



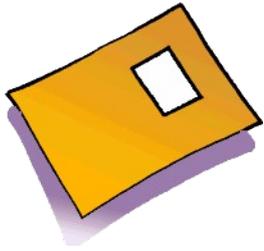
Our EasyRead report about last year 2017-2018



EasyRead version



What is in this report



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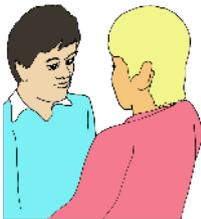
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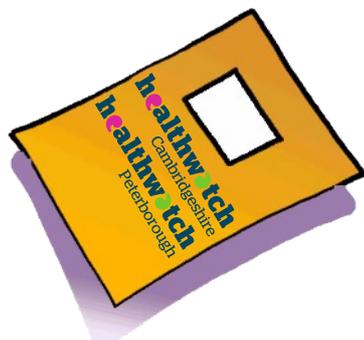
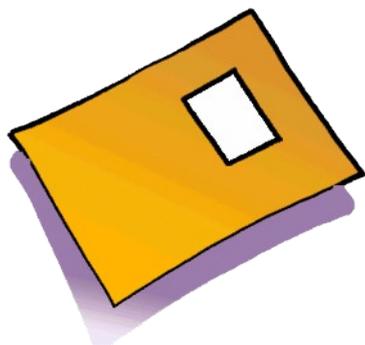
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To get in touch with us

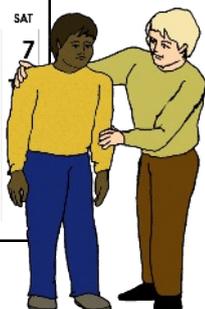
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About this report



This is our first report about Healthwatch Cambridge and Healthwatch Peterborough.

2017						
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It tells you what we did well last year and how we have helped people.

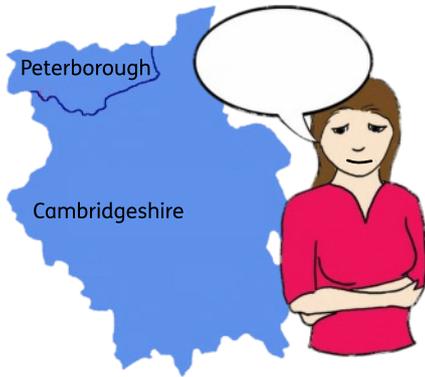


We have talked to lots of people about their health and care.

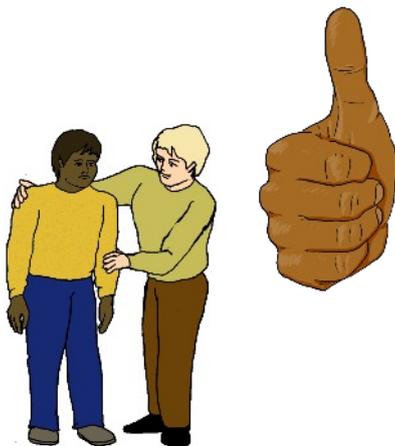


We want to make health and care services better for everyone.

Who are Healthwatch?

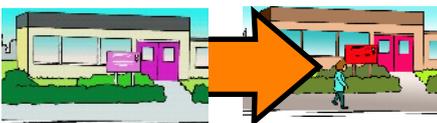


We help people living in Cambridgeshire and Peterborough to say what they think about their health and care services.



It is our job to tell health and care services:

- what they did well
- what they need to do better
- how they can help people.



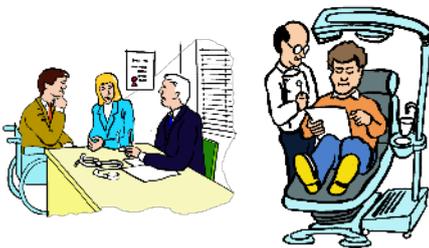
We can help change services to make sure they meet your needs.



What do we want to make better?

These are the most important things.

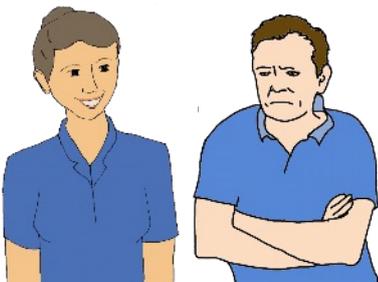
We want to make sure:



- people can get a doctor (GP) or Dentist where they live. Especially when lots of new houses are built



- people can get social care assessments and get their services working together



- 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



- we talk to lots of people about changing services so they work well for everyone for a long time.



