



# Healthwatch Worcestershire Annual Report 2023



Healthwatch gives everyone in Worcestershire a say about **health and social care services.**



**Health services** include:



Doctors



Pharmacies



Dentists



Hospitals



Mental Health services



Ambulance service



**Social care services** are provided by the council.



They include support and care for:

families and children - including fostering and adoption



older people



people living with a disability



people living with mental health difficulties.



Healthwatch finds out what local people think about health and social care services.



We do this by going to meetings, groups and events to talk with people.

We ask people about their experiences.



Then Healthwatch writes reports about what people tell us.



We tell the people who run the health and care services how they could make them better.

# Annual Report



In 2022 we talked with about 4 thousand people in Worcestershire.

We especially wanted to hear from people experiencing **health inequalities**.



**Health inequalities** means that some people have shorter lives or suffer more ill health than others just because of who they are.

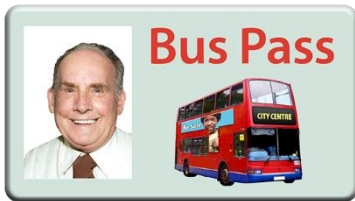


Health inequalities are due to unfairness.



People who might suffer health inequalities include:

Children and young people



Older people



People from Black, Asian and Ethnic Minority Communities



Lesbian, Gay, Bisexual and Transgender Plus (LGBT+) communities



People with a learning disability



People with Mental Health issues



Carers



People who are homeless



This year we have sent out 10 newsletters and been on local radio and television to tell people about our work.



## Reports and Recommendations

We have used the information people have told us to write some reports.

In our reports we told services what to change to make things better.



Here are 2 examples:

### Awareness of Minor Injuries Units



We asked more than 600 people what they knew about Minor Injuries Units. Most people had heard of them which is good.



But many people were not sure what kinds of problems Minor Injuries Units could treat or when they are open.



We told the hospital what they could do to make things better:

Clearer opening times.

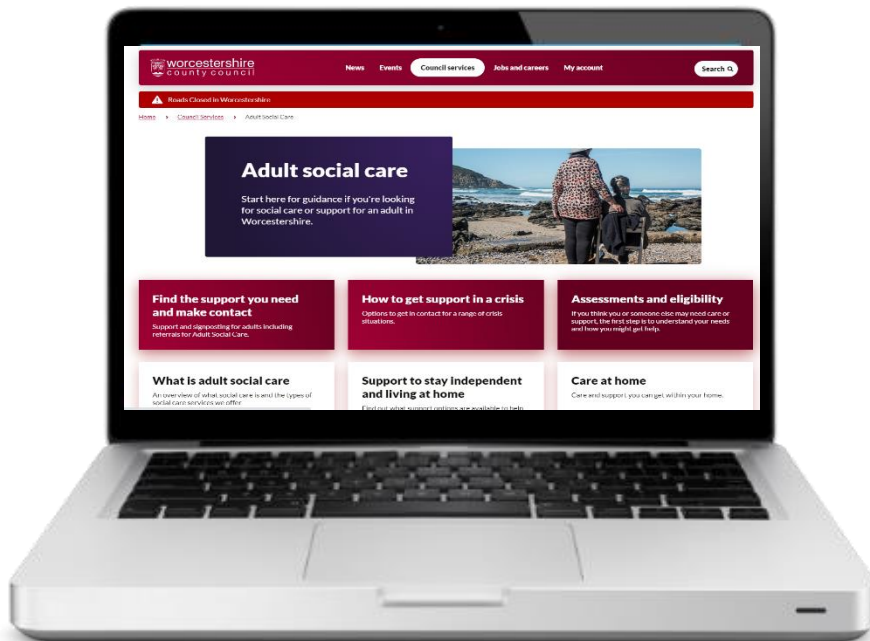
Better information about what kind of things they can help with.



## Finding out about Adult Social Care Services on Worcestershire County Councils new website



Social care services help people with their daily needs like getting washed and dressed, mealtimes or shopping.



Healthwatch volunteers looked at the council's new website.



They were finding out how easy or hard it was to learn about Adult Social Care services.



We told the council how the website could be better and easier to use.

## Giving advice and information



More than 3 hundred and 50 people contacted us for advice or information about local health and social care services.

We gave people the right information or told them where to go for help.

**healthwatch**  
Worcestershire



Easy Read Guide



**How to Make  
a Complaint**

About **Health** and **Social Care**  
services in Worcestershire



Photo  
Symbols

We have made an Easy Read guide about how to complain about health and social care services.

You can contact us for a printed copy.

**Thank you for reading our  
Annual Report from  
Healthwatch Worcestershire**



## Contact Us

You can tell us about your experiences with health or social care services or ask for any of our Easy Read Guides.



Phone

**01386 550 264**



email

**[info@healthwatchworcestershire.co.uk](mