

Healthwatch Cambridgeshire and Healthwatch Peterborough **Annual Report 2018 to 2019**

**Large print. Plain text version of our annual
report. Suitable for screen readers.**

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Welcome

This annual report tells the stories of how you have helped us make a difference.

This past year was the second working as a larger Healthwatch across both Peterborough and Cambridgeshire. Using our greater resources, we have been able to make new connections and reach more communities than ever before. Our Healthwatch team take the stories you tell us to the people who plan care and make the decisions. These stories are always welcomed, and things do get changed as a result.

We have been pleased this year to have set up two new Forums in Huntingdonshire and Fenland, so that we can listen to more people living in those areas.

We are also delighted to have been asked by Cambridgeshire County Council to run their Adult Social Care Partnership Boards. We think it is important to keep opening up new ways to hear what local people have to say to influence Council services, especially those people who do not usually get a chance to be heard.

Difficulties getting an NHS dentist in Peterborough and Wisbech has been a major concern for us in the past year. Our volunteers helped us carry out Enter and View visits to the Dental Access Centres in these areas. We heard from people the problems they are experiencing getting dental care.

We are pleased that this work has been recognised in the media and by local politicians.

NHS England, who plan dental services, have put in more funding. We will be reporting back later this year to make sure improvements continue.

Many people tell us that they are having problems getting GP appointments. There are lots of plans locally to improve this and we have been working hard to make sure that local people are involved as these plans develop.

During the past year we are pleased to have helped the Clinical Commissioning Group improve their information and the way that they communicate with patients and their families who need Continuing Health Care. This is a very complex area of care but by working together we are hearing more positive feedback.

We sincerely thank everyone we have worked with, especially the people who have shared their experiences with us. None of what we have achieved would be possible without our dedicated staff team, fantastic volunteers and supportive Board of Directors. We thank them all for their time, commitment and each individual contribution.

Val Moore, Chair of Healthwatch Cambridgeshire and Peterborough

Sandie Smith, Chief Executive of Healthwatch Cambridgeshire and Peterborough

About us

Healthwatch is here to make care better We are the independent champion for people using health and social care services in Cambridgeshire and Peterborough.

We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen.

People can also speak to us to find information about health and social care services available locally.

There is a local Healthwatch in every part of England. Our sole purpose is to help make care better for people.

We work closely with Healthwatch England to make sure that what people tell us locally helps inform national decisions about health and care services.

Welcome from Sir Robert Francis

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Cambridgeshire and Healthwatch Peterborough, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us, then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.'

Sir Robert Francis QC, Healthwatch England Chair.

People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

Healthwatch Cambridgeshire and Healthwatch Peterborough work together as one organisation with a joint purpose.

Our vision is that all people in Cambridgeshire and Peterborough are listened to about their experiences of health and care services.

Individuals should be involved in decisions about their care and how it is provided.

Our approach

People's views come first – especially those that find it hardest to be heard.

We champion what matters to you and work with others to find solutions.

We are independent and committed to making the biggest difference to you.

People at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Going out in the community and talking to people.
- Working with other organisations to find out what people think.
- Visiting services to see how they work.
- Holding regular public meetings where health and care decision makers can answer people's questions.
- Running surveys and focus groups.

Our priorities

This year, we have continued to work on the priorities we set in 2017-18. This was the second year of a three-year work programme.

We have done lots of work to look at access to primary care services, in particular GP and dental appointments.

- Access to GP, dentist and other primary care services.
- Access to social care assessments and experience of integrated support.
- Access to and experience of mental health services.
- The promotion of health, self-care and being independent.
- Improving urgent and emergency care services.
- Involving people in changes to health and care services.

Next year

Next year, we will focus on mental health services and making sure that support is there to meet people's needs.

We will publish our 'What Would You Do?' report to help the local health and care system develop its Long Term Plan. This includes what more than 800 people told us would help them manage their health and care better in the future.

