

News and opportunities to get involved

May 2025

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# Healthwatch

## Your voice in health and care

News from Healthwatch Cambridgeshire and Healthwatch Peterborough

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Dear Supporter

### Updates from your local Healthwatch

It's been a busy few months since our last newsletter. In April we published our [strategy for 2025 - 2030](#), setting out what is important for us to focus on over the next five years. Thank you to everyone who shared their local health and social care experiences to inform this important work.

You told us that joined up care had to be a priority and since then we've launched a new [referral survey](#) (more details below) to take a closer look at what needs improving locally. Collaborating with local mental health services, charities and organisations, we've also recently launched a new [mental health survey](#) for young people.

We've also been finding out about how our [Accessing Healthcare](#)

[Online](#) report is being used by local NHS teams to shape the new digital front door for you locally.

## **Our impact at a glance...**

### **Since April**

- We've received 330 individual pieces of feedback from you about your experiences of health and social care (your treatment and care being the top theme).
- We've published our [Life Changes Report](#) (commissioned by Cambridgeshire South Care Partnership), which will be used to help plan future local services.
- We've published a new Enter and View report: [Arthur Rank Hospice Charity](#).
- We've met with local NHS teams to see how our [Health Inequalities Report](#) is helping to shape their strategies.
- Researchers at Sheffield Hallam University have been using our [Vaping Report](#) in local research.
- Thank you to everyone who was involved in our eye care research last year. In March our findings were included in Healthwatch England's report which makes recommendations to the Government and NHS. You can read more here: [Healthwatch England Report](#).

### **Did you know?**

Between 1st April 2024 and 31st March 2025, 99 volunteers contributed to our work taking on 119 volunteer roles, giving the following number of hours in total:

**1,424**

This is an amazing £19,841.80 in social value!

### **Sharing what you tell us**

We regularly share our feedback reports with health and care leaders across Cambridgeshire and Peterborough. This includes local councils, hospitals, NHS trusts, and the Integrated Care Board. Each organisation receives detailed reports from the public, helping them to understand people's experiences and to use this information to improve services and inform decisions.

We also share feedback about GPs, dentists, pharmacies, care homes, home care services, and community health and mental health teams with the organisations that fund or inspect them. This helps support service improvements and contributes to inspections and ongoing monitoring.

All feedback we share is anonymised, so no one can be identified. Your views are treated in the strictest confidence and used only to help improve services.

## What the public reported to us April & May 2025



### Share your experience of referrals

Our new survey gathers feedback on your experience of referrals from adult social care, your GP, hospital or community clinic, to any other service providing your treatment. If you have been referred for specialist tests or treatment in the last two years, please take 5 minutes to leave us your feedback.

**The information you share with us helps us to spot trends and identify areas for improvement.**

[Take part in our referral survey](#)



This month we were awarded with the national accreditation, Investing in Volunteers - which marks us having the award for over five years!

Jess Slater, CEO at Healthwatch Cambridgeshire and Peterborough, says:

"We are delighted to have our Investing in Volunteers Award renewed once again. This national accreditation is a real mark of quality and

demonstrates our continued commitment to valuing, supporting and involving our volunteers in meaningful ways. Our volunteers are the heart of our organisation; they bring energy, their own lived experience, their skills and dedication to everything we do, helping us improve health and social care across the region."

**healthwatch** Cambridgeshire    **healthwatch** Peterborough

## Annual Summit 2025: Mental Health – Closing the Gap

Wednesday 8th October 2025, 9:30am to 3pm, Delta Marriott Hotel, Kingfisher Way, Huntingdon, PE29 6FL.

INVESTING IN VOLUNTEERS

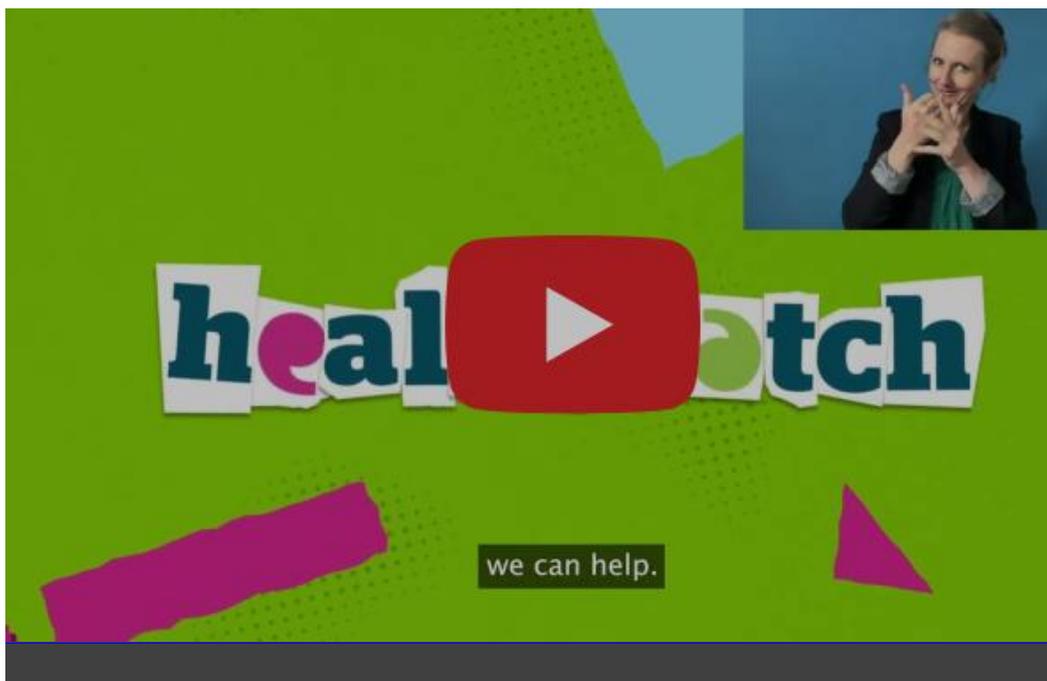
### Save the date!

