

## Shared Experiences of Health and Social Care

### Purpose

1. This report introduces a snap shot of local people's experiences, shared with Healthwatch since the last Board meeting. There will be a story reported at the meeting.

### Key issues

2. A summary of themes is attached as Appendix 1.
3. These experiences reflect the complexity of health and care systems and the challenges that people experience seeking the care they need.

### Action required by the Board

4. The Board is asked to:
  - Note the experiences

### Author

Sandie Smith, CEO

Julie McNeill, Information Manager

18<sup>th</sup> July 2018

### **Audiology Services**

- Continuing reports of poor information and people being confused about which service to go to

### **Hospitals**

- Long waits
- Generally good care
- Poor communications and information

### **Cambridgeshire and Peterborough NHS FT**

- Difficult access to First Response Service in Wisbech via 111 Option 2

### **Primary Care**

- Difficulties getting appointments
- Some community concerns about practices merging

### **CCG**

- CHC comms, information and processes improving
- Confusion regarding assessments especially when local authority also involved

### **Dentistry**

- Difficulty accessing NHS dentists in Peterborough