We will look again at our priorities and develop a plan for the next five years.

Our resources

Find out about our resources and the way we have engaged and supported more people in 2018-19.

- We spoke to more than 5,000 people at 169 events in Cambridgeshire and Peterborough. That's 24% more people than last year.
- We have given more than 200 people information on where to get help or advice.
- We visited 2 out of hours' dental services and made 7 recommendations to improve local NHS dental care services.
- We have 39 volunteers helping to carry out our work. In total, they gave 800+ hours.
- We held 12 public community meetings in Peterborough and 10 in Cambridgeshire to talk about local health and care services.
- We had 7,900+ likes, shares and comments on our social media, and more than 21,000 visits to our websites.

Listening to you

Everything we do starts with what local people like you tell us. We feedback what you say to local health and care decision makers. This helps them plan services that better meet the needs of our communities.

Last year we spoke to 3,566 people in Cambridgeshire and 2,012 people in Peterborough to find out the issues that are important to them.

We went to 169 different local community events with our information stand to talk to people who otherwise might not share their experiences.

Here are a few of the places we visited and the people we spoke to:

- Graham chatted to 69 people at the local Pride in Carers event. Carers are not always heard so we work hard to listen to them.
- We supported the first ever Peterborough Pride Week. We recorded a message of support and visited local events to listen to people.
- We visited 10 CamSight groups to find out about people's experiences.
- We rocked at this Youth Jam in Peterborough, with the help of two young volunteers, speaking to more than 100 people.
- A big part of Rebwar's time is spent listening to people from minority communities. He spoke to 49 people at this International Women's event.
- We visited St George's Fayre in Chatteris. We talked to almost 300 people, sharing their views to improve services in this rural area.

Shaping health and care services

We support individuals to speak directly to the people who make decisions about local health and care services. Their ideas and experiences can help improve future services.

Community Forums

Our regular community forums bring together commissioners and providers with members of the local community to talk about issues that are important to them.

Each meeting has a different theme. People can ask questions, share their experiences and have their say.

Community Forums are held at places that are easy to get to and accessible for disabled people.

Peterborough Community Forum

This popular forum runs monthly. Over the last year, we have looked at topics like:

- Adult Social Care structure and services.
- The Octagon Practice - a merger of Practices in Peterborough, Wisbech, March and
- Huntingdon.
- The NHS Long Term Plan.

Huntingdonshire Patient Forum,

Our Healthwatch took over support of this forum, formerly Huntingdonshire Patient Congress, in May 2018. It meets every two months.

Over the last year, we have looked at topics like:

- Urgent and emergency care.
- The Adult Social Care Partnership Boards.
- Podiatry services.

Fenland Health and Care Forum

Our newest forum was launched in February 2019 and meets every two months.

At the first meeting, we looked at the redevelopment of North Cambridgeshire Hospital.

Greater Cambridge Forum

This forum is in the planning stage and will be launched later in 2019.

Cambridgeshire Adult Social Care Partnership Boards

Our Healthwatch took over supporting Cambridgeshire County Council's four Adult Social Care Partnership Boards and the Wheelchair Users' Forum in June 2018.

These Boards are:

- Carers' Partnership Board.
- Learning Disability Partnership Board.
- Older People's Partnership Board.
- Physical Disability and Sensory Impairment Partnership Board.

Each Board's role is to support and improve social care by including the people who use the services in their design, delivery and evaluation.

What we do

We recruit people with experience of adult social care services, called Independent Members, to sit on each Board.

Each Independent Member gets training and support to take part in meetings. We make sure they have information in a format they can understand. This includes:

- Large print for people with a visual impairment.
- Easy Read for people with learning disabilities.
- Hearing loops, speech to text reporting and British Sign Language interpreters for people who are Deaf or hearing impaired.

The Boards are all chaired by Independent Members. We help each Chair to plan and run the meetings.

Making care better

Letters in Easy Read

Cambridgeshire County Council will begin to send letters about things like money to people with learning disabilities in Easy Read.

