

## **Guided By You: Our annual report for 2019/20**

### **Purpose**

1. This report presents the Healthwatch Cambridgeshire and Peterborough Annual Report for 2019/20.

### **Key issues**

2. All Local Healthwatch are required by statute to present their Annual Report to Healthwatch England by 30<sup>th</sup> June of each year.
3. ‘Guided by you’, the Healthwatch Cambridgeshire and Peterborough annual report, was published on time and promoted to the general public and all organisations with whom we work.
4. 2019/20 has been the final year of the three year work programme focussing on these priority areas:
  - Access to GP, dentists and other primary care services
  - Access to social care assessments and experience of integrated support
  - Access to and experience of mental health services
  - The promotion of health, self-care and being independent
  - Improving urgent and emergency care services
  - Involving people in the changes to health and care services.
5. The activities and achievements of Healthwatch Cambridgeshire and Peterborough during the year are set out on pages 4 to 15 of the report. The work and the difference it has made will be described at the meeting.

### **Action required by the Board**

6. The Board is asked to:
  - Note the achievements of Healthwatch Cambridgeshire and Peterborough during 2019/20.

### **Author**

Sandie Smith, CEO

22 July 2020