



# Our easy read report about last year

2020-21

**healthwatch**  
Cambridgeshire

**healthwatch**  
Peterborough



# About Healthwatch

**healthwatch**  
Cambridgeshire

**healthwatch**  
Peterborough

- This report is about **Healthwatch Cambridgeshire and Healthwatch Peterborough**.



- It tells you about the things we did last year and how we have helped people.

## What we do



- We speak up for people who use **NHS health** and **social care** services.



- The **NHS** helps you look after your health. Like seeing your doctor or going to hospital.



- **Social care** is support to help you live independently. Like a carer to help you.

## Peterborough



- We help people living in Cambridgeshire and Peterborough.

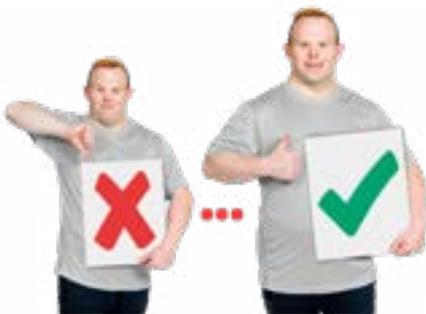
- It is our job to tell **NHS health** and **social care** services:



- What they do well.



- What they need to do better.



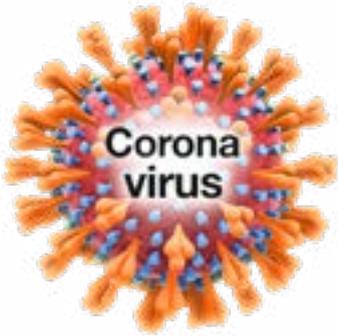
- We want to make NHS health and social care services better for everyone.

# What people told us

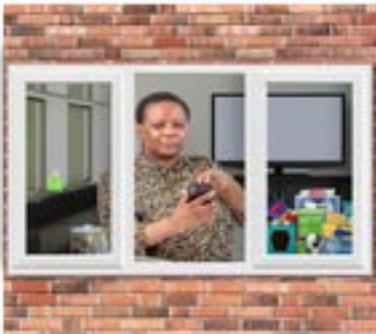


- More than 2,700 people told us about their health and care. This is more than ever before.

## About the Covid-19 pandemic



- People told us that the coronavirus pandemic has been very hard.



- Lots of things changed and people had to follow new rules on how to keep safe.



- People with disabilities and people without the internet have had the most problems.



- If you do not have a computer or the internet it can be hard to get information on how to stay well.



- We ran a big survey and asked people about their health and care in the pandemic.



- We wrote reports to help the NHS and the councils make services work better.



## About visiting the dentist

- Getting to see an NHS dentist is a big problem for lots of people.



- All dentists had to close because of Covid-19 to make changes so it was safe for people to visit.



- There are still big waits to see a dentist.



- There are not enough dentists to see everyone.

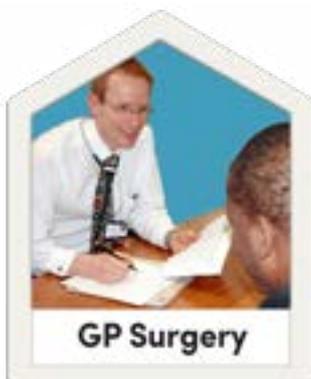


- We talk with the NHS often to tell them what needs to be better.

## About visiting the doctors



- The way people get help from the doctor has changed during Covid-19.



- We used to see a doctor or nurse in a room at the surgery.



- Now, you can now talk to them using your phone, mobile phone or computer.



- We published a report about the information on doctors' websites. And asked them to make their websites better.

## Other things we looked at



- Lots of people have had problems with their mental health this year. We think it should be easier to get help.



- Some people were not happy about end of life care so we would like to see this get better.



## Autism services

- We listened to autistic people to find out about the care they get.



- We told the NHS and councils to help them write a plan to make care better.

# About leaving hospital



- We talked to people about the care they got when they left hospital.



- Some people said they got good care when they got home.



- But other people needed more help and better information.



- We asked local hospitals to make sure that everyone gets clear information on how to stay well when they get home.

# Involving people in decisions



- We helped people take part in the **Adult Social Care Partnership Boards** by computer.



- This is a meeting with people who make decisions about health and social care services.



- The **Partnership Boards** speak up for people who have disabilities, older people and people who cannot see or hear well.



- They told people who run services about the extra help they need.



- Like more support when they have their Covid vaccinations.



- Help to stay safe at home in the pandemic.



- And information about health and staying well in a way they can understand.

# Information



- Some people had a problem with their care and we helped them know what to do.



- Other people told us about the good care they had.



- We put information on our websites and lots of people read it.



- People liked the information about coronavirus, how to get tested and about finding a dentist.

# Our volunteers



- Our 38 volunteers helped us listen to people about their health and care.



- Normally, they talk to people at hospitals, groups and local events.



- But because of Covid-19, they had to talk to people on the telephone or by computer.



- This year, we got an award saying we are a good place to volunteer.

# What will happen next



- We will keep listening to what you say about health and care.



**Communicate**

- We want everyone to be heard.



- We will share your views and ideas with the people who run hospitals, doctors, dentists, pharmacies, care homes and care services.



- We will ask them to work with you to make things better

# How we help people to speak up



- You can talk to us by phone.



- You can talk to us by computer or text.



- You can come to our public meetings called Health and Care Forums. These are online at the moment.



- Usually we talk to people at events. But this year we have not because of coronavirus.

# How to get in touch



## Call:

- 0330 355 1285



## Text:

- 07520 635176



## Email:

- [enquiries@healthwatchcambspboro.co.uk](mailto:enquiries@healthwatchcambspboro.co.uk)



## Website

- [www.healthwatchcambridgeshire.co.uk](http://www.healthwatchcambridgeshire.co.uk)
- [www.healthwatchpeterborough.co.uk](http://www.healthwatchpeterborough.co.uk)



**Thank you to everyone who has helped us with this report.**



We use photosymbols to help make this report easy to understand.

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