

## **Information and Signposting Report – July 2026**

### **Purpose**

This report provides an update on Healthwatch Cambridgeshire and Peterborough Information and Signposting activity for the period 1 July 2025 to 30 June 2026

### **Action required by the Board**

The Board is asked to:

Note the report

### **Author**

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8 July 2026

### **Key items**

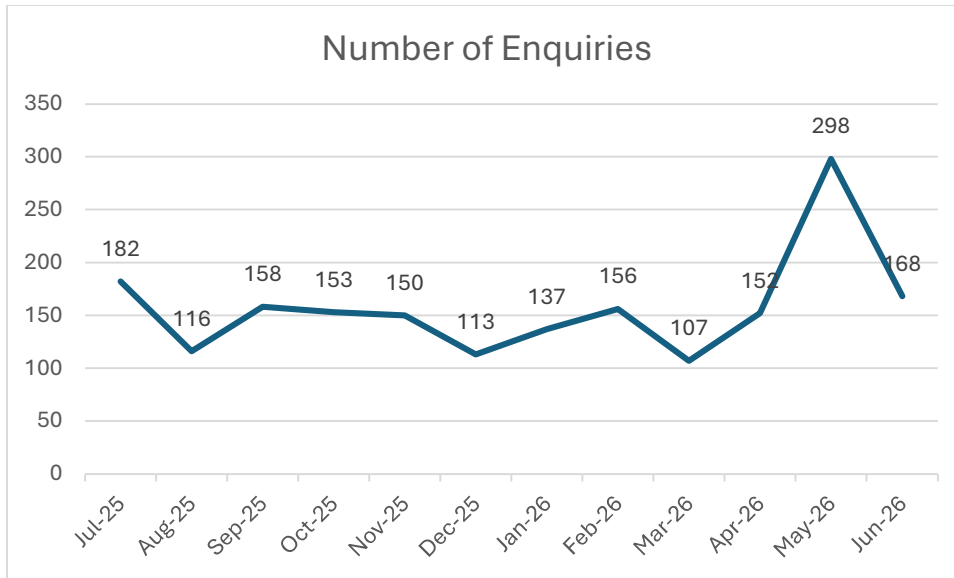
1. Our Information and Signposting Team handle all feedback received by Healthwatch Cambridgeshire and Peterborough, which is received via:
  - Our engagement events through the Engagement team
  - Feedback heard at our meetings including health and care forums, PPG forums and Partnership Boards
  - Enquiries received via our websites
  - Telephone enquiries
  - Email enquiries

2. Activities carried out by the Information and Signposting Team

- Logging all feedback and enquiries received via the routes above in conjunction with our Administration Officer
  - Updating previous entries on our database to ensure they reflect work done in conjunction with feedback or enquiries received
  - Responding to individual enquiries received by telephone or email
  - Managing the IMP database, working with other Healthwatch colleagues including Healthwatch Lincolnshire to continually develop the database to ensure it meets our needs
  - Providing information and signposting to people who get in contact
  - Providing updates on actions we have taken as requested
  - Providing accurate reports as requested using the IMP database
  - Checking accuracy of database entries to ensure cases are anonymized and identifying information is removed for inclusion in reports
  - Working with our Impact and Data Analyst to analyse themes
3. During the period 1 July 2025 to 30 June 2026 we recorded 1890 pieces of feedback, 21.9% (414) of these required an element of signposting. 56% of experiences recorded came from women, 30% came from men, 0.95% came from people describing themselves as nonbinary or intersex with the remaining percentage made up from 'prefer not to say' and 'not known'.