What we did well last year

- we have spoken to more than 4,000 people at 158 events



- we talked to more than 2,000 people on social media



- 35 volunteers helped us talk to people and services



- we have written 8 reports about local services



- we have made a guide to help people tell their doctor (GP) about what they think.

Listening to people



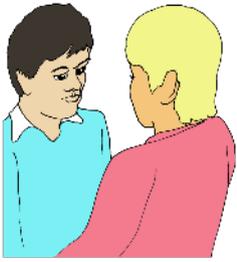
We need people like you to tell us what you think about your health or social care.



We then tell services what people have said.



This helps make services better for everyone.



How we talk to people



We talk to people in lots of different ways and at different places:

- we meet people at events



- we visit people in groups or at meetings



- we go to schools and colleges



- people talk to us online.



Who we talk to

Young People

This year we have tried to meet:



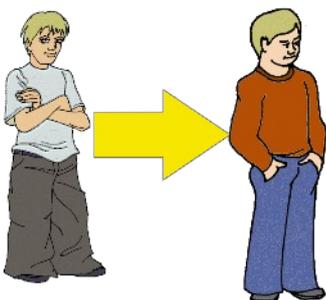
- families and children with extra needs



- families living in poorer areas



- young people at secondary school



- young people moving from children's to adult mental health services.



Older People

Older people need health care more than anyone else.



Most of the people we have spoken to at events are older.



We have also visited local Black, Asian and Minority communities.



People who are at risk or find it hard to get the health care they need

We have worked very hard to speak to people who find it hard to get the health care they need.



We also have a new person whose job it is to meet these people and listen to them.



The people who might find it hard to get the health care they need include people:

- who have lots of health needs



- who are disabled



- from other countries



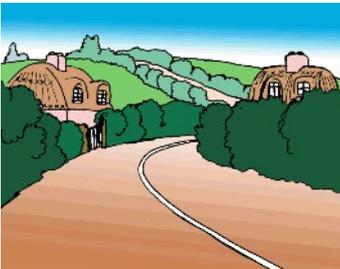
- who don't speak English



- who are poor



- who are Travellers or Gypsies



- who live in the country and find it hard to travel

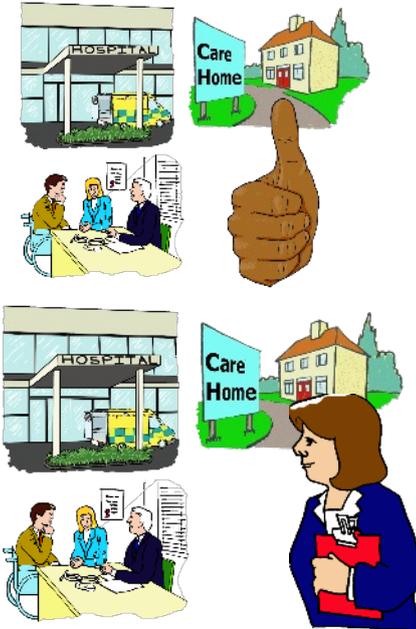


- who are treated unfairly.

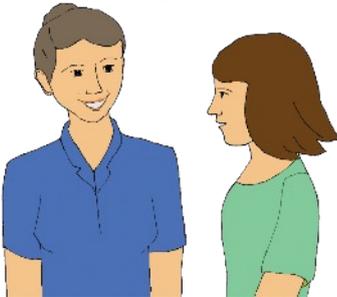


We visited lots of different events in different places to meet these people.

How we can help make services better



Healthwatch is allowed to visit and look at health and care services.



When we visit we talk to people using the service and listen to what they think.



This means we can check if a service is doing a good job.

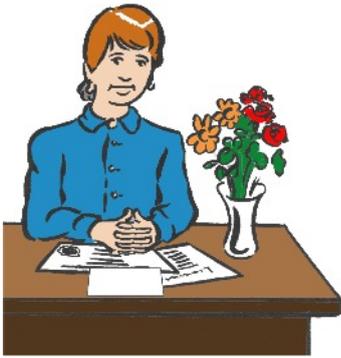


We can also tell the people in charge if we are worried about a service.

