

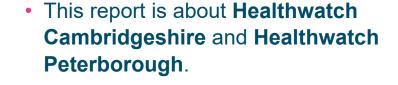
healthwatch Cambridgeshire

healthwotch
Peterborough

About Healthwatch









 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.

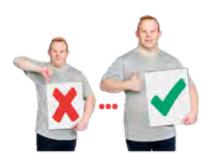


It is our job to tell **NHS** health and social care services:

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.





 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:

0330 355 1285



Text:

07520 635176



Email:

enquiries@healthwatchcambspboro.co.uk



Website

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



Thank you

Thank you to everyone who has helped us.



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

This summary is © copyright Healthwatch Cambridgeshire and Peterborough CIC (2020) Registered Company Number: 08516179