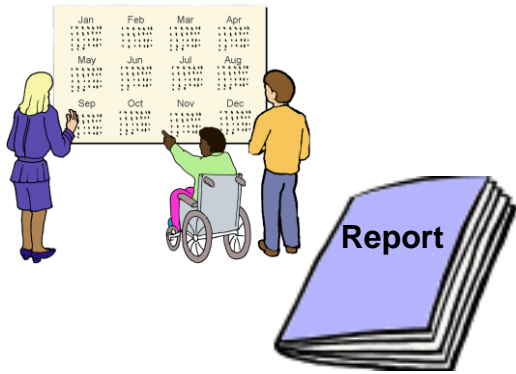




# Healthwatch Cambridgeshire our first year

Healthwatch Cambridgeshire helps you have your say about health and social care services.



Healthwatch Cambridgeshire has been working for a year. This is our first annual report.



What we have done this year  
We talked to lots of different people.

Ask us!



Organisations asked us what people think about health and social care. We have a group of people we can ask. This is our Consultation Network.



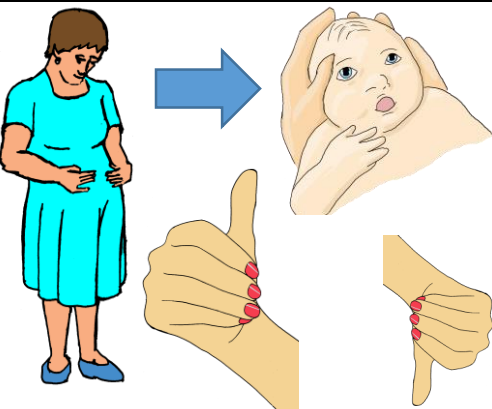
Sometimes things go wrong. We told people how to complain. We helped people find an advocate. An advocate speaks up for people.



We helped people find out about health and social care services. We told them about other organisations that can help them.



Children and young people told us what they thought about health and social care services.



We spoke to women who have had babies. Most people have had very good care. Some people have had poor care.



We listened to what people told us about ringing 111. This is the number you ring when you need medical help but it is not an emergency.



## Working with other organisations

This year we spent a lot of time talking to:

- people in charge of services like hospitals and care homes



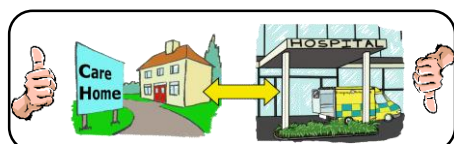
- the Clinical Commissioning Group who buy health services for people in Cambridgeshire



- the Care Quality Commission who check hospitals, care homes and doctors



- people who use services.



We have told the people in charge where services are good. We have also told them where services could be better.



## Our plans for next year

Next year we want to talk to more people who use health and social care services.



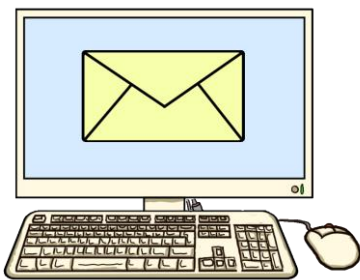
We would like more people to volunteer with us. Then we can go out and talk to more people.

**healthwatch**  
Cambridgeshire



## Contact us

Telephone  
01480 420628



Email  
[enquiries@healthwatchcambridgeshire.co.uk](mailto:enquiries@healthwatchcambridgeshire.co.uk)



Website  
[www.healthwatchcambridgeshire.co.uk](http://www.healthwatchcambridgeshire.co.uk)