The people in charge includes:



- the people who plan and pay for the service. They are called the commissioners



- the people who manage the service. They are called the providers



- the Care Quality Commission. They check services like GPs, hospitals and care homes to make sure they are giving good health and social care to people.

Examples of visits that have helped people get a better service

Cambridgeshire Visits



We visited 3 care homes to find out what the people living there thought about their food.



We wanted to check if people were eating healthily and got help if they found it difficult to eat or drink.

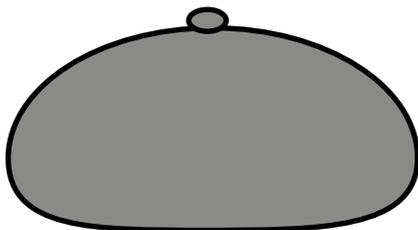


After our visits we said the care homes could do 3 things to help people:

- have pictures on the menus to help people make choices



- staff to sit and talk to residents during meals to help them eat and make it more enjoyable



- cover food to keep it warm.



Our visit helped make mealtimes nicer for the people living in the care homes.



Peterborough Visits

We visited 2 doctors (GP surgeries) to find out what people thought about their doctors.



We talked to 28 people and asked them how information was given to people who had problems seeing or hearing or learning disabilities.



After our visit information was made better and they also made a children's play area.

Our information services



We also help people find out which services can help them.

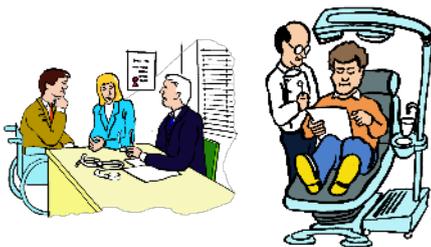
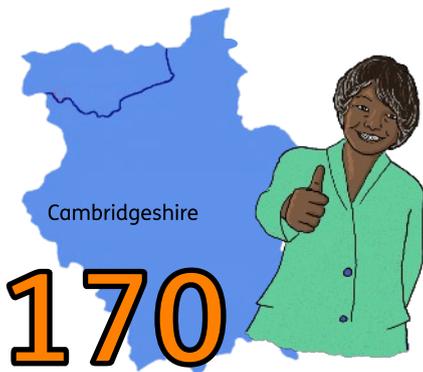


To get in touch see our details at the end of this report.



How many people we helped

In Cambridgeshire last year we helped people 170 times.



- we helped people get an appointment with a dentist or doctor.



- we told people how to get in touch with an advocacy service like PALS or Total Voice when they had a complaint



- we listened to complaints about the SpecSavers hearing service.



In Peterborough last year we helped people 62 times.



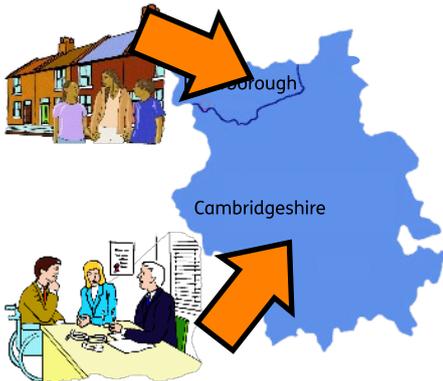
- most people needed help to make a complaint when they had a problem with their health care



- lots of people needed help to find an NHS dentist



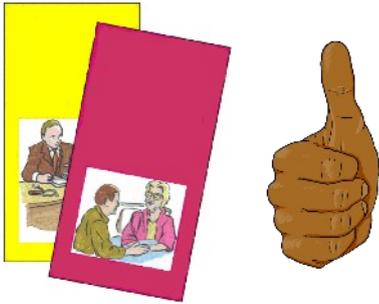
- we listened to the problems people were having getting help with sign language



- we also helped people who live in one area but have their doctors or visit hospital in another area.



How we think health and care services could be better

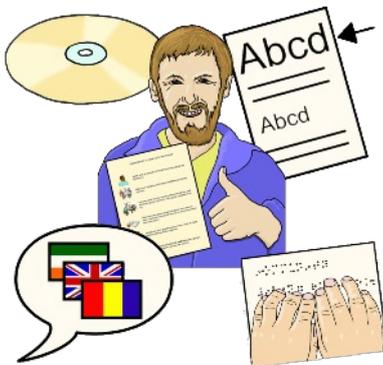


Accessible information

We think health and care services need to be better in making sure everyone can get the information they need.

