareness of UTC services, extend opening hours and reduce waiting times**.

Respondent profile

Responses were received from across Kendal UTC's catchment area, providing a broad picture of patient experiences and perceptions of the service.

The largest proportion of responses came from the LA9 postcode district (40.3%), followed by LA8 (10.2%), LA6 (9.1%), LA23 (6.6%) and LA11 (6.3%).



Among respondents providing demographic information:

96.1%
identified as White British (n=1,852)

38.8%
reported that they or someone in their household had a long-standing illness, disability or infirmity (n=1,746)

78.5%
were female (n=1,753)

58.4%
were aged 55 years or over (n=1,754)

Awareness of UTC services

Survey results clearly showed a strong awareness of Kendal UTC.



76.1% reported being **very aware** of UTCs and the services they provide, while a further **19.1% were somewhat aware**.

Despite this, understanding of UTC services remains a barrier for some residents.



Among those who had never attended Kendal UTC (n=151), more than half (85 respondents; 56.3%) reported that they were unsure what services UTCs provide. The largest number of non-attenders stated they reside in LA9 (31 respondents), LA14 (20), LA12 (12), LA6 (10) and LA11 (10). Interestingly, the largest response of non-attendees reside in Kendal (LA9). The second largest being those residing in Barrow-in-Furness which, is understandbly a large distance to travel to attend Kendal UTC. A further 40 respondents (26.5%) said they preferred to use their GP, while 22 respondents (14.6%) identified transport or accessibility issues as a barrier.

Why they chose to use the service

**As respondents could select more than one reason, percentages do not total 100% (n=1,894).*

- 40.2% said the UTC was easier to access than A&E
- 35.2% attended because they already knew about the service and felt confident using it
- 20.6% attended following advice from NHS 111
- 15.5% attended following advice from their GP
- 11.3% attended because they were unable to obtain a GP appointment

Access pathways

48.6% (n=1,894) reported that they had not contacted any of the listed healthcare services before attending Kendal UTC, suggesting that many people felt confident identifying the UTC as the appropriate service for their needs.

Where respondents had sought help from another service beforehand, **the most common routes were:**



25.4%
GP practice



11.1%
NHS 111 (online)



20.6%
NHS 111 (phone)



9.1%
Local pharmacy

There were very few reports of using emergency care pathways before attending the UTC, with only 35 respondents (**1.8%**) having **attended A&E** and 28 respondents (**1.5%**) having **contacted 999**.

Experience of care

77.9% (n=1,894) rated the quality of care as **excellent**, while a further **15.9%** rated it as **good**.

76.7% rated the location as excellent.
Though, 40% were those residing in Kendal (LA9).

Some areas of improvement were identified with the lowest rated aspect of the service being **waiting times**, despite being viewed positively overall.

- **77.4%** rated waiting times as excellent or good.
- **16.5%** rated waiting times as average.
- **6.2%** rated waiting times as poor or very poor.

Community and voluntary sector support

86.4% (n=1,894) reported that they had not needed this type of support. However, the survey identified a smaller group of respondents with either experience of signposting or unmet support needs.

- **2.9%** reported receiving helpful signposting.
- **0.4%** reported that signposting had not been helpful.
- **3.6%** reported that they would have liked additional support but had not received it.

Areas for improvement

(n=1,894)

59.6% Extended opening hours

42.9% Clearer information about what UTCs are for

21.2% Better links to GP or hospital care

27.5% Shorter waiting times

19% More information online or through social media

Methodology

Healthwatch Westmorland & Furness, in partnership with NHS Lancashire and South Cumbria Integrated Care Board (ICB), developed an online survey to gather public awareness, experiences and views relating to Kendal Urgent Treatment Centre (UTC).

The survey ran from the 3rd August to 13th September 2026 and explored awareness of UTC services, confidence in navigating urgent care pathways, experiences of attending the service, signposting and referral journeys, and opportunities for service improvement.

Sample

The survey was promoted to residents of Westmorland & Furness, in particular the South Cumbria areas. Pop up engagements by Healthwatch Westmorland & Furness and NHS Lancashire and South Cumbria Integrated Care Board staff were held at Kendal Urgent Treatment Centre and relevant other venues.

A total of 2,045 respondents completed the survey.

Of these, 1,894 respondents (92.6%) reported having previously attended Kendal Urgent Treatment Centre (UTC), while 151 respondents (7.4%) had never used the service.