This is after the Learning Disability Partnership Board found that people were getting letters about finances that they could not understand.

Improving the wheelchair service

The Wheelchair Users' Forum worked closely with Cambridgeshire and Peterborough Clinical Commissioning Group on the tender process for the new wheelchair service contract.

Members helped to write questions for the tender document and assess the answers from potential providers.

Empowering People at the End of Life

The Boards helped raise awareness of people's choices at the end of life through a day of workshops and talks about end of life care.

More than 120 people took part, sharing their thoughts, fears and ideas.

We will share what people told us with health and care commissioners to improve end of life care.

Working together in the future

Cambridgeshire County Council and Peterborough City Council also asked us to look at how the Partnership Boards in each area could work together more effectively in the future.

As a result of this, they asked us to support the Partnership Boards to merge in 2019-20.

How we've made a difference

Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Cambridgeshire and Peterborough.

Improving access to dental appointments in Peterborough and the Fens

We found that thousands of local people are being denied dental treatment due to the shortage of NHS dentists.

People are struggling to get an NHS appointment with a high street dentist and are turning to the Dental Access Centres for help.

This service is extremely busy and all the Dental Access Centres regularly turn away patients in need of urgent care.

“My two-year old daughter has a broken tooth, but I cannot find anyone who will register her.”

Our Healthwatch visited the Dental Access Centres in Peterborough and Wisbech using our statutory power to Enter and View. This important power allows us to visit a service, see what is happening, and talk to patients, carers and staff about their experiences.

The overwhelming message from the people we spoke to at both Dental Access Centres was that, whilst care at this service was good, it was hard to get an appointment.

- It was hard to get an appointment at the Dental Access Centre itself.
- It was hard to find a high street dentist for routine NHS and urgent care work.

Dental Access Centres services are only meant to provide urgent and out of hours' dental care, like pain relief or a temporary filling.

However, nearly four out of every five patients that we spoke to told us that they were now using the Dental Access Centres repeatedly.

Using people's views, we recommended that

NHS England makes sure there are enough high street, urgent and out of hours' dental services to meet people's needs.

Since our report was published, NHS England has increased the number of appointments available at the Dental Access Centre in Peterborough. This increase is temporary whilst they look at the problems with access to dental care.

We will be following up on the recommendations in summer 2019 to find out what changes have been made.

Improving advocacy support for young women in secure accommodation.

We found that young people cared for by Clare Lodge were only getting one hour of advocacy support a fortnight shared between all residents.

Clare Lodge is a female only secure unit for young people aged 10 to 18 years. The unit cares for young people who need support to stay safe. This includes young people with experience of abuse and sexual exploitation, drug and alcohol misuse and self-harm. Most of the young people are from outside the local area, often many miles from home.

NHS England is responsible for making sure these young people have advocacy. Advocacy support is currently provided by the National Youth Advocacy Service (NYAS).

Advocacy is important as it can often be the only way they get help to raise issues about their care. However, we learnt young people often had no more than a few minutes with an advocate and found it hard to get the help they needed.

We recommended

Increase the availability of advocacy so young people at Clare Lodge get more individual support.

Clare Lodge invite NYAS to join the Clare Lodge Partnership Board to share young people's views.

What changed?

The number of hours of advocacy support currently provided for young people at Clare

Lodge has been increased.

An NYAS representative is now invited to regular Clare Lodge Partnership Board meetings.

We now have a seat on the Clare Lodge Partnership Board. We will keep asking questions to make sure that these young people get a say.

Barred patients

We heard that patients barred from their GP practice were having trouble getting a GP appointment and treatment. A person may be barred if they have threatened staff or been abusive.

NHS staff should be safe at work and not accept abusive behaviour. However, barred patients do need somewhere to go for treatment. They need to be offered a chance to put things right and meet accepted standards of behaviour.

We found that people were not always given information about why they were barred and how to get back into routine GP care.