Accessible information includes:

- braille
- sign language
- easyread.



People need to be told by health and care services that they can have accessible information if they need it.



What needs to change

Health and care services need to help people understand information.



- staff in health and care need to know how they can help people



- when people need treatment it must be explained to them in a way they can understand



- services should make sure people get the support they need to be understood.



We wrote a report all about people's experience of getting information. Our report is called 'Accessible Information as Standard'.



We asked all the local health services what they are doing to make sure people can get the information they need in a way they understand.

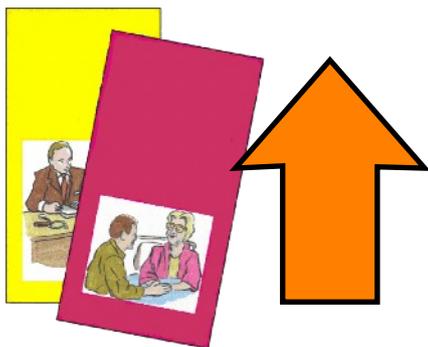


We will be checking to make sure they make things better.



Young people's mental health services

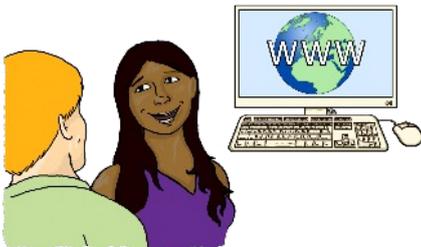
We have talked to lots of young people about their mental health.



Young people have said they need more information and support to stay healthy.



We wrote two reports all about young people's mental health. They are called "Being Happy, Being Me" and "Minding Us".



From these reports mental health services made these changes:

- giving support both online and face to face



- making it easier for young people to get support



- a new website with information for children, young people and their families.

Helping GPs talk to their patients



We made an online guide to make it easier for people to say what they think of their doctor (GP).



We have also spoken to doctors about how to listen to their patients.



What we have made better



These are some of the services we have helped make better:

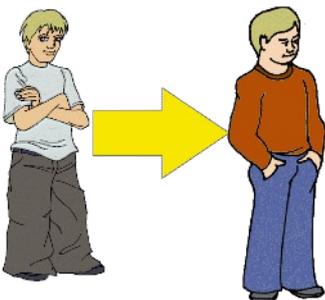


New Autism Service

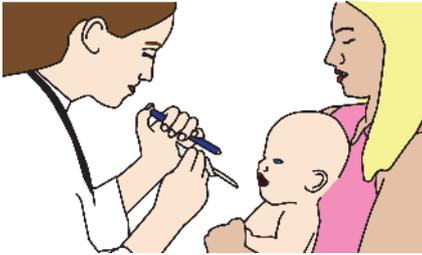
We helped get a new Autism service for young people.



This service will help young people between 12-18.



There will also be a new service for young people moving to adult care.



Tongue Tie Service

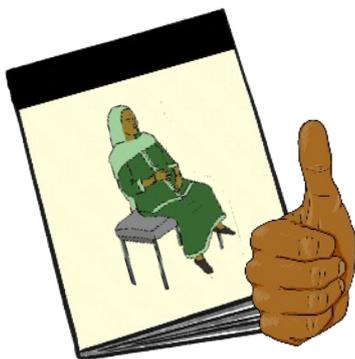
Lots of babies need to see a doctor about tongue tie.



It was very hard for babies to get treatment.


Cambridgeshire and Peterborough
Clinical Commissioning Group

We told the Cambridgeshire and Peterborough Clinical Commissioning Group this needed to change.



The service will be part of Better Birth Plans to make it easier for babies to get the treatment they need.



Audiology Service

Lots of people complained about the SpecSavers Audiology service.



People were worried that SpecSavers:



- made them wait a long time



- lost their records



- didn't seem to know enough

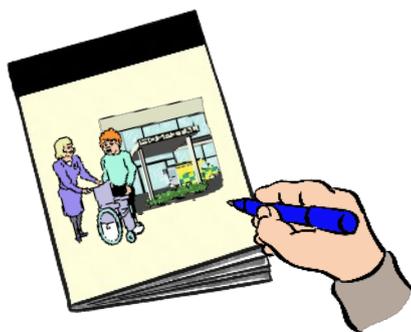


- made them go back to their GP.