Team member Rohan at one of the project engagement events



Data analysis

Survey responses were analysed using descriptive statistics, including response frequencies and percentage distributions. Open-text comments were reviewed thematically to identify recurring issues, positive experiences and opportunities for improvement. Representative quotations were selected to illustrate key findings.

The findings should be considered alongside the following limitations:

- The survey is heavily weighted towards people who have previously used the UTC, meaning the results largely reflect service-user experiences.
- Older adults are strongly represented within the sample, with the largest age groups being 55-64 and 65-74 years.
- Female respondents account for the majority of responses.
- As participation was voluntary, respondents with particularly positive or negative experiences may have been more likely to take part.

Despite these limitations, the survey provides a good evidence base for understanding public awareness, experiences and perceptions of urgent care services in the Kendal area.



Healthwatch social media post promoting survey participation

Methodology flowchart

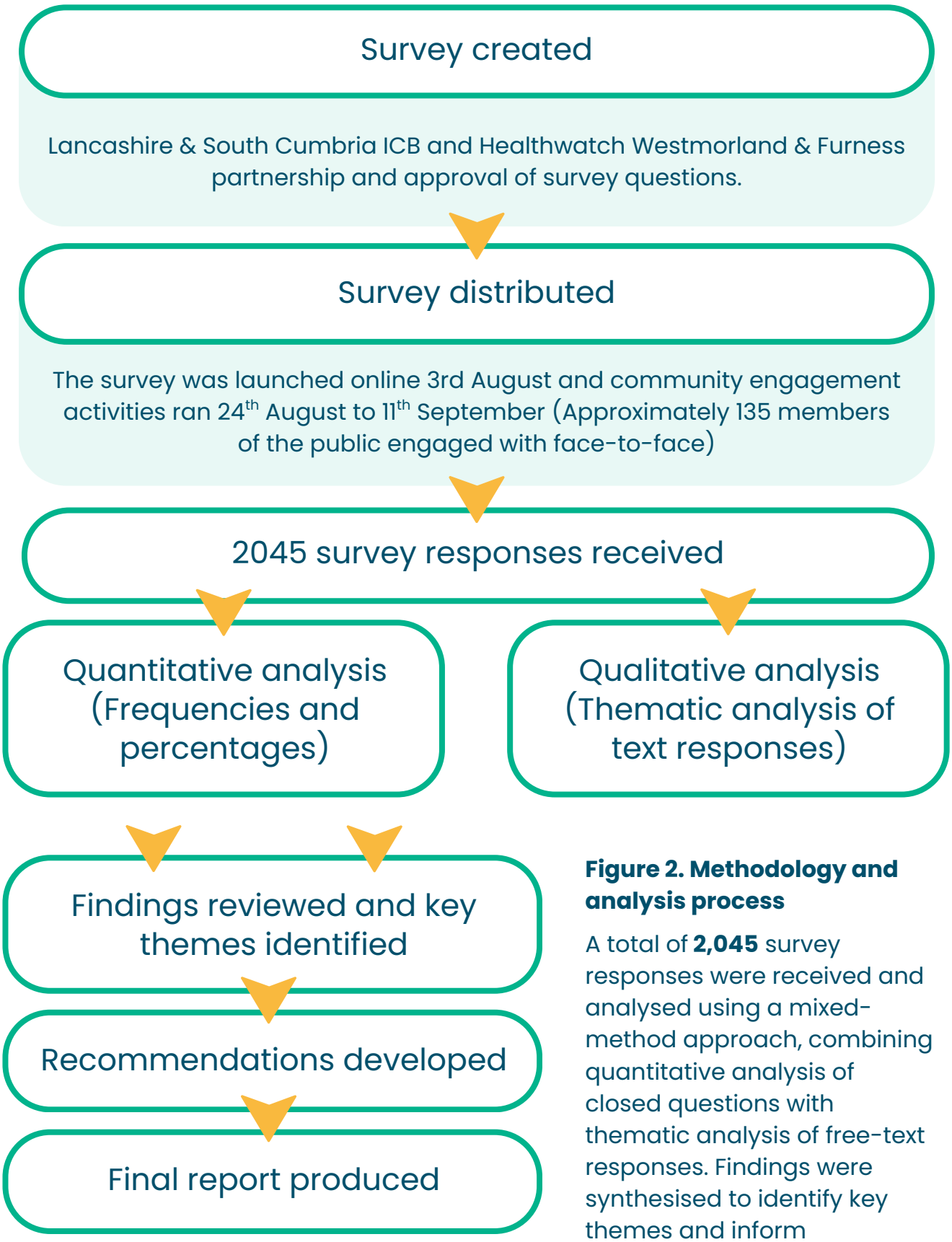


Figure 2. Methodology and analysis process

A total of **2,045** survey responses were received and analysed using a mixed-method approach, combining quantitative analysis of closed questions with thematic analysis of free-text responses. Findings were synthesised to identify key themes and inform recommendations.

Awareness and attendance

Respondents were asked how aware they were of UTCs and the services they provide.

Response	Number	%
Very aware	1,556	76.10%
Somewhat	390	19.10%
Slightly aware	50	2.40%
Not aware at all	49	2.40%

> **I had heard of the service before but wasn't completely sure what conditions it dealt with**

More than three-quarters of respondents (**76.1%**) reported being very aware of UTCs and the services they offer. A further **19.1%** described themselves as somewhat aware. Overall, more than 95% of respondents reported at least some awareness of UTCs.

A small minority reported limited or no awareness, suggesting that knowledge of UTC services is generally strong. However, the findings also indicate that a small proportion of people remain unclear about the purpose of UTCs and the conditions they can treat.

Previous use of Kendal UTC



92.6%

The large proportion (92.6% of 2045 responses) of people having visited Kendal UTC provides a robust evidence base for assessing patient experiences and outcomes. The findings presented throughout this report are therefore primarily informed by people who have used the service themselves.

> **I was unaware that they were not an an A&E**

Barriers to using Kendal UTC