**Feedback/enquiries received 1 July 2025 to 30 June 2026**

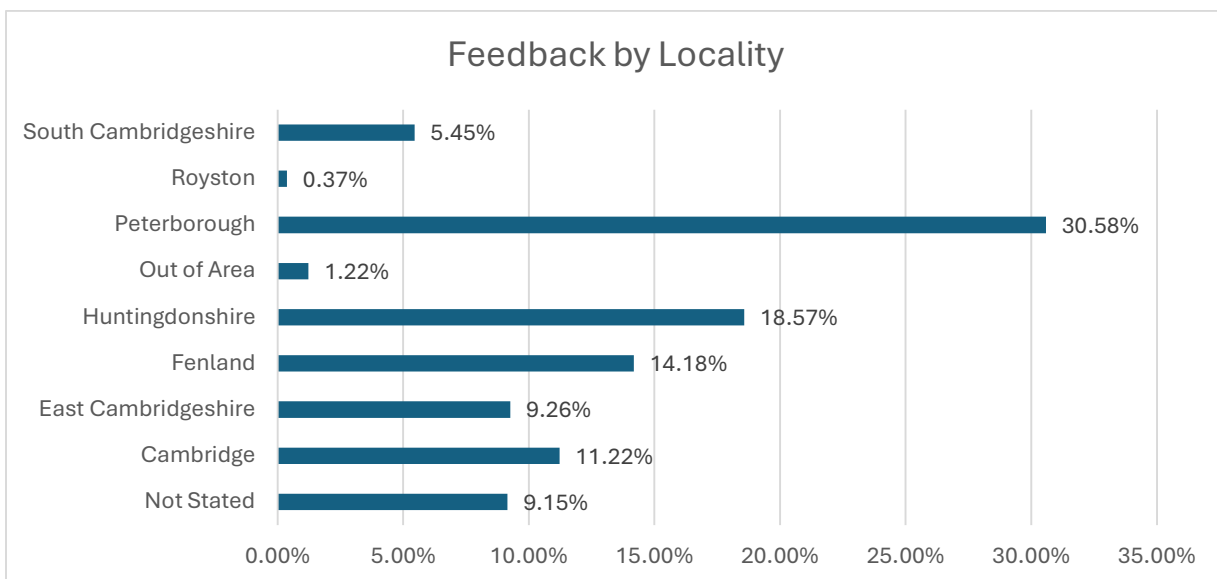
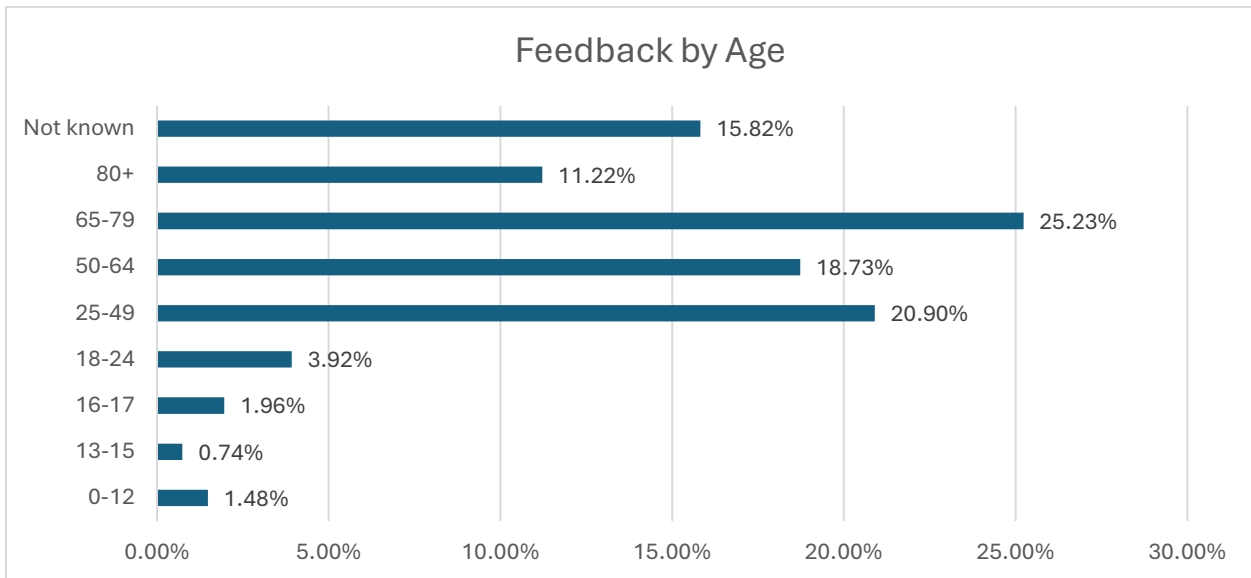
The chart below shows the number of items of feedback received each month during the period 1 July 2025 to 30 June 2026. Please note the number of enquiries was considerably higher during May 2026 due to Patient Experience Week during which the whole staff team took part in additional engagement activities.