Using people's views, we recommended that Cambridgeshire and Peterborough Clinical

Commissioning Group (CCG) and NHS England develop a local service for barred patients.

What changed?

The CCG developed and commissioned a bespoke local service called the Special Allocation Service.

The first centre is now open in Peterborough. The Cambridge Centre will be available by autumn 2019 and a Huntingdon centre is being planned.

As part of the new service, there will be meetings held when people are placed on, or taken off, the scheme. We will be part of this panel.

We are also working with the new GP provider to write clear information for patients to help them understand why they are on the scheme.

Continuing Health Care

Since the early days of our Healthwatch, people have told us about problems they have had with Continuing Health Care (CHC).

CHC is care arranged and funded by the local NHS for people who have been assessed as needing care to manage a health problem.

It is only available to people who meet a certain level of need. The conversations around whether a need is health related or social care related can be complex.

The problems people told us about included:

- Poor information explaining CHC.
- Long waits for assessments.
- Finding it hard to speak to someone on the phone.
- Not being able to understand decision letters.

Things hit crisis in early 2018 when Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) announced more than 900 people were waiting for assessments.

The CCG developed a plan to clear the huge back log of people waiting to be assessed. They asked for our help to improve services.

What we did

We worked with the CCG to help them improve the Continuing Health Care service. This included:

- Sharing what people had told us about CHC.
- Asking about their improvement plan.
- Helping them improve their information.

As a result

The CCG worked hard to clear the backlog of people waiting for assessments by March 2019.

They improved the information about CHC on their websites.

They re-wrote all of the decision letters to make it clearer to people what the outcome of their assessment was.

Involving people in changes to GP services

Almost a third of the people contacting us talk about their experience of GP services.

We hear a lot how care is good, but long waits for appointments is a growing problem.

‘I can never ever get an advance appointment we are always told to ring up at half eight

every morning. Well we do - always engaged. We then take our children to school, ring and in half an hour all are gone.’

Some local GP practices are merging so that they can make better use of the resources they have.

It is important that patients are informed about any changes they may see at their local surgeries and how to have their say.

What we are doing

We get in touch with all the practices that are looking at mergers to make sure they are talking to patients.

Practices tell us they can find it hard to involve people in a meaningful way.

We understand the challenge and have helped them think about what might work in their practice. This includes:

- Advising them how to involve patients through their Patient Participation Groups (PPGs).
- Letting them know how to set up a PPG if they don't have one.

All GP surgeries are now looking at better ways of working with each other in groups of practices called Primary Care Networks.

We hope that this will give them the opportunity to develop specialist roles to help develop more creative and inclusive public engagement.

Sharing what you tell us

We share what people tell us about local services with the organisations who plan, provide and check these services.

Our Healthwatch staff and Directors sit on a number of groups so we can raise the issues you tell us about.

Getting local voices heard

Health and Wellbeing Board

Our Chair, Val Moore, is a member of Cambridgeshire and Peterborough Health and Wellbeing Boards.

These Boards are places where key leaders from the health and care system work together to improve the health and wellbeing of our local population.

The Boards now hold regular joint meetings to look at:

- The current and future health, care and wellbeing needs of the local population.
- Their plans to improve the health and wellbeing of the local population.

We welcome more joint working between the two Boards.

Sustainability and Transformation Partnership

Cambridgeshire and Peterborough STP is a partnership between the organisations who plan, pay for and provide health and care in our area.

We have Healthwatch representatives on the new North and South Alliances Delivery groups set up by the STP this year.

Our role is to make sure the STP partners are involving patients and the public in developing future services.

The top priorities of the Delivery groups is to:

- Stop people going into or being kept in hospital when they don't need to be there.
- Improve how well NHS and care organisations work together to support and care for people in the community.

We have helped them to understand how complex people find it to work out what care and support is available to help them keep well and at home for as long as possible.

