

# Our Yearly Report from 2022 to 2023



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## About us

**healthwatch**  
Cambridgeshire

**healthwatch**  
Peterborough

We are Healthwatch Cambridgeshire and Peterborough. We want all local people to get good health and social care services.



**Health services** means things like seeing a doctor or going into hospital.



**Social care** means care or support in your own home or local community. Things like carers at home or going to a day centre.

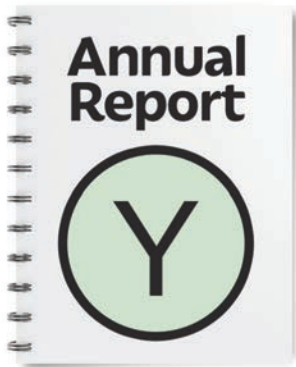


We listen to local people and **campaign** to make services better in our area.

A **campaign** is when we work to try and change something or make it better.

# About this report

Every year we write a report. The report says:



- what work we have done
- and**
- what we want to do next



This report says what we have done from 2022 to 2023.



This was a really special year for us at Healthwatch.



It means we have been working to make health and social care better for 10 years.

## Our volunteers



A **volunteer** means someone who works but does not get paid.



We are really lucky to have amazing volunteers at Healthwatch. They do a lot of great work in our local communities.



They help us to understand what is working well and what needs to be better.

# What we did in 2022 to 2023

In the last year, we have:



- listened to more than 2 thousand people. They told us what it was like for them using health or social care service



- had **181** events. We invited local people to come to the events and talk to us about health and social care



- given advice and information to more than 850 people

We have helped people with things like:



- getting the information they need to make decisions about their care



- finding a dentist



- the **cost of living crisis**. This is when the cost of things like food and energy goes up. But people's wages stay the same.



This means people have less money to pay for things



# 8 big things we have done this year

## 1. Your Care, Your way

We have a campaign called **your care, your way**.

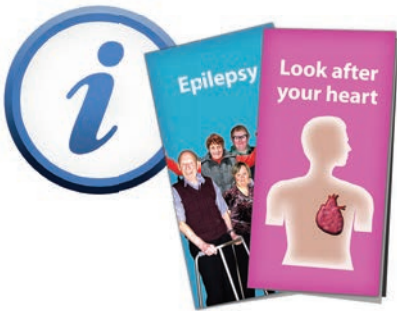


This campaign:

- finds out if people get health information in a way they can understand

**and**

- makes sure that health services are giving people information in the best way for them



Last year, we found that:



- people are still not getting health information in a way they can understand

**and**



- not all health services are following the rules about giving people information

Local people have told us they need:



- information in braille, large print and sign language
- letters in easy read
- short videos that show them what health services look like

## 2. Supported Ukranian refugees



A **refugee** means someone who has to leave their own country because they are not safe.



We have helped to make health and social care welcome packs for **refugees** from the Ukraine.

The packs help people from Ukraine to:



- **register** for a doctor. This means the doctor will include you on their list of patients

**and**

- get health and social care in their local area



### 3. Looked at how people can see a dentist



There are not enough dentists in England at the moment.



A lot of people contact us about getting a dentist appointment.



We have been campaigning about making it easier for people to see a dentist.



The NHS is now looking at how they work together with dentists.

## 4. Looked at making emergency care better



We have 12 volunteers who have been trained as **Health Champions**. They help us to find out what people think about local health services.



Our Health Champions have worked on a project that looks at emergency care in hospitals.



The Health Champions spoke to lots of people.

They asked people about the care they got in the Emergency department at Addenbrookes hospital.



We have written a report about what they found out.



The hospital has used our report to make services better.



One of the changes is that patients now have a proper waiting room where they can sit and wait.



The hospital is now working hard to make waiting rooms less crowded and noisy for people.

## 5. Talked to patients about their experiences



Sometimes, a person's doctor might send them to another health service. This might be at a clinic or at the hospital.



That service will be able to give the person the right care and treatment they need.



We have spoken to lots of people about their experiences. We wanted to find out things like:



- how long people had to wait to see another health service

**and**

- if people were given information about the health service in a way they could understand



## 6. Talked to new mums about their experiences



We have worked with new mums to see what they thought about health services.

This is when they had their baby and at their check ups afterwards.

## 7. Worked to make end of life care better



**End of life care** is the care you get when you coming towards the end of your life.



We want to make end of life care better for people in our areas.





We have spoken to patients and their friends and families about their experiences.



Our work has led to a new phone service being set up.



People who are getting end of life care can ring this number to speak to a specialist nurse. This is a nurse who knows a lot about end of life care.



You can ring the service at:  
**NHS 111.**

You will need to choose **option 3.**



You can ring this number at any time day or night.

Other work we are doing includes:



- making sure people who get end of life care are involved in decisions that affect them



- making it easier for people to get medicines when the chemists are closed. Times like at night or at the weekend



- making sure end of life care to be the same across all of our areas

## 8. Looked at making health and social care services fair for everyone



We want everyone in our areas to have the same chances to use health and social care services.



Our Health Champions have looked at why some people don't use health services. This might be people who:

- are homeless or don't have a lot of money



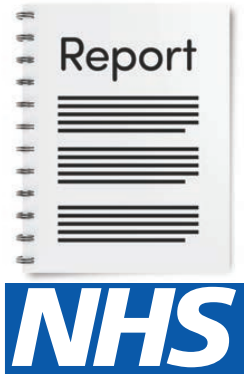
- are **travellers**. Travellers are people that may not have a house and move around a lot



- don't speak English



The Health Champions found out what stops people from using health services.



We have written a report about what they found out.

We have given this report to NHS services.



We hope they will use what we found out to make services better.



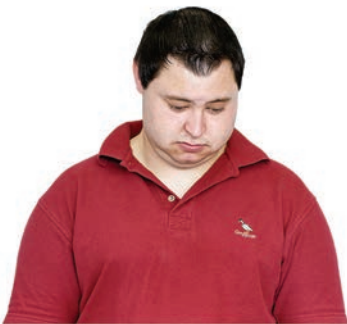
## Next year

In the last 10 years we have shown how working together with local people makes services better.



In the next year we will carry on listening to our local communities and giving them a voice.

We will fight to make health and care services better for everyone.



We will look at why some people don't get the same chances to get good healthcare.



We will try to stop this from happening in future.

# Our 3 big things we want to do from 2023 to 2024



1. Help people stay **independent** and well by giving them the right information.

**Independent** means doing things for yourself or with some support.



2. share information to help more people use **primary care services**.

**Primary care** means the people you see first when you are ill. For example your local doctor, nurse or chemist.



3. include local people in new projects that will look at how services need to change

## Contact us

For more information or if you have any questions, you can contact us:



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