The ethnicity and age distribution is set out in the tables below:

<b>Ethnicity</b>	<b>Percentage</b>
Any other ethnic group (please specify)	1.65%
Arab	0.63%
Asian / Asian British: Any other Asian / Asian British background (please specify)	0.77%
Asian/Asian British: Bangladeshi	0.53%
Asian / Asian British: Chinese	0.01%
Asian / Asian British: Indian	0.53%%
Asian/Asian British: Pakistani	0.48%
Black / Black British: African (please specify)	2.80%
Black / Black British: Any other Black / Black British background (please specify)	0.32%
Black / Black British: Caribbean	0.26%
Mixed/Multiple ethnic groups: Any other Mixed/multiple ethnic groups background (please specify)	0.74%
Mixed/Multiple ethnic groups: Asian and White	0.58%
Mixed/Multiple ethnic groups: Black African and White	0.26%
Mixed/Multiple ethnic groups: Black Caribbean and White	0.21%

Not stated/prefer not to say	25.86%
White: Any other White background (please specify)	4.76%
White: British / English / Northern Irish / Scottish / Welsh	57.99%
White: Gypsy, Traveller or Irish Traveller	0.21%
White: Irish	1.06%
White: Roma	0.32%
<b>TOTAL</b>	<b>100.00%</b>



## What we heard about

### Primary care

A continuing theme has been the high percentage of feedback we receive about Primary Care services including GP surgeries. Over this period we received 947 items of feedback about Primary Care which accounts for 50.1% of our total feedback.

Of this feedback:

- 75.40% relates to GP practices
- 13.94% relates to dentistry
- 9.81% relates to pharmacy

### Hospital Services

We received 797 items of feedback about hospital services. This accounts for 42.17% of our total feedback. Key areas of hospital services we heard about included:

Emergency Department	18.32%
Outpatients	12.42%
Inpatient Care	6.78%
Ophthalmology	5.65%
Cancer Services	4.64%
Ear Nose & Throat	3.26%
General Surgery	2.51%
Radiology/X-Ray	2.51%
Orthopaedic	2.38%
Dermatology	2.13%

## **Social Care**

Due to historically hearing receiving much higher volumes of feedback about health including Primary Care and Secondary Care, we are making extended efforts to hear and report increased amounts of feedback about Social Care. As part of this effort we have worked with Cambridgeshire County council and Peterborough City Council to develop a separate feedback survey specifically for use for Social Care. Feedback from the surveys are logged onto our database.