‘Much energy is spent trying to share information and connect up strategies for health and wellbeing with the developing Sustainability and Transformation Partnership and newer Long Term Plan for the NHS.’

‘Our role is to make sure people's views on current and future changes to health and social care are used when planning prevention and service change strategies.’

Val Moore, Chair Healthwatch Cambridgeshire and Peterborough

Phyllis

We invited the award winning Women and Theatre company to Cambridgeshire to help local NHS and social care organisations understand care from the point of view of patients and carers.

This thought provoking production told the story of one woman and her family's attempts to navigate the complex system of older people's care.

More than 70 people came to the performance, including patients, carers and professionals.

Getting the people who make decisions about these services into a room with the people who've experienced them helped to get good conversations happening about how to make the local system work better.

Long Term Plan

The local NHS needs to develop a Long Term Plan to set out all of the things it wants health services to do better for people across the country.

This includes:

- Making it easier for people to access support closer to home and via technology.
- Doing more to help people stay well.
- Providing better support for people with cancer, mental health conditions, heart and lung diseases, and other long-term conditions.
- Providing better support for people as they get older and experience conditions such as dementia.

To help them do this, we spoke to more than 800 people as part of our 'What Would You Do?' project during March and April 2019.

We visited 50 different community events and ran a series of focus groups to listen to people who wouldn't normally share their opinions.

We will publish our report in July to help the local STP develop its plan in the autumn.

End of life care

One of our Directors has helped to support the STP's work to improve End of Life Care.

She has been part of this work since 2017, presenting the views of patients.

'Almost all of the other members of the group are professionally engaged in the

medical and social aspects of end-of-life care.

My role has always been to provide the patient and community perspective on issues, ideas and plans. This has always been respected and taken into account.

I have been able to provide anonymised case information to demonstrate, for example, the effects of the gaps between the services.'

Margaret Robinson, Director

Margaret will make sure this group looks at what people told us about end of life care, when we publish our Empowering People at the End of Life event report, later this year.

Helping to keep people safe

Safeguarding

Our Chair, Val Moore, joined the Joint Safeguarding Partnership Board.

This Board is responsible for making sure there are effective arrangements in place to safeguard children, young people and adults.

We also go to the Adult and Children's Safeguarding Boards.

Care Quality Commission (CQC)

We help the CQC understand how people are experiencing care by sharing what people tell us with them.

We do this by:

- Letting them know about significant issues people raise with us when they happen.
- Going to regular information sharing meetings with the CQC and social care commissioners.
- Sharing people's anonymised experiences of local services with CQC, when they are preparing for inspections.
- Sharing our reports with them.

They are responsible for making sure health and social care services provide people with safe, effective care that meets their needs.

Other groups we sit on

- CCG Integrated Performance and Assurance Committee to look at the quality and performance of the local health services.
- CCG Primary Care Commissioning Committee. This looks after the commissioning of GP services.
- CCG Patient Reference Group.
- Cambridgeshire County Council Health Committee and CCG Liaison Group.
- Peterborough City Council Overview and Scrutiny Committee.
- Quality Surveillance Group led by NHS England. The group looks at the quality of care
- across the East of England.

Consultations

We regularly respond to local and national consultations and reviews to make sure that any changes are considered from the perspective of people who use local services.

We base our responses on what we know about the local health and care system and on what local people tell us.

During the year, we responded to ten consultations including:

- The GP Partnership Review.
- NHS England's Evidence-based Interventions consultation.
- The CCG's proposals to change the provision of inpatient beds for people with a learning disability.

We also worked with Encompass to submit a joint response to the Equalities Select Committee regarding their call for evidence around LGBTQ+ health.

Getting local voices heard nationally

Healthwatch England

We are part of a network of local Healthwatch organisations.

We share what people tell us about their experiences with Healthwatch England.

We also send Healthwatch England copies of our reports when they are published.

We can formally escalate an issue to Healthwatch England if we think it is part of a national issue.

Mental health - life course

We are supporting Healthwatch England's project to look at people's experiences of mental health support throughout their life.

