



Our easy read report about last year

2019 to 2020

healthwatch
Cambridgeshire

healthwatch
Peterborough



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 **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 shop.



- 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.

How we help people speak up



- We ask people what they think about **NHS** and **social care services**.



- We visit groups and events to talk to people.



- You can talk to us by phone.



- You can talk to us by computer.

Meetings you can come to



- We have public meetings called Forums.



- Some people who make decisions about services come to the Forums.



- You can ask them questions about services.



- You can tell them how to make services better for you.

Help people take part in decisions



- We help people take part in the **Adult Social Care Partnership Boards**. This is a meeting with people who make decisions about **health** and **social care** services.



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

We helped people:



- Ask questions about how much you need to pay for your care.



- Tell services how to be better for people.

Making the NHS better



- We asked people what they need to help them look after their health.



- We wrote a report to let the **NHS** know what people want.



- This helped the **NHS** write a **Long Term Plan**.



- The plan will help them make the **NHS** better.

How we made health and care better



- We talked to people in **A&E** at **Addenbrooke's Hospital** to find out what care was like. **A&E** is where you go if you hurt yourself badly or are really ill.



They told us:

- They had to wait a long time.



- But care was good.



- We told **Healthwatch England** who wrote a report. They speak up for people who use health and social care services in England.



- The report will help the **Government** decide how to check that people are getting good care in **A&E**.

Three other things we did.



1. We wrote a report to help people plan care at the end of their life.



2. We visited three **care homes** which look after older people. And talked to the people who live there.



- This will help the **care homes** make care better.



3. We made sure there were more dentist appointments for people.

Helping you know what to do



- We helped people know what to do when there was a problem with their care.



- We helped people find support when coronavirus started. This is also called Covid-19.



- We helped people find the **NHS health** services they needed.



- We helped people find the **social care** services they needed.

Healthwatch people



- A group of people called our **Board of Directors** decide what is most important for us to do.



- They meet every two months. You can come to their meetings if you want to.



- We have 16 members of staff. They run our Healthwatch.



- We have 34 volunteers. They help us talk to people.



- We give them training. And we make sure they know what to do.

How to get in touch



Call:

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Text:

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Email:

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Website

- www.healthwatchcambridgeshire.co.uk
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Thank you



Thank you to everyone who has helped us.



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