Details about our 2025 Summit will be available soon!

This year our annual summit will focus on mental health and will take place on Wednesday 8th October 2024, 9:30am to 3pm. Retired Olympic gymnast Louis Smith will be our guest speaker!

Whether you're a member of the public or a representative of an organisation, everyone is welcome at our free, friendly in-person event. More details to come soon!

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Watch our new videos!

This spring we have launched our new Healthwatch videos - take a look at our first one and let us know what you think!

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Cambridgeshire Peterborough



**Are you between 17 and 25?  
Have you used mental  
health services?  
What's working? What's not?**

**Take 5 minutes to share your feedback  
& receive a £15 Love2shop voucher for your  
time (T&Cs apply - see survey for details)**

**Have your say**



We want to hear from young people aged 17 to 25 who have experience of mental health services — or from their family members, parents or carers. What's working? What's not? Get involved and have your say! We are offering a £15 Love2Shop voucher as a thank you for your time.

**[Take part in our mental health survey](#)**

[Access Easy Read format here](#)



## Young People's Wheelchair User Forum

**Your Wheelchair, Your Words:  
Share your thoughts!**

Friday 30<sup>th</sup> May, 10am - 12pm  
Refreshments & board games!  
For under 25s, everyone welcome.

**Confirm your attendance: [enquiries@healthwatchcambspboro.co.uk](mailto:enquiries@healthwatchcambspboro.co.uk)  
or call 0330 355 1285**



Location:  
March Library,  
City Road, March  
PE15 9LT



## Young Person's Wheelchair Forum Friday 30th May!

Under 25s are invited to come along and meet other wheelchair users, share your experiences, and enjoy FREE refreshments and games! Free to attend.

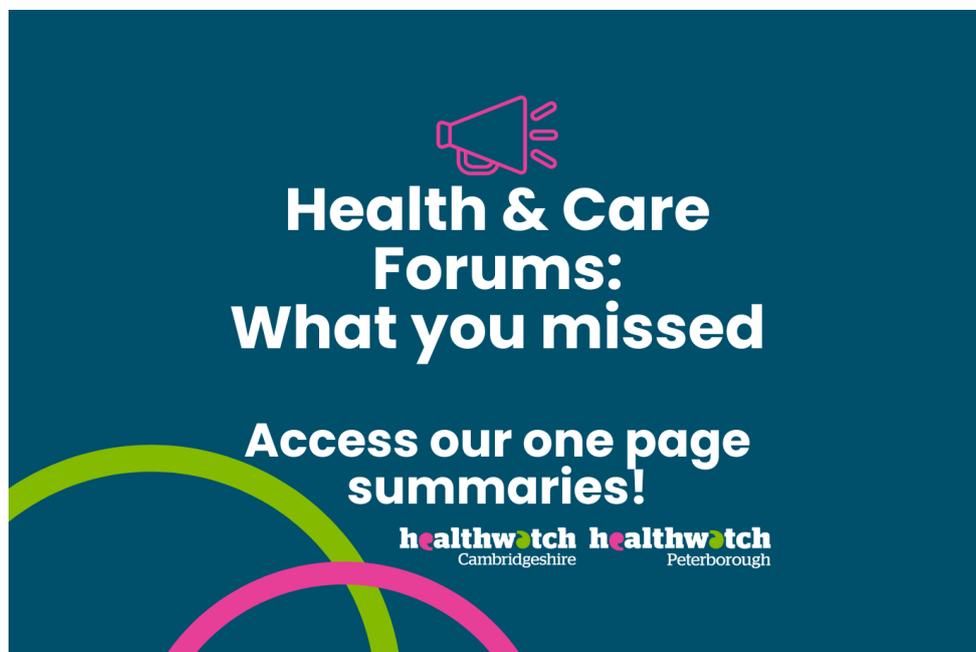
 When: Friday 30th May

 Time: 10am - 12pm

 Where: March Library, City Road, March, PE15 9LT

Your wheelchair, your words, share your thoughts!

 Interested in attending? Simply confirm your attendance by emailing [enquiries@healthwatchcambspboro.co.uk](mailto:enquiries@healthwatchcambspboro.co.uk) or calling 0330 355 1285. We look forward to seeing you there!