We helped them find out what local parents think about perinatal mental health services.

This will be included in a national report to help improve the policies that decide how local health and care organisations plan mental health services in our area.

Helping you find the answers

What people tell us

These are the topics that local people talked to us about, out in the community, online and over the phone.

- 20% Other services, including mental health and social care
- 7% Urgent and emergency care
- 13% Dentists, opticians and audiologists
- 32% GP services
- 28% Hospital care

Our Information team logged 1,177 pieces of feedback from 1,085 people.

- 750 from Cambridgeshire.
- 269 from Peterborough.
- 27 from elsewhere in the UK and 37 unknown.

One in five people who got in touch wanted help with a question about local services.

Our information team gave each person individual information to support them make decisions about their or someone else's care.

Helping people find information

People don't always know how to get the information they need to make decisions about their own health and care.

Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Last year, we helped 223 people find out information about health or care services that could help them.

- 144 people from Cambridgeshire.
- 72 people from Peterborough.
- 6 from elsewhere in the UK and 1 unknown.

You can come to us for information in a number of ways including:

- Over the phone or by text.
- At community events.
- On our websites and by email.
- Through our social media channels.
- By letter or filling in our pre-paid Tell Us form.

What people asked us

People ask us for help with a range of different issues, from how to find a dentist to getting help to raise a concern about care.

We also hear from people who want to know how to pass on a compliment about good care.

Many of the people we speak to have complex issues to manage. We can spend a long time helping someone to get the right information.

We sent people to 100+ different organisations, both local and national, last year.

Here are some of the organisations we sent people to:

- We gave information about NHS PALS and Patient Experience teams to over half the people who got in touch.
- We gave out information about local and national charities and community groups more than 120 times - not including advocacy.
- We told more than one in ten people how to get help to raise an issue from Total Voice, who provide the advocacy service.
- We pointed people towards the NHS website more than 50 times, for information on things like finding a dentist and patient rights.

Case study - getting help for an older relative

Our Information Officer, Anne, took a call from someone who needed to find out how to arrange a home visit from the GP for their elderly relative.

The relative had cancer surgery a couple of years ago. Since then, their mental health had become worse. They had high levels of anxiety which stopped them going to the GP surgery.

Anne helped by telling them:

- How to book a home visit from the GP practice.
- Information about mental health services.
- Information about Cambridgeshire County Council Contact centre for social care support.
- Information about a local charity who help older people be less isolated.

Case study - getting treatment to help me manage my health

Our caller wanted to know if they could get a Flash Glucose monitor to help manage their type 1 diabetes.

The monitor had been approved for use on the NHS over a year earlier; however, over 40% of local areas were not funding it at this time.

We told them about a new trial the local NHS was doing and how to check if they were eligible. They were able to go to their diabetes appointment and ask for Flash Glucose.

Since 1 April 2019, Flash Glucose is available on prescription to those who meet the NHS criteria.

Are you looking for help?

If you have a query about a health and social care service or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

- Call: 0300 355 1285
- Text: 0752 0635 176
- enquiries@healthwatchcambspboro.co.uk

Our people

Our Board

Chair

- Val Moore

Vice Chair

- Gordon Smith, Vice Chair (Until January 2019)
- Margaret Robinson (Since January 2019)

Directors

- Frances Dewhurst
- Mike Hewins
- Graham Jagger
- Jonathan Wells
- Sue Westwood-Bate
- Nicky Hampshaw (Until September 2018)
- Susan Mahmoud
- Saqib Rehman (From February 2019)
- Nik Patten

Our Directors are unpaid but receive reasonable out of pocket expenses.

Our Chair is paid £8,580 per annum.

As a Community Interest Company (CIC) we are governed by our Memorandum and Articles of Association and comply with the reporting requirements of a CIC.

Our organisation is managed by a Board of Directors. They decide what is most important for us to do and make sure our organisation is properly run.

