



**Our easy read report  
about last year**

**2018 to 2019**



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# About Healthwatch



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



It tells you what we did well last year and how we helped people.

## What we do



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



Health care helps you stay well. This can include things like seeing your doctor or going to hospital.



**Social care** is support to help you live independently at home or in a care home.



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



There is a local **Healthwatch** in every area of England.



We are the local **Healthwatch** for people living in Cambridgeshire and Peterborough.



It is our job to tell health and care services:

+ What they do well.



+ What they need to do better.

+ How they can help people.



We can help change services to make sure they are right for you.



We are paid for by money from the government. This is given to us by **Cambridgeshire County Council** and **Peterborough City Council**.



## What we want to make better

These are the most important things.

We want to make sure:



- + It is easy to get a doctor (GP) or dentist appointment when you need one.



- + People can get the **social care** they need.



- + People can get help with their mental health.



- + People know how to look after themselves when they are ill but don't need to see a doctor.



+ It is easy to get help in an emergency.



+ People can say what they want when health and care services are changing.

## How we listen to people



Last year we listened to more people than ever before. We met people in lots of different places.



+ We met people at events.



+ We met people in groups or at meetings.



+ We met children and young people in schools and colleges.



+ We talked to people by phone and computer.



# How we help people speak up

## Meetings you can come to



We have public meetings for people to talk to us  
These are called community forums.

**NHS**  
Cambridgeshire and  
Peterborough  
Clinical Commissioning Group



+ Some people who make decisions about services  
come to the meetings.



+ You can come to the meetings and tell us about  
when you used services.



+ This helps make services better.

## Helping people take part in decisions



**Cambridgeshire County Council** have Adult Social Care Partnership Boards.



Each Board's job is to make sure that adult **social care** services give people the help they need.



We help people who use adult **social care** services join Board meetings. They are called Independent Members.



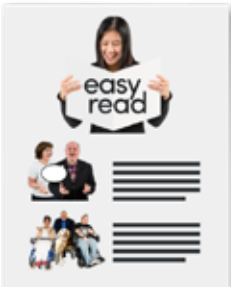
We give the Independent Members information in a way they can understand.



Next year we will help the **Adult Social Care Partnership Boards** in Cambridgeshire and Peterborough join together.



## Two things the Boards made better



**Cambridgeshire County Council** will send letters about money for your care in easy read.



People wanted to know about the care you might need at the end of your life. We had an event to tell them about this.



## Wheelchair Service

We have meetings for people who use wheelchairs.

People talk about what they think of their wheelchair services.



They say what is good.



They say what is bad.



They helped write questions to choose the new wheelchair service.

# How we help make services better

Here are some of the things we did to help make services better for people.



## Finding an NHS dentist

Lots of people in Peterborough and Wisbech find it hard to get an NHS dentist appointment.



We wrote a report to say how bad this was. The report is called **Finding an NHS Dentist**.



We told **NHS England** it needs to be easy to get an NHS dentist appointment.

It is their job to make sure there are enough dentists for everyone.



We will be checking to make sure they make things better.

## Helping people get advocacy



It is important that people can get help from an advocate if they need it.

An advocate is someone who can support you to speak up and have your say.



We found young people at **Clare Lodge** were not getting much advocacy help.



**Clare Lodge** helps young women who need a safe place to be looked after.



We made sure the young people got more help from an advocate if they wanted it.

## Making Continuing Health Care better



People told us they were not happy with Continuing Health Care. This is a way people can get their care paid for.



People found it hard to understand information.



We helped the NHS improve the information they give to people.

## Doctors surgeries



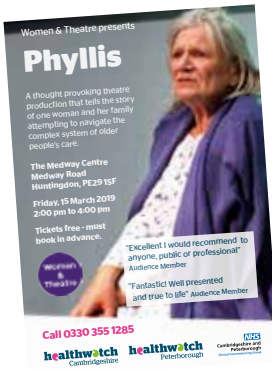
Some GP doctors' surgeries are joining together and becoming bigger.



This will help them do more things to help their patients stay well.



We helped them know how to talk to their patients about this.



## Making older people's care better

We asked a theatre company to put on a play called Phyllis.



It was about how hard it was for a family to get care for their mum when she came out of hospital.

We asked lots of people to come. This included:

- + The people who make decisions about older people's care.
- + Older people and family carers.
- + Staff who care for older people.



They talked about how to make care better for older people.

## Making sure people are listened to



Before health or social care organisations want to change a service they have to ask people what they think.



We help people say what they think.



We go to lots of important meetings to tell organisations what people have told us.

Some of the meetings we go to are:

- + **Health and Wellbeing Boards.**
- + **Cambridgeshire and Peterborough Clinical Commissioning Group meetings**
- + **The Joint Safeguarding Partnership Board.**  
The board is in charge of making sure good plans are in place to keep children, young people and adults safe.



We also work with lots of other organisations.



# How we help people find information

## What people asked us



Most people asked us for help to find a service or sort a problem out.



Some people got in touch to tell us about good care.



A lot of the people we speak to have more than one problem.



We spend a long time helping people.



## How we helped people

We gave people information about how to get help. This includes:



- + Information about NHS PALS and Patient Experience teams. They help sort out a problem with hospital care.



- + How to find an advocate. This is someone to help you sort out a problem.



- + Information about groups that can help people.



- + How to find information on the internet.

# The people who help us



A group of people called our Board decide what is most important for us to do. They make sure we do a good job.



Some people give their time to us for free. They are called volunteers.



Our volunteers help us listen to people about health and social care services.



Some volunteers can go and visit services.



Our volunteers get lots of training and support.



Our volunteers get expenses.

## Meet Hazel and Travis

Hazel and Travis are Healthwatch volunteers.



+ This is Hazel.



+ This is Travis.



Hazel and Travis help people understand what it is like to have a learning disability.



They helped us tell family doctors in Peterborough how to be better for people with a learning disability.



**Thank you to everyone who has helped us.**

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## **This report**

We use photosymbols to help make this report easier to understand

Thank you to Estelle from Making it Clear for helping check the report.

Thank you to Nick, Vicky and Vanessa for helping us to make sure the report is easy to understand.

**We help people living in Cambridgeshire and Peterborough to say what they think about their health and social care services.**

**We can help change services to make sure they meet your needs.**

# How to get in touch



## Call:

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## Text:

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## Email:

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## Website

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

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