We told Cambridgeshire and Peterborough Clinical Commissioning Group that SpecSavers needed to do better.

Information about leaving hospital



We helped to write a new leaflet about leaving hospital.



This tells people about what choices they have after leaving hospital.



Seeing a dentist

Lots of people told us they couldn't see an NHS dentist.



We told NHS England who said they know there are problems.

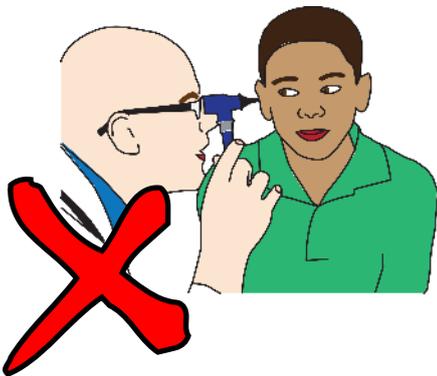


They said they will try to make it better.

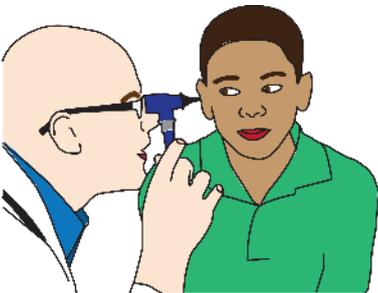


We will check to see if it does get easier.

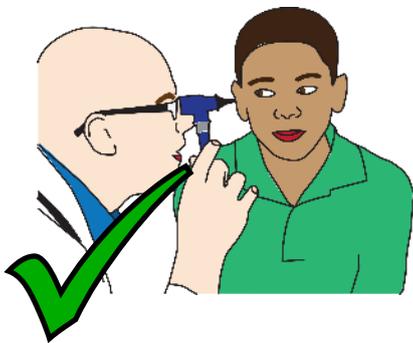
Ear wax



People told us their doctors would not get ear wax out.



Doing this is part of their job.



They were told they had to do this.

Making sure people can say what they think about their health and care service



Health and care services have got a plan to help make care better for people in the future.



We will make sure that health and care services always ask people what they think before they change things.



We have helped make it easier for health and care services to find out what people think.



We are worried that health and care services are not good at asking people what they think.



We have asked them to get better.



Our staff go to lots of meetings about the plan.



Their job is to speak up for people who use health and care services.



The groups have talked about:

- making health and care services work together better
- making urgent and emergency care work better
- making care better for people with long term health problems





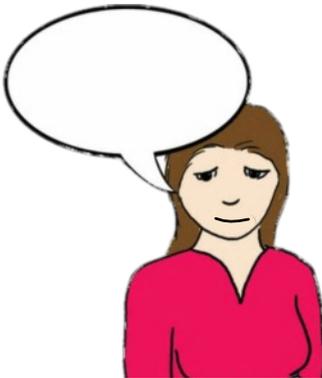
- making care better for pregnant women and new babies
- making care better for people who are at the end of their life
- helping to stop people fall over
- helping older people when they become ill but don't need to go to hospital.



Changes to health and care services



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

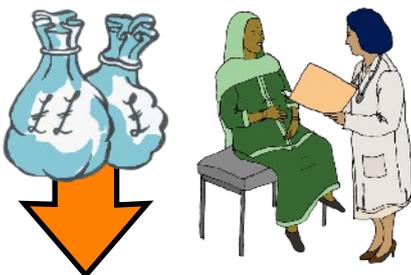


We help people say what they think.

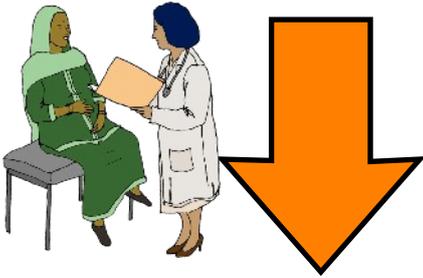
These are some of the services we have talked about

Help having a baby

NHS
Cambridgeshire and Peterborough
Clinical Commissioning Group



The Cambridgeshire and Peterborough Clinical Commissioning Group wanted to spend less money on help to have a baby.