The Board meets in public every two months in different locations around Cambridgeshire and Peterborough.

Members of the public and Healthwatch volunteers are actively encouraged to attend and ask questions.

How our volunteers help us

We couldn't make all of these improvements without the support of the 39 volunteers that work with us to help make care better for their communities.

They help us:

- Raise awareness of the work we do in the community.
- Collect people's views and experiences which we use in our reports.
- Visit services to make sure they're meeting people's needs.
- Support our day to day running e.g. governance.

Meet our volunteers

We caught up with some of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.

Hazel and Travis help people access health

Hazel and Travis got involved with our Healthwatch after we asked them to help make GP practices in Peterborough more accessible.

Living with a learning disability gives them first-hand experience of the problems that inaccessible information can cause.

The pair are founder members of the Access Champions project at City College Peterborough and have a passion for making life easier for people with a learning disability.

'We looked at their (GP surgery) websites and made recommendations on how they could make them more easily understood by people like me.' Travis told us.

'Thanks to our feedback', he added, 'GP practices are making changes to their website that will help people with a learning disability understand things more easily.'

Travis and Hazel are now both Community Listener volunteers with our Healthwatch. They are helping us to find out what people think of the health and care services they use.

Hazel told us, 'Everyone at Healthwatch is very friendly and kind. I like volunteering for Healthwatch as I feel useful.'

Jane

'I started volunteering with Healthwatch because I was looking for something with a social aspect, where I could meet people.

I have now been volunteering with Healthwatch for 5 years and during that time I have learnt so much, particularly about health conditions including dementia. I enjoy the social side and have made some good friends.

I would encourage people to get involved with Healthwatch, for me it has been a very positive experience.'

Stephen

Stephen told us, 'Finding out what people think about the services here in Fenland is very important and can make a difference when it comes to improving these services for local people.'

'It is good to hear both positives and negatives about local services, as I am finding everyone has a different personal experience.'

Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch with Heather Lord, our Volunteer Manager.

- 0300 355 1285
- 0788 591 1147
- heather.lord@healthwatchcambspboro.co.uk
- www.healthwatchcambridgeshire.co.uk
- www.healthwatchpeterborough.co.uk

Our finances

How we use our money

As a local Healthwatch, we are funded by Cambridgeshire County Council and Peterborough City Council.

This money originally comes from the Department of Health and Social Care. We also received additional project funding from other sources.

A copy of our full audited accounts will be presented for approval at our Annual General Meeting on

Wednesday 10 July 2019, 2:00pm to 4:00pm, Sawtry Old School Hall, Green End Road, Sawtry, PE28 5UY.

This is a public meeting, and anyone is welcome to attend. The final accounts will be available on our website or from the office after this date.

The figures below are from our draft audited accounts.

Total Income £570,930.

- Funding from Cambridgeshire County Council £287,602.
- Funding from Peterborough City Council £187,186.
- Other income £96,142.

Total expenditure £538,629

- How much it costs to run our Healthwatch £78,049.
- Our office costs £34,390.
- How much we pay our staff £426,190.

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary and community organisations that have contributed to our work.
- The local health and care commissioners and providers who have responded to our work.

Contact us

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www.healthwatchpeterborough.co.uk

Our annual report will be publicly available by 30 June 2019. It is published on our website and available in hardcopy from our office. It has been shared with Healthwatch England, the Care Quality Commission, NHS England, Cambridgeshire and Peterborough Clinical Commissioning Group, Cambridgeshire County Council, including the Health Committee, and Peterborough City Council, including Peterborough Health Scrutiny Committee.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

You can read and share this report free of charge. If you need this report in a different format, please get in touch with us.

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- Registered Company Number: 08516179
- Registered address: 6 Oak Drive, HUNTINGDON, PE29 7HN

We are the independent champion for people who use health and social care services in Cambridgeshire and Peterborough.

Our job is to make sure that those who run local health and care services understand and act on what really matters to people.

