healthwatch Cambridgeshire

healthwatch Peterborough

Our Yearly Report 2023 to 2024

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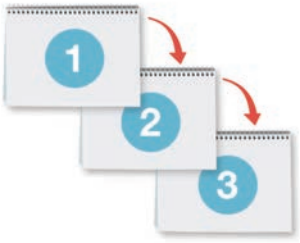

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About us

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

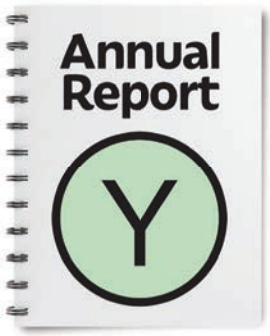
Health services means things like seeing a doctor or going into hospital.

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

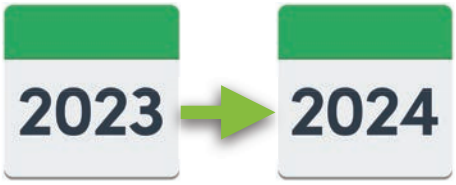
We listen to local people and **campaign** to make services better in our area.

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 2023 to 2024.

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 understand what is working well and what needs to get better.

Big things we did this year

1. Give advice and information

In the last year, we gave advice and information to nearly 600 people.

We helped people by:

- Giving information that helps people make choices about their own care.

- Helping people find the local services they need. Things like:

  - Finding a dentist.

  - Getting an appointment with their local doctor.

- Getting money from the Government to help pay for things like food and electricity bills.

2. Youthwatch

Our young volunteers helped us start a new group called **Youthwatch**.

Youthwatch tells us what young people think about health services.

Youthwatch organised a survey. They asked young people about **vaping** and how it affects their health.

Vaping looks a bit like smoking. Instead of using a cigarette, you use something called a **vape**.

3. Work closely with the Roma, Gypsy and Traveller community

We have made good relationships with the community.

We have listened to what people tell us about their lives and how they want to be supported.

We set up a training course about how Roma, Gypsy and Traveller communities live. We talked about how best to support people.

This will help health and care services understand how to support different communities.

We won an award for this work.

4. Looked at making it easier to see a doctor

We want to make it easier for people to get an appointment at their local doctors.

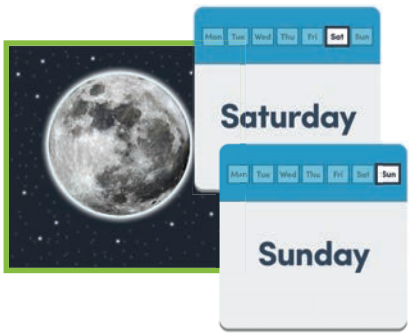
We organised a survey to ask people what they think.

People told us they:

- Liked to make an appointment using the phone.

- Wanted a better **NHS 111** phone service. **NHS 111** gives emergency health advice over the phone.

- Wanted more easy to understand information.



- Wanted a better way to get help when their local doctors is closed. This might be at times like in the evening, night and weekend.

Most people didn't use the **NHS app**. The **NHS app** is an app you can get on your phone. It lets you do things like:

- Book doctors appointments.

- Order your medicines.

- See your medical information.

We wrote a report about what we found out.

We have shared our report with local health services.

This will help them to make changes that will meet people's needs.

5. Looked at making sure everyone can use digital technology

Digital technology is things like computers, smart phones and the internet.

Health services are using more and more digital technology.

Things like:

- Booking your appointments on the computer.

- Having a video chat with your doctor.

- Sending you a text message to remind you about an appointment or tell you the results of a test.

Lots of people cannot afford digital technology or find it hard to use.

We did a survey to ask people what they think about digital technology.

People told us:

- They want a choice of using technology, phone calls or face-to-face meetings.

- Some groups of people want training to help them use things like the internet.

  This might be older people or people with a learning disability.

- People wanted easier ways to find information and book appointments.

We have written a report about what we found out.

The report says that technology should be easier for everyone to use.

We have shared our report with local councils and health services.

Our report has already started to make a difference. Things like:

- Health services will think about different people's needs when they plan digital services

and

- A local group has set up a course to train people to use the NHS App.

6. Listened to people

We use what people tell us to help make health and care services better.

It is really important to us to hear from groups who don't often have their voices heard. This might be:

- Young and older people.

- People who don't have a lot of money.

- People from different ethnic backgrounds. This might be people who are from Asian or Black communities.

We want to make sure people's voices are heard and services meet their needs.

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

Some ways we have brought together people and services are:

- Staff from Cambridge came to talk about a new hospital for treating cancer.

People talked about how people living in Peterborough could use the new hospital.

- The bowel and bladder service talked about their work.

  People asked questions about how to get support for problems with weeing and having a poo.

- A meeting with carers gave new ideas about support for carers who face **domestic abuse**.

Domestic abuse is when someone you live with threatens you or hurts you. It could also be a family member or a partner.

Other things we have done:

- Taken part in a campaign to make NHS services better for new mums and their babies.

- Some of our volunteers find it hard to see.

  They helped train hospital staff about how to support patients who can't see well.

- Talked to young wheelchair users about how services can be made better for them.

- Held a big meeting where we talked about adult social care.

  People told healthcare staff what was good in social care and what wasn't.

- Worked together with other Healthwatch and local groups to make health services better in our area.

The next steps

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.

The three most important things for our work next year are:

1. Helping people be more **independent**. **Independent** means doing some things for yourself or with some support.

We will do this by sharing information on our website that people can use themselves.

2. Making it easier for people to get doctors appointments or go to the chemist.

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

Contact us

If you have any questions or want to know more about our work contact us.

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Look on our website

www.healthwatchcambridgeshire.co.uk