

healthwatch
Cambridgeshire

healthwatch
Peterborough

Yearly Report

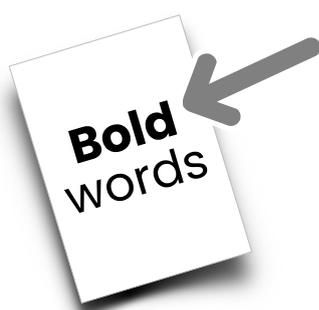
2021 to 2022



**easy
read**

Contents

	Page
Introduction	3
About us	4
What we did this year	7
Listening to you	10
Involving people	13
Advice and information	15
Volunteers	18
Next steps	20
For more information	21



In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are pink and underlined. These are links which will go to another website which has more information.

Introduction



Healthwatch Cambridgeshire and Healthwatch Peterborough have written this report to explain the work we have done in 2021 to 2022.



A message from our chair: Stewart Francis

“My thanks to all those who volunteer for Healthwatch in so many ways.”



A message from our chief executive: Sandie Smith

“Thank you to everyone who has supported our work over the last year.

Together we can help services provide the best possible care for local people.”

About us



Healthwatch makes sure that the people who run the NHS listen to the people who use health services.



We also help people find good information and advice.



Our vision

Our vision is what we want for the future.



We want health and social care services to work well for local people, especially people who find it hard to speak out.



We want health and social care services to listen to and learn from the people who use their services.



Our priorities

A **priority** is something important that should be done first.



We plan to:

- Help people to get the information they need to stay independent for as long as possible.



- Make it easier to get to a doctor, dentist and pharmacy.



- Help social care and health services to work better together.



- Improve mental health services for everyone.



- Help people to be involved in creating new services.

What we did this year



This year:

- Over 2,000 people told us about their health and care service.



- Over 1,000 people asked us for information.



- Nearly 500 people came to our meetings.



- We wrote 6 reports.

Some of our projects

This year:



- We had a new sign language survey to help people from the deaf community.



- We gave information about COVID-19 testing and vaccines to people in Peterborough and Fenland.



- We helped the NHS understand people who find it difficult to get the health and care services they need.



- We ran a conference that looked at why some people get better health services than others.



- We started a project that finds out what people thought of living in a care home during Covid-19.



- We worked to help people get an NHS dentist.



- We helped people to get information about health appointments in a way that they can understand.



- We helped Cambridgeshire County Council find out what older and disabled people would want from a new Independent Living Service.

Listening to you



We listen to what people tell us. Then we use this information to help improve health and care services.

Improving care at the end of life



People told us that that health staff were not giving people the care they wanted at the end of their lives.



We talked to the NHS and they set up:

- Training so staff understood more about what people wanted at the end of their lives.
- A new service that gives advice to people at the end of their lives.



This service is helping people to stay at home at the end of their lives if they want to.

Autistic people



Autistic people told us that they had to wait a long time to see the doctor who could decide if they had autism or not.



This information has helped health services to plan services for autistic people.

Better websites for local doctors



We looked at the websites of all the local doctors in Cambridgeshire and Peterborough.



We found that a lot of information was out of date. Some of the websites didn't work properly.



We have helped local doctors to provide better, more up-to-date information on their websites.

Loneliness in care homes



During COVID-19, care homes could not let people have visitors.

Some people who live in care homes became very lonely.



Health managers have now written to all care homes reminding them to help people have visitors.

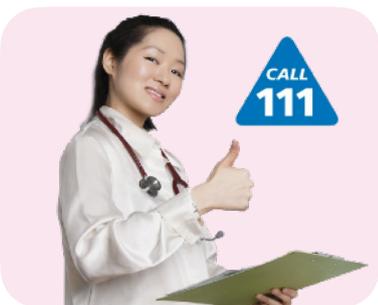
People who don't speak English



People who don't speak English so well found it hard to use the NHS 111 telephone number.



You had to listen to a long message in English before you could choose the language you wanted.



NHS 111 are now testing ways to help people who don't speak English very well.

Involving people



We help people to speak to health and care managers about ways to improve services.



We support certain groups to meet and talk about issues.

Health and Care Forums and Wheelchair Forum

A **Forum** is a meeting where people can talk about things.



Our regular Health and Care Forums carried on meeting online this year.



The Wheelchair Forum talks about what people think about wheelchair services.

Partnership Boards



We support 5 Adult Social Care Partnership Boards for Cambridgeshire County Council and Peterborough City Council.



These Partnership Boards help people to improve services.



The Partnership Boards have:

- Helped services change the way they wrote letters to people - to make them easier to understand.
- Helped people with a learning disability get their yearly free health check.



Advice and information

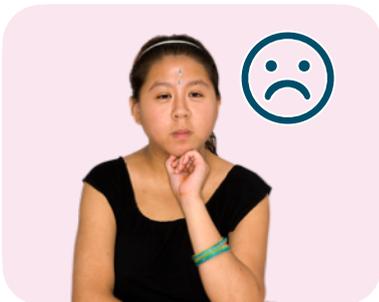


We give people the advice and information they need so they can choose the best health and care service for them.



This year we've been giving people advice on things like:

- Finding an NHS dentist.



- What to do if you're unhappy with the care you've received.



- Transport for patients.



- Changing to a different local doctor.



- Paying for social care.

People waiting for hospital care



Thousands of local people are now waiting for treatment at hospital.



We have been giving people advice and information about what services they can get while they are waiting.



We helped the NHS to set up a **helpline**.

A **helpline** is a free telephone line you can call to get advice and information.



Help to get a hospital appointment

We often put people in touch with organisations to help them to get a hospital appointment.

Volunteers

We have lots of amazing volunteers who help us with with things like:



- Listening to people who use services.



- Creating a questionnaire for young people.



- Looking at local doctor's websites and thinking about how they could be improved.



- Finding out what people think about the emergency care at Addenbrooke's hospital.



We are looking for new volunteers

If you would like to join us, you can get more information from our websites:



- Cambridgeshire:
www.healthwatchcambridgeshire.co.uk/volunteer
- Peterborough:
www.healthwatchpeterborough.co.uk/volunteer



Get in touch by:

- Phone call: 0330 355 1285
- Text: 0752 0635 176



- Email:
enquiries@healthwatchcambspboro.co.uk

Next steps



Next year we want to:

- Make sure everyone gets a fair chance to have a good health and care service.



- Look at what is stopping certain people from getting the help that they need.



- Work with Gypsy, Roma and Traveller communities to make sure that their voices are being heard.

For more information



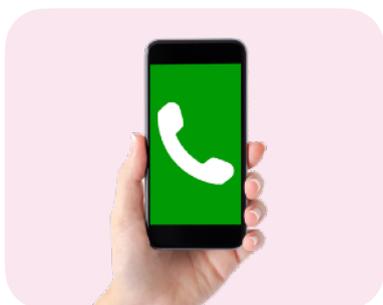
You can look at our websites here:

- www.healthwatchcambridgeshire.co.uk
- www.healthwatchpeterborough.co.uk



If you need more information please contact us by:

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