



Patient Experience Week

Prepared By :

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2026

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Listening to Local Voices

During **Patient Experience Week 2026**, we engaged with over **400 people** across local health and care settings, speaking to **415 individuals** and gathering a total of **157 pieces of feedback**, including **152 NHS experiences** and **5 Adult Social Care** survey responses. This provided a rich snapshot of patient and service user experiences across the local system.

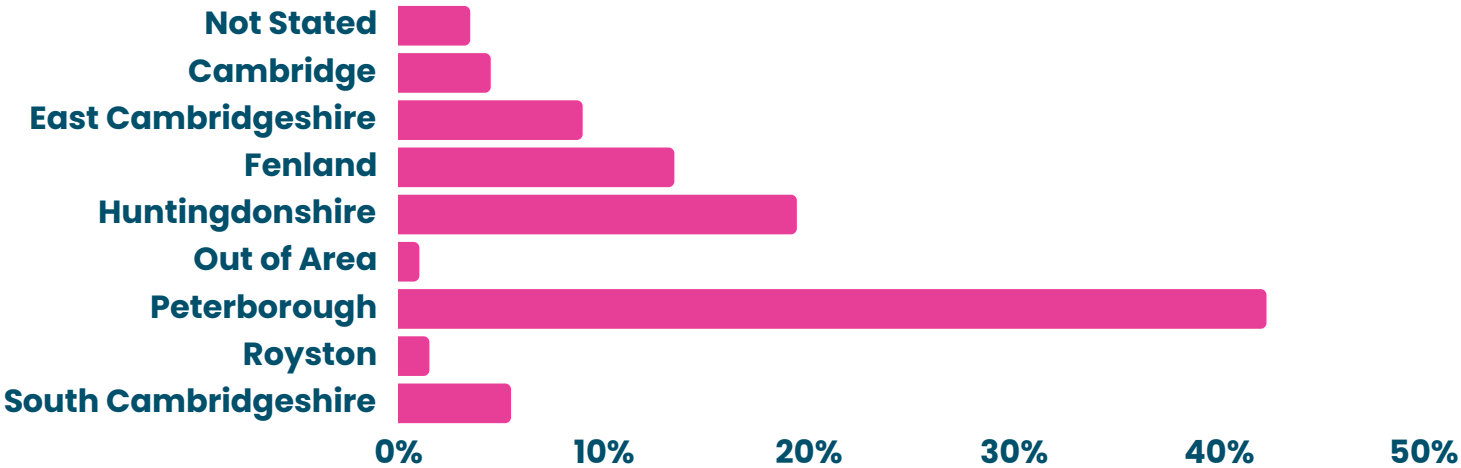
This activity was carried out as part of the national campaign of the same name to ensure that the voices of local people are heard directly and at scale, helping to build a clearer understanding of what is working well and where improvements are needed across health and care services.

Engagement activity took place across a range of high-footfall sites, including **Peterborough City Hospital, Botolph Bridge Health Centre** (Peterborough), **Boroughbury Medical Centre** (Peterborough), **Hinchingbrooke Hospital** (Huntingdon), **Addenbrooke's Hospital** (Cambridge) and **North Cambridgeshire Hospital** (Wisbech). This ensured feedback was gathered directly from patients and carers at the point of care, capturing real-time experiences across both acute and community settings.

The week also included media coverage on Peterborough City Radio, where Healthwatch **CEO, Jess Slater** took part in an interview to highlight the importance of listening to patient experience and to raise awareness of the work being done locally to gather and act on public feedback.