This would mean less people getting help.



We said this would be unfair.

NHS
Cambridgeshire and Peterborough
Clinical Commissioning Group



Cambridgeshire and Peterborough Clinical Commissioning Group listened to us but still decided to spend less money.



Paying for social care

Cambridgeshire County Council wanted to charge people more money for their social care.



We said this was not fair.



The council decided not to charge more money.



Other things we have talked about:

- keeping adults safe



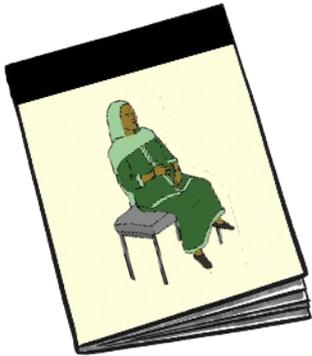
- checking there are enough chemists



- children's centres



- the Council's community review



- better birth plans



- dementia plans



- children and young people's mental health.



Making sure people are listened to



Our staff go to lots of meetings to make sure we can say what people have told us.



Some of the groups we go to are:

- Health and Wellbeing Board
- Cambridgeshire and Peterborough Clinical Commissioning Group meetings


Cambridgeshire and Peterborough
Clinical Commissioning Group



We also work with lots of other organisations.

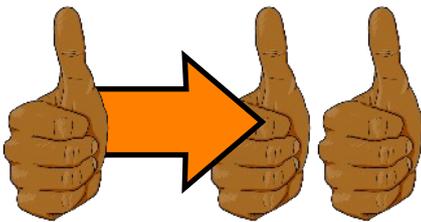


The Care Quality Commission (CQC)

CQC check health services are doing a good job and that patients are safe.



We tell the CQC about what happens to people using services.



The CQC can make a service get better if they need to.

healthwatch

Healthwatch network

We are also part of the Healthwatch network.

2012						
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Healthwatch was set up in 2012 after the government made a law that said that people should be at the centre of health and social care.



Healthwatch England is the national organisation and there is a local Healthwatch group in every area of England.



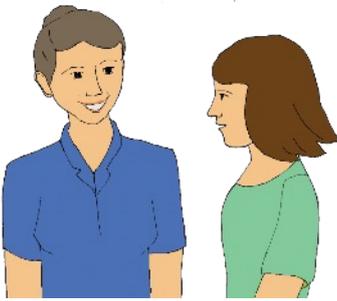
If we think there is a problem that affects people all over England we tell Healthwatch England.



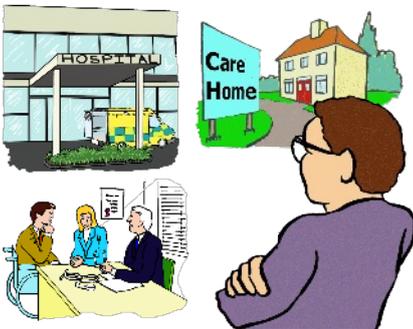
People who work for us



We have paid and unpaid staff including 35 volunteers.



Our volunteers help to listen to people about health services.



Some volunteers can go and visit services.



Our volunteers get lots of training and support.



Volunteers get expenses.



Our money



Department
of Health &
Social Care



We get money to run from the
Department of Health and Social care.

£500,000

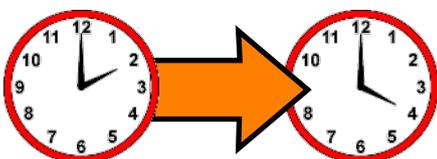


Last year we got just over £½ million and
spent nearly all of it.

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You can find out more about the money
we get and how we spend it on:

Wednesday 18th July



2-4pm



Etheldreda Room
Ely Conference Centre
Palace Green
Ely
CB7 4EW



To get in touch with us



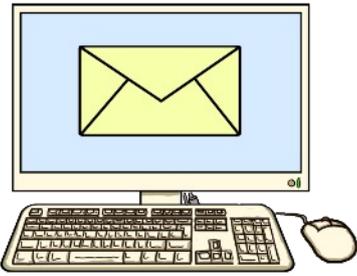
Write to:
Freepost RTHA-RTYE-SATT
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