Respondents who had never attended Kendal UTC were asked about factors which had prevented them from using the service.

Among those who had never attended Kendal UTC (n=151), the most commonly cited barrier was a lack of awareness about the services provided by UTCs (37.7%, n=57).

Other barriers included transport and accessibility difficulties (12.6%, n=19), a preference for visiting a GP (11.3%, n=17), uncertainty about the UTC's location (4.6%, n=7), concerns about waiting times (2.6%, n=4), and previous negative experiences at a UTC (0.7%, n=1). Over half of respondents selected 'Other' (52.3%, n=79) with the majority simply stating they have not required the service.

Three most common barriers:



12.6% Difficulties with transport and accessibility



37.7% Not sure what services UTCs offer



11.3% I prefer to go to my GP

The largest groups reporting that they were not sure what services UTCs offer (n=57), were from **LA14 (Barrow-in-Furness)** (19.3%, n=11) and **LA9 (Kendal)** (17.5%, n=10). Smaller numbers came from LA12, LA8, LA11 and LA6 (each 7.0%, n=4), with the remaining responses spread across a range of postcode areas.

This suggests that uncertainty about the role and services provided by UTCs was concentrated particularly among residents in the LA14 and LA9 postcode areas.

> **Not sure if it is a walk in service or if you need to be referred.**
>
> **Too far from home**
>
> **Assume waiting times are long & although I was advised to call in by medical staff I wasn't convinced I needed to.**
>
> **I have always been seen promptly by a GP if I have had a problem**
>
> **I didn't know anything about UTCs**

Why people chose to attend Kendal UTC (N=1894)

Reason for attendance	Number	%
Location closer/easier to access than A&E	762	40.20%
Already knew about the service and attended independently	667	35.20%
Advised by NHS 111	391	20.60%
Advised by a GP	294	15.50%
Aware A&E should only be used for emergencies	270	14.30%
Unable to obtain a GP appointment	214	11.30%
Didn't know where else to go	74	3.90%
Wanted a second opinion	35	1.80%

Convenience was the strongest driver of attendance to Kendal UTC. Four in ten respondents (40.2%) reported attending because the UTC was easier to access than A&E.

More than one-third (35.2%) reported attending because they already knew about the service and felt confident it was the appropriate place to seek care.

Professional signposting also played an important role, with one in five respondents attending following advice from NHS 111 and around one in six attending after being advised to do so by their GP.

Difficulties accessing primary care also influenced attendance decisions, with 11.3% reporting that they attended because they were unable to secure a GP appointment.