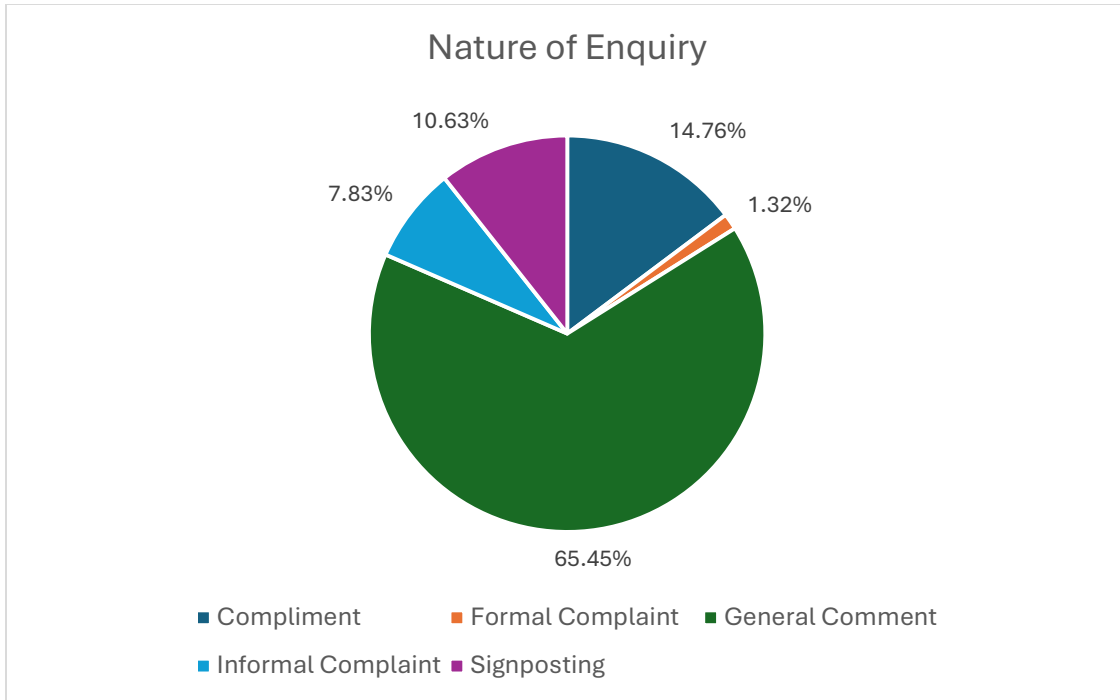
In the past year Social Care feedback has accounted for 8.25% of our total feedback received. We carefully monitor levels of feedback received and look forward to reporting a percentage increase in Social Care feedback in the coming months. Our Engagement Team are planning increased activity in settings where we are more likely to receive feedback about Social Care.

### **Other areas we heard about:**

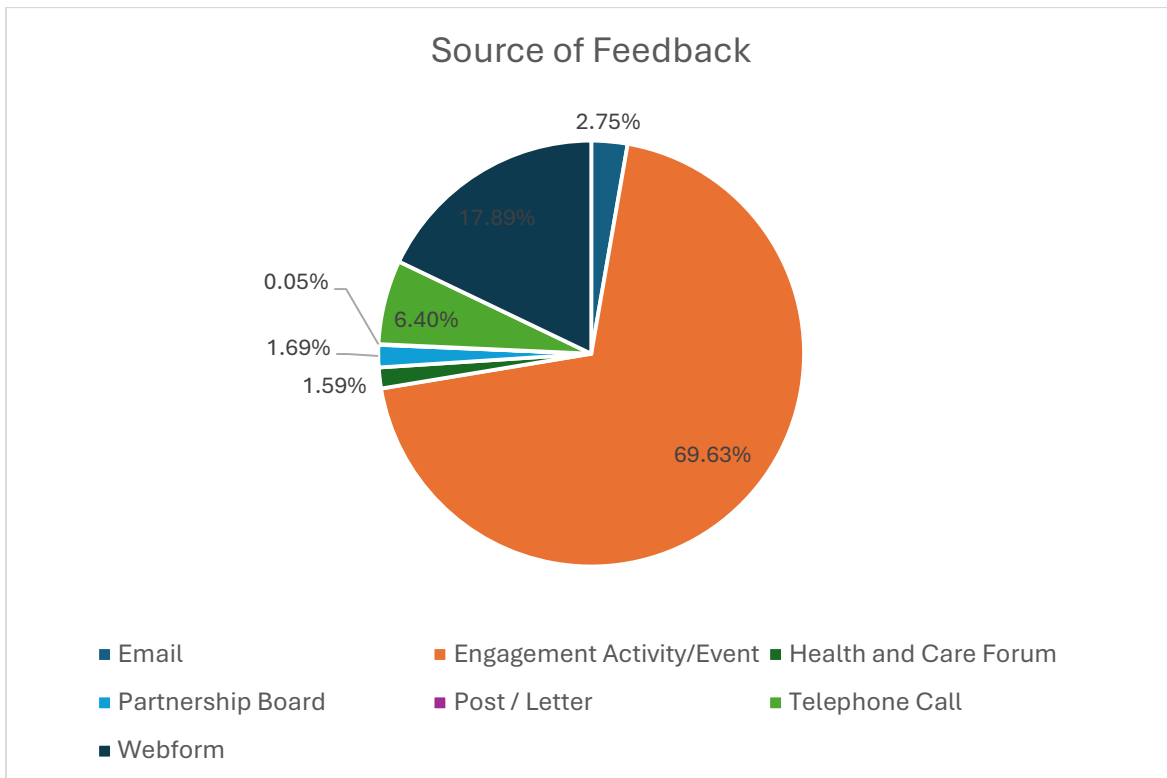
- Mental Health services accounted for 14.55% of feedback received.
- Community Health Services accounted for 4.81% of feedback received.
- We had 71 items of feedback about Patient transport