Health & Care Forums - catch up in just a few minutes with our one-page summaries!

How are health and care services running in your community? Share your experiences at your local Health and Care Forum!

We meet regularly in public, bringing together people using services

with the people providing them - like hospital trusts, care teams and the ambulance service.

Missed March and April's Forums? You can read our one-page summaries here:

- [Peterborough](#)
- [Cambridge & South Cambs](#)
- [Fenland & East Cambs](#)
- [Huntingdonshire](#)

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## Upcoming Health & Care Forums

Share your experiences and ask questions at your local Health and Care Forum. We meet every quarter in public. We talk about different topics and want to hear your views about how things are working.



Huntingdonshire Health and Care  
Forum

Tuesday 1st July 2025

10.00am - 16.30pm

City Olivia Centre

100 Central Avenue, Brampton, Huntingdon,

PE28 4TB

[Join us](#)



**02**

**July 2025**

Cambridge & South Cambridgeshire  
Health & Care Forum

Wednesday 2nd July 2025,

10.00am - 12.30pm

Meadows Community Hub

299 Arbury Road, Cambridge, CB4 2JL

[Join us](#)



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**July 2025**

Northland and East Cambridgeshire  
Health and Care Forum

Thursday 10th July 2025,

10.00am - 12.30pm

Queen Mary Centre

Queens Road, Wisbech, PE13 2PE

[Join us](#)



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**July 2025**

## Peterborough Health and Care Forum

Thursday 24th July 2025,

10.00am - 12.30pm

The Fleet Community Centre

Fletton, Peterborough, PE2 8DL

[Join us](#)

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## Did you know?

### **Accessibility**

Did you know that your NHS can give you information in different formats? The accessibility team at Cambridge University Hospitals (Addenbrooke's Hospital), for example, provides information, such as leaflets and advice, in different formats like braille or large text.

Remember - if you need a sign language interpreter or language interpreter, tell your GP - they can advise your hospital to ensure this

is organised for when you visit. [Accessibility | CUH](#) (Addenbrooke's Hospital).

## **Patient Rights - from choosing your GP to reasonable adjustments**

The NHS Choice Framework sets out patients' rights to choice in healthcare: where to find information to help choose and how to complain if choice is not offered: [NHS Choice Framework - what choices are available to you in your NHS care - GOV.UK](#)

## **New app to help navigate Addenbrooke's Hospital**

So many of you have been telling us that it can be challenging navigating around the hospital, so we wanted to tell you about a new wayfinding app '[CUH Directions](#)' that is available - simply head to the app store to download. For anyone with visual issues, the text instructions can be increased in size and also work with screen readers.

How does it work?

Plot in your start and end point, and the app will map out an illustrated route around the hospitals. Photographs of the corridors and key landmarks on the journey will help you to see the route in advance.

## **Upcoming change to cost of patient and visitor parking at Peterborough City and Hinchingsbrooke Hospitals.**

There will be a small increase to the hourly rates in line with Retail Price Index Increases which will take effect from 2nd June 2025. Read more:

[Hinchingsbrooke Hospital | NW Anglia Website](#)

[Peterborough City Hospital | NW Anglia Website](#)

## **Dermatology – have your say**

Are you or someone you care for awaiting dermatology treatment? NHS Cambridgeshire & Peterborough is working alongside health partners and local people to look at how local dermatology (skin) services can be improved with a view to developing a new model of care that will improve patient access, waiting times, patient outcomes and experience.

To help do this, NHS Cambridgeshire & Peterborough is asking local people to share their feedback and experiences of local dermatology services by completing a short online survey:

<https://forms.office.com/e/CkeLQuWCfp>

The survey will run until Friday 13 June and all feedback and insight

will be used to help shape the future of dermatology services so that they meet the needs of our local communities now and in the future. Further information can be found online at [www.cpics.org.uk/lets-talk-dermatology](http://www.cpics.org.uk/lets-talk-dermatology).

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## News and resources

Check our websites for more information

[Find out more...](#)

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## Have your say

Tell us about your health and care experiences

[Have your say in Peterborough](#)

[Have your say in Cambridgeshire](#)

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## Volunteer Opportunities

### **Information and Signposting Feedback volunteer**

We are looking for friendly, compassionate volunteers to help us gather feedback from people who've used our Information and

Signposting service.

### **Community Listener Volunteers**

We are recruiting for volunteers living in Fenland, Huntingdonshire and East Cambridgeshire to help us find out what people in your community think about the health and care services they use.

### **Volunteers to support our partnership meetings**

Do you have lived experiences of the following:

An informal carer

An older person

Have a sensory, physical or learning disability

A wheelchair user

Then join one of our adult social care partnership meetings and help shape the local services people use.

Are you aged between 16 and 25 years old?

Join our **Youthwatch volunteers**

[Youthwatch Opportunities](#)

[Find more involvement opportunities in Cambs](#)

[Find more involvement opportunities in Peterborough](#)

## Get in touch with us

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

Call: 0330 355 1285

Text: 0752 063 5176

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