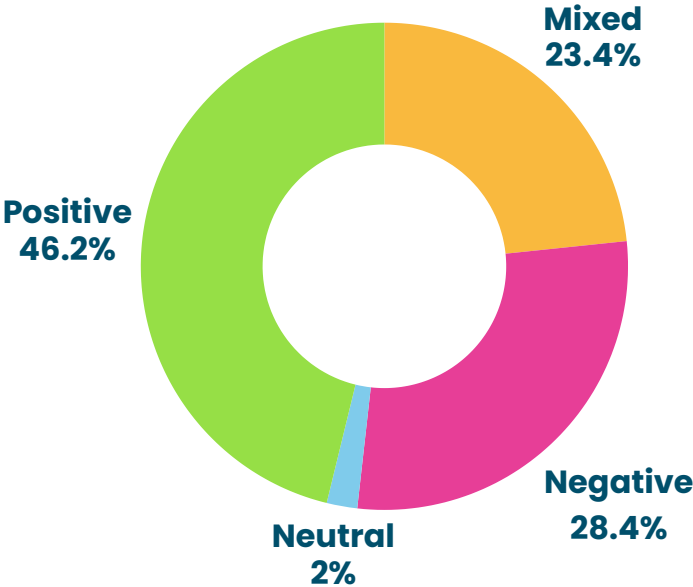
Locality

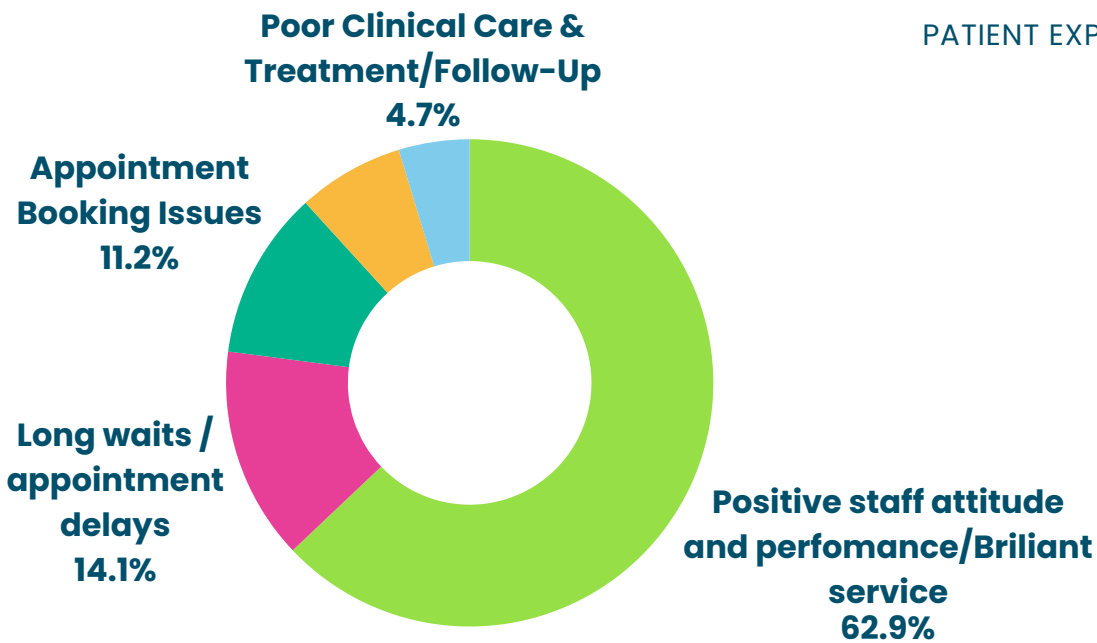


Geographic analysis shows that Peterborough is the primary source of reported experiences, accounting for more than **42%** of all cases and highlighting it as the main area of service demand. Huntingdonshire and Fenland also contribute significantly, together representing almost one-third (**32.84%**) of all experiences. Combined, Peterborough, Huntingdonshire and Fenland account for over three-quarters (**75.12%**) of the total volume of feedback received. While rural districts such as Fenland and East Cambridgeshire report lower levels of activity, they continue to generate a notable volume of experiences, demonstrating the importance of maintaining engagement and service provision across both urban and rural communities.

Sentiments

Positive experiences account for nearly half of all feedback (**46.19%**), making them the largest sentiment category and suggesting that many people receive good care. However, over a quarter of responses are negative (**28.43%**), highlighting ongoing challenges that continue to affect a significant number of service users. A further **23.35%** of experiences are mixed, indicating that while some aspects of care work well, improvements are still needed to ensure a more consistent experience across our local health and care system.





Top 5 Categories

More than half of all responses (**53.23%**) highlight positive staff attitudes, identifying frontline care as a key strength within our local health and care system. However, delays and access issues remain the most common challenge, featuring in over a quarter of experiences (**28.36%**). Communication issues were reported less frequently (**5.97%**) but continue to have a notable impact on people's overall experience of care.

Service Provider

North West Anglia NHS Foundation Trust is the most frequently referenced provider, accounting for **24.38%** of all experiences, followed by Cambridge University Hospitals and Boroughbury, Werrington and Paston GP Group at **12.44%** each. Together, these three providers represent almost half of all feedback received.

These figures are influenced by where engagement activity took place, with the team primarily based in higher-footfall NHS settings. As a result, more feedback was collected from these locations, creating an expected bias towards providers where engagement was most active. The findings therefore reflect both service usage and engagement reach rather than direct comparisons of provider performance.



Final thoughts

We would like to extend our sincere thanks to all the health and care services that welcomed us during **Patient Experience Week 2026** and supported our engagement activity. Their cooperation enabled us to speak directly with patients and gather valuable feedback at the point of care.

We are also extremely grateful to our volunteers, whose time, dedication and support were essential in helping us carry out this work across multiple sites. Their contribution ensured we were able to engage with as many people as possible and capture a wide range of experiences.

If further detail is required, we are able to provide additional breakdowns of the data, including demographic information, upon request.



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