> **Because I waited 9 hours for an ambulance to take me to A&E and then gave up and got a lift to UTC.**

Access pathways

Respondents who had attended Kendal UTC (n = 1,894) answered this multi-select question. As there was more than one option, percentages do not total 100%.

Service accessed before UTC	Number	%
None	921	48.60%
Contacted or visited my GP	482	25.40%
NHS 111 telephone	391	20.60%
NHS 111 online	211	11.10%
Local pharmacy	172	9.10%
A&E	35	1.80%
Rang 999	28	1.50%

Almost half of respondents (48.6%) reported that they had not contacted any other listed service before attending Kendal UTC. This suggests that many patients felt confident identifying the UTC as the most appropriate service for their needs and chose to attend directly.

General Practice (25.4%) and NHS 111 telephone services (20.6%) were the most commonly used services prior to attendance.

Community pharmacies formed part of the urgent care pathway for a smaller proportion of respondents, with 9.1% seeking advice from a pharmacist before attending the UTC.

Very few respondents reported accessing emergency care services before attending Kendal UTC. Only 1.8% had attended A&E and 1.5% had contacted 999.

> **Didn't realise I needed more specialised care.**

Other routes were mentioned infrequently (< 1%) including Opticians, Physio and already being at Westmorland General Hospital for an outpatients appointment.

Experience of care

Respondents who had attended Kendal UTC (n = 1,894)

Ratings of key aspects of Kendal UTC

Aspect of Service	Excellent	Good	Average	Poor	Very Poor
Location	1,452 (76.7%)	366 (19.3%)	55 (2.9%)	12 (0.6%)	9 (0.5%)
Opening Hours	645 (34.1%)	859 (45.4%)	279 (14.7%)	94 (5.0%)	17 (0.9%)
Quality of Care	1,476 (77.9%)	302 (15.9%)	76 (4.0%)	21 (1.1%)	19 (1.0%)
Waiting Times	721 (38.1%)	744 (39.3%)	312 (16.5%)	82 (4.3%)	35 (1.8%)

What this tells us

The table above (with largest responses highlighted) demonstrates that people were largely positive about their experience of Kendal UTC.

Accessibility of the service

Location received the strongest ratings across the survey, with 76.7% of respondents providing an 'Excellent' rating. The location of respondents providing this rating were prodominantly from nearby South Lakeland areas. Those from post code areas LA9, LA8 and LA6 accounted for almost two thirds (61.9%) of this response. 40.6% were from LA9 (Kendal) where this UTC is based.

Quality of care

Quality of care was rated positively (Excellent & Good) by 93.8% of respondents, making it one of Kendal UTC's greatest strengths.

Waiting times require improvement

While overall satisfaction with waiting times was still high, this measure received the lowest positive rating and the highest negative rating. That being said, negative ratings made up only 6.1% of responses which equates to 117 people rating waiting times as 'Poor' or 'Very Poor'.

Compared with other aspects of the service, waiting times appear to represent the greatest opportunity for improvement.

Improving UTC services

Respondents who had attended Kendal UTC (n=1,894) were asked what improvements, if any, they would like to see made to urgent treatment services.

This section highlights patient priorities and helps identify where future service development may have the greatest impact. As respondents could select more than one option, percentages do not total 100%.

Improvement	Number	%
Extended opening hours	1,128	59.60%
Clearer information about what people should use UTCs for	812	42.90%
Shorter waiting times	520	27.50%
Better links to GP or hospital care	402	21.20%
More information online or through social media	359	19.00%
Having a UTC or urgent care offer closer to where I live	187	9.90%
Better communication from staff during visit	123	6.50%

These findings suggests that, while **opening hours were generally rated positively** earlier in the survey, many respondents would welcome increased availability outside existing operating times. The result may reflect changing patterns of work, caring responsibilities, and the need for access to urgent healthcare during evenings and weekends.

A substantial proportion of respondents (42.9%) felt that **clearer information** about what UTCs should be used for would improve the service, with around a third of this response (16.9%) being residents of Kendal. LA9, LA8 and LA6 accounted for 24.6%. This finding aligns with earlier survey results, where more than half of non-users reported that they were unsure about the services UTCs provide.

Together, this suggests that public awareness campaigns and clearer messaging could help residents better understand:

- When to use a UTC
- Which conditions can be treated
- How UTCs differ from GP services and Emergency Departments

Improving UTC services

Integration with other services

Around one in five respondents (21.2%) wanted to see better links between UTCs, GP services and hospital care.