\*Please note, some feedback received relates to more than one service area.

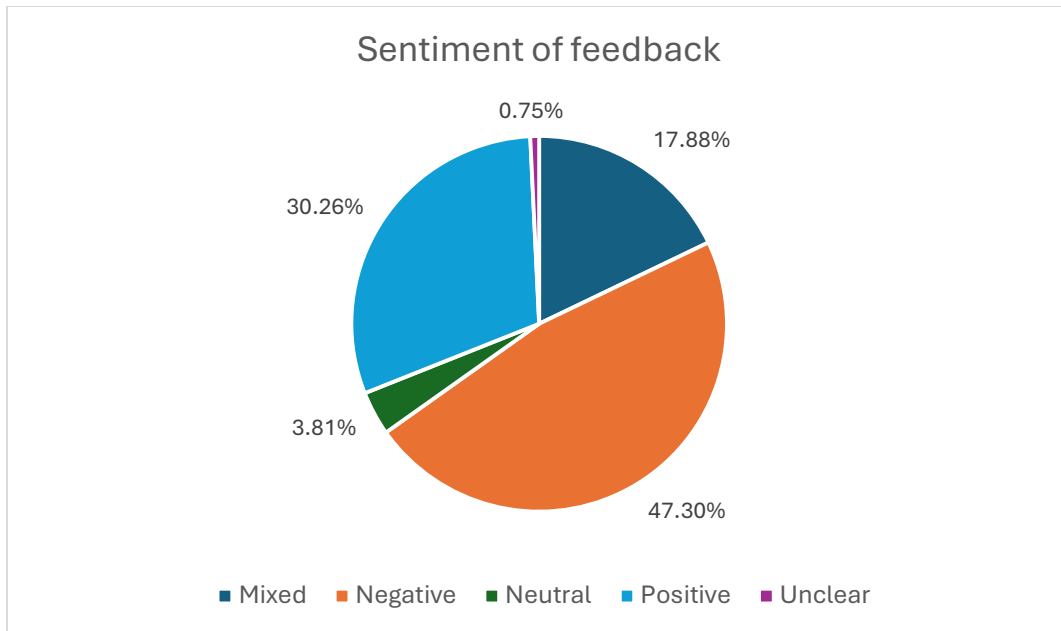
### Nature of Enquiries



### How Feedback was Received



**Sentiment of feedback**



**Some examples of how we have helped local people with their enquiries:**

**Accessing Steroid Injections**

A patient was repeatedly told their GP surgery could not provide the steroid injections they needed.

*We escalated the issue to the Integrated Neighborhood Manager, who liaised with the surgery and arranged for the patient to be contacted and booked in for treatment.*

**Delayed Cervical Screening Appointment**

A patient overdue for cervical screening after pregnancy was told they would need to wait 6–9 months for an appointment.

*We contacted the Integrated Neighbourhood Manager, who worked with the practice manager to secure an appointment within weeks instead of months.*

**Accessing Urgent Test Results for Cancer Treatment**

A patient waiting months for test results urgently needed them to access a specialist cancer treatment programme.

*We supported the patient and their spouse to escalate concerns through PALS and the Patient Experience Team, helping secure the results in time for treatment.*