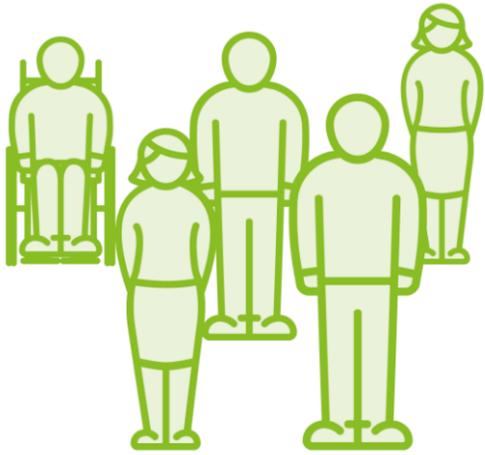# Our work in 2020/21 and what people have told us

Sandie Smith, CEO, Healthwatch Cambridgeshire & Peterborough

Adults and Health Committee   24th June 2020

healthwatch
Cambridgeshire

Key themes emerging from feedback

- **Pressures on GP services**
- **Difficulties getting NHS dental treatment**
- **Confusion over shielding and vaccinations**
- **Appointment delays and service closures**
- **Increasing waits**
- **People who are digitally excluded**
- **Disproportionate impact of Covid on marginalised communities.**

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Covid-19 survey

Survey ran from May to August 2020 find out about:

- People's experiences of using health, social care and community support experiences

- Mental health and wellbeing

1,131 responses compiled into three briefings published during the summer with a final report in October

Report shines light on Covid health and care struggles | Healthwatch Cambridgeshire

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Overwhelming support for NHS, care staff and key workers

Concerns about cancelled services and procedures – and how these delays will affect their illness and prognosis.

A third of people put off seeking help for their health – for minor problems and potentially serious conditions.

Three out of four people said their mental health or wellbeing had been affected in some way.

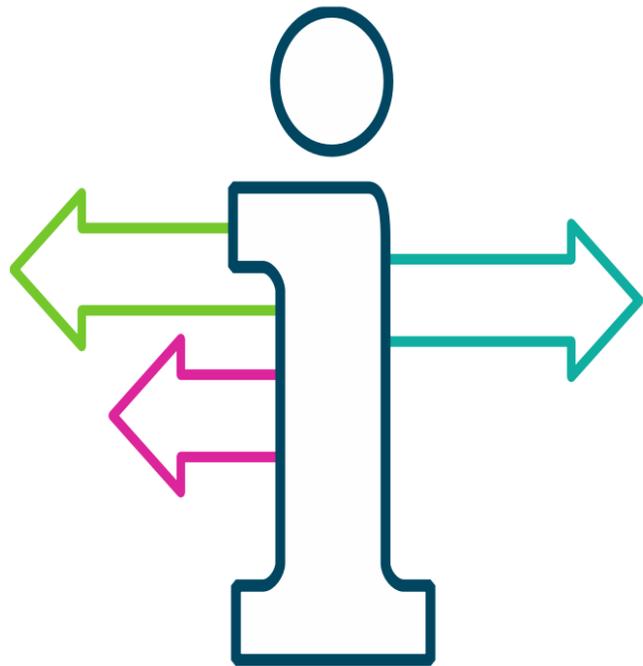**healthwatch**
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Covid-19 survey

Most people who had used health services had had a good or excellent experience.

'Needed to talk to or see a doctor. Doctor rang me within 15 minutes. I was able to send photo. Need antibiotics. Prescription sent electronically to pharmacy. Minimum fuss. Better than normal service.'

Others expressed concern about services suddenly stopping and poor communication about changes.
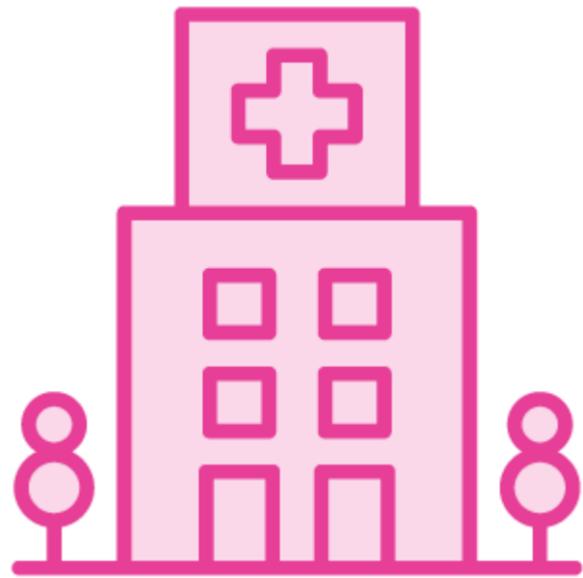
Giving GP websites a check up

- Covid has made website information essential

- Improvements needed to be made

- We produced a checklist and resources to help

- Significant improvements seen

- We will review in the autumn.

We give GP websites a check-up | Healthwatch Cambridgeshire

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Leaving hospital during Covid

People need more information about support after leaving hospital.

75% of people said they felt prepared to leave hospital and were positive about the care put in place.

1 in 3 people said they waited more than 24 hours to be discharged from hospital. The main reason for delay was transport.

Problems with getting and using equipment.

Leaving hospital during Covid-19 - our new report | Healthwatch Cambridgeshire

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Areas for scrutiny

- **Fragmentation of services, particularly when discharged from hospital**

- **Access to NHS dentistry**

- **Increasing demand across all areas of provision**

- **Inconsistent access to GP services**

- **Getting help with mental health, particularly for young people.**

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QUESTIONS?

Our AGM conference on 21st July will be focusing on inequalities and how people can get involved in improving services

[Healthwatch conference looks at tackling health inequalities - book now | Healthwatch Cambridgeshire](#)

Sign up for our e-news by [clicking here](#)

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