This finding suggests opportunities to strengthen continuity of care and make onward referrals more seamless.

Similarly, **19.0%** of respondents wanted more information online or through social media, highlighting the importance of accessible and timely information for patients.

Access to urgent care closer to home

A small selection of people (**9.9%**) said they would like to see a UTC or similar urgent care offer closer to where they live. Though a small percentage, this equates to 187 people expressing this view.

While this was not one of the highest-ranking priorities overall, it indicates that geography and travel remain important considerations for some residents, particularly within rural communities. In particular, LA23 (Windermere), LA22 (Ambleside), LA11 (Grange-Over-Sands) and LA12 (Ulverston) made up 81 of the 187 who expressed this view.

Communication from staff

6.5% (123) of respondents selected better communication from staff during their visit as an area of improvement.

This was the least selected improvement option in the survey and suggests that most respondents were satisfied with interactions with staff.

The finding is consistent with the very positive ratings received for quality of care elsewhere in the survey.

Overall, the strongest priorities for improvement were extended opening hours (59.6%), clearer information about what UTCs are for (42.9%) and shorter waiting times (27.5%).

Signposting to community and voluntary sector support

Respondents (N=1894) were asked whether they had ever been signposted from Kendal UTC to a community organisation or voluntary sector service for additional support.

Response	Number	%
No, and I didn't need that	1,637	86.40%
Not sure	125	6.60%
No, but I would have liked it	69	3.60%
Yes, and it was helpful	55	2.90%
Yes, but it wasn't helpful	8	0.40%

Most respondents (86.4%) reported that they had not been signposted to a community or voluntary sector organisation because they did not require additional support.

A further 6.6% were unsure whether any signposting had taken place.

Only a small proportion of respondents reported receiving signposting to external support services.

However, among those who had received signposting, most described the support as helpful.

While the overall level of signposting was relatively low, the survey identified a small group of respondents (3.6% equating to 69 people) who felt they would have benefited from additional support.

Patient voice



Positive experiences

"Service was absolutely first class thank you"

"Care was excellent"

"I have always found it excellent"

"None, fantastic service."

"The service every time I've visited either myself or with my daughter (under 2) the service has been impeccable"

"Excellent service. Much better than Lancaster A&E."

Accessibility and convenience

"It was the closest hospital when I broke my arm"

"Closer and didn't realise I needed more specialised care"

"Minor injury better alternative than a 25 mile drive to RLI in Preston"

"Closer than RLI and means triage happens quicker... knew I'd get excellent help, support and advice"

"Wait times are shorter than A&E"

Avoiding A&E

"I didn't want to add to RLI [Preston] A&E chaos!"

"Wait times are shorter than A&E"

"I was advised by the NHS 111 telephone operator to go to A&E but from past experience I knew that this wasn't necessary and that UTC at Kendal would very adequately treat my problem."

Patient voice

Advice, signposting and referral

"Wasn't sure what I needed to do. Needed their advice"

"I needed medical assistance and knew this was the right place to be cared for."

(Signposted to) "Barrow hospital as the UTC in kendal would be closing before they could X-ray my broken wrist"

Referral:
"Children's ward at Lancaster"

"Back to Lancaster hospital"

"Lancaster straight to ward"

"Needed brace for humerus break not available in Kendal"
"I now have to go back to my GP for monitoring."

Waiting times

"I had already booked in and waited 3 hours"

"Waiting times at Royal Lancaster Infirmary are too long"

"The receptionist told me to ring 111 and they would get an appointment next door with an out of hours doctor as the waiting time was upto 4 hours!"

Negative experiences

"Multiple staff need to have proper re-training for treating people living with dementia."

"Service excellent other than the bedside manner of staff! They are obviously busy but seem to forget that people attending are also only human."

Patient voice

Suggestions for improvement

"”Bigger unit, it’s always cramped for examining space”

“I know it’s not always possible… but a little more dignity. I felt very vulnerable and exposed.”

“Paediatric Care available”

Make it an A&E"

“Better signposting to where they are and opening times when you search online.”

"Need an A&E in Kendal"

"We need a proper A and E!!!"

