



healthwatch
Cambridgeshire

healthwatch
Peterborough



Hearing your stories of health and care is where it starts. In Cambridgeshire, we talked with more than

3,800

people from communities across the county to find out what is important to local people.





Our reports helped improve care in Addenbrooke's Outpatients after we spoke to more than 200 people as part of a series of visits to the hospital.

Changes made included introducing an Outpatients' helpline, making appointment letters easier to read and putting a new reception desk in the Outpatients' Main Entrance.





We are helping to shape children and adolescents' mental health services thanks to what more than 600 young people told us would help them.

Together with our Thriving report, this has helped the Emotional Health and Wellbeing Board for Children and Young People redesign mental health services for children and young people.





We helped Addenbrooke's and Hinchingsbrooke Hospitals improve care in their Emergency Departments after we visited them and spoke to more than 100 patients about their care.

Changes so far at Hinchingsbrooke include improvements in privacy for people being triaged and continuous staffing of the reception desk.





We listened to local people's experiences of wheelchair services as part of our Sitting Comfortably report, together with Healthwatch Peterborough, Pinpoint and Cambridgeshire Alliance for Independent Living.

This important work is helping to get wheelchair users involved in improving future services which are due to be re-tendered in 2018.





We have supported interested parents in conversations with the local health commissioner and the Rosie Hospital to help re-start their patient engagement group.

This was after the former group lost its NHS funding.

First meeting - tomorrow!



We have continued to raise your concerns both locally and nationally where we can, to help influence the outcome of consultations and service changes.

Concerns we have heard include:

- I can no longer get gluten-free food from my GP and can not buy it easily in my local shops.
- I am worried that when Hinchingsbrooke merges with Peterborough Hospital, local services will be cut.
- There are secret plans to close our Minor Injuries Unit.



A cancer wellbeing service was launched, driven by our patient-led recommendations



Our volunteer prisoner Wellbeing Rep spoke to over 150 prisoners



We have promoted 61 surveys and consultations.



We have carried out 3 Enter View and 4 related activities



We have attended over 65 engagement events.



Our twitter reach has grown to 137,000.