"Turn it back into A and E to relieve pressure at RLI"

"Make it a full A&E again. I had to be taken to Lancaster from Kendal in an ambulance."

"Longer opening hours"

"Staff actually listening to patients"

"A bigger team"

"Better trained staff"

"Clearer signage as large visiting population"

"UTC on the high street!"



Recommendations

1. Deliver a targeted public awareness campaign about UTC services

Many respondents demonstrated good awareness of Kendal UTC, however a significant proportion of non-users remained unclear about the purpose of the service. Among respondents who had never attended Kendal UTC (N=151), 56.3% reported that they were unsure what services UTCs provide.

Lancashire and South Cumbria Integrated Care Board should work with Kendal UTC, GP practices, NHS 111 and community partners to improve public understanding of:

- When to use a UTC.
- What conditions can be treated at a UTC.
- The differences between UTCs, A&E, GP services and NHS 111.

2. Strengthen urgent care system messaging across all NHS services

Survey findings and patient comments indicate that some residents remain confused about urgent care pathways.

Recommendation
Develop consistent urgent care messaging across:

- NHS 111
- GP practices
- UTC services
- Community pharmacies
- Hospital services

to help residents access the right service first time.

3. Explore opportunities to extend opening hours

Respondents frequently highlighted the need for greater flexibility when accessing urgent care.

Recommendation:
Undertake a service review to assess:

- Peak demand periods.
- Out-of-hours demand.
- Feasibility of extending opening times.

4. Continue efforts to reduce waiting times and improve communication during delays

Waiting times received the lowest ratings of all service measures.

Recommendation:
Review opportunities to:

- Reduce avoidable waiting times.
- Improve communication about expected waits.
- Provide regular updates when delays occur.

Recommendation	Priority	Response
1. Deliver a targeted public awareness campaign about UTC services	High	
2. Strengthen urgent care system messaging across all NHS services	High	
3. Explore opportunities to extend opening hours	Medium	
4. Continue efforts to reduce waiting times and improve communication during delays	Medium	

Conclusion

The findings show that Kendal UTC is a valued and trusted part of the local urgent care system. Among the 2045 respondents who answered the awareness question, 76.1% reported being very aware of UTCs and the services they provide. From those who had attended Kendal UTC, 77.9% of 1894 responses rated the quality of care as excellent and 76.7% rated the location as excellent.

The survey also identified several opportunities to further improve the service. The most commonly requested improvement by those who had attended Kendal UTC was extended opening hours (59.6%), followed by clearer information about what UTCs are for (42.9%) and shorter waiting times (27.5%).

Respondents also highlighted the importance of better links with GP and hospital services (21.2%) and more information online and through social media (19.0%).

The recommendations set out in this report are intended to build on the strengths identified by respondents while addressing the areas where improvements were requested. By improving public awareness of UTC services, reviewing access and opening hours, continuing efforts to reduce waiting times, strengthening patient pathways between services, and increasing awareness of community support, Kendal UTC can continue to provide accessible, effective and person-centred urgent care for local communities across Westmorland and Furness.

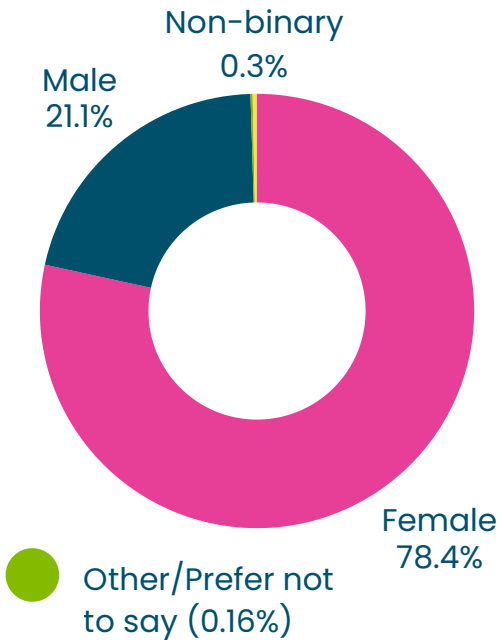
While the survey provides valuable insight into public awareness and experiences of Kendal UTC, findings should be interpreted with some caution as participation was voluntary and respondents may not be fully representative of all users of the service or the wider local population.

Respondent profile

Gender profile

Female respondents accounted for 78.4% of survey participants (n= 1892), indicating particularly strong engagement from women with urgent care services.

Despite this, the survey still captured feedback from almost 400 male respondents, providing a substantial evidence base from both groups.



Gender assigned at birth

(N=1885)

Answer	Number	%
Yes	1869	99.15
No	11	0.58
Prefer not to say	5	0.27

Age profile

(N=1893)

Age Group	Number	%
16-24	54	2.9
25-34	157	8.3
35-44	229	12.1
45-54	321	17
55-64	446	23.6
65-74	423	22.4
75+	250	13.2
Prefer not to say	13	0.7

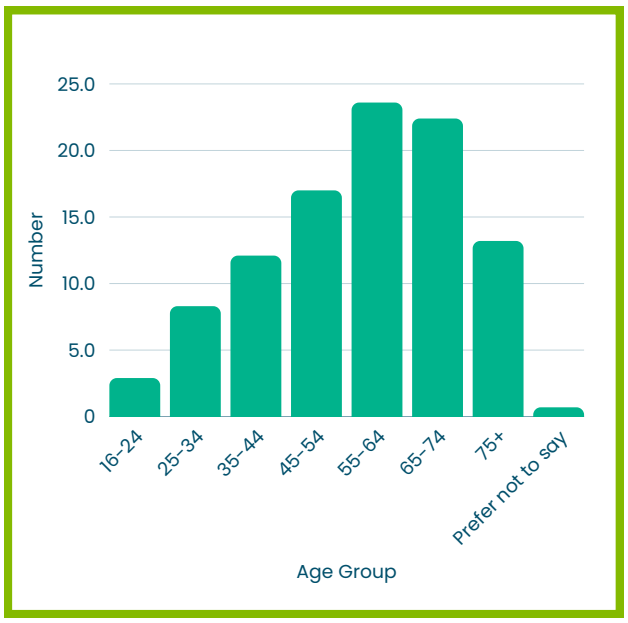


Figure 4. Age distribution of respondents

Sexuality
(N=1891)

Answer	Number	%
Straight (Heterosexual)	1761	93.13%
Gay / Lesbian	39	2.06%
Bisexual	33	1.75%
Prefer not to say	44	2.33%

Ethnicity
(N=1891)

Ethnicity	Number	%
White British	1,780	96.11%
White Other	23	1.24%
White Irish	12	0.65%
Any Other Ethnic Group	8	0.43%
Prefer Not to Say	6	0.32%
Mixed White/Black Caribbean	5	0.27%
East European	4	0.22%
Gypsy/Roma/Traveller	3	0.16%
Mixed White/Asian	3	0.16%
Mixed Other	3	0.16%
Chinese	2	0.11%
Asian or Asian British - Other	2	0.11%
Asian or Asian British - Indian	1	0.05%

Long-standing illness, disability or infirmity

(N=1882)

Answer	Number	%
Yes	725	38.52%
No	1111	59.03%
Prefer not to say	46	2.44%

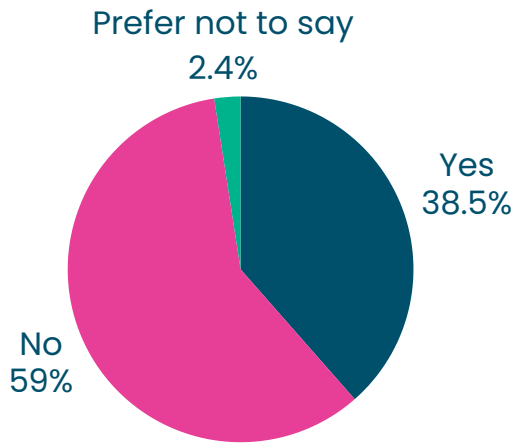


Figure 5. % reporting Long-standing illness, disability or infirmity

Geographic distribution of respondents

Postcode District	Responses	%
LA9	824	40.30%
LA8	208	10.20%
LA6	186	9.10%
LA23	135	6.60%
LA11	128	6.30%
LA7	96	4.70%
LA5	87	4.30%
LA22	79	3.90%
LA2	67	3.30%
LA12	52	2.50%
LA10	33	1.60%
Other areas	150	7.30%

Figure 4. Geographic distribution of respondents

The largest proportion of responses came from the **LA9** postcode district (**40.3%**), indicating strong engagement from residents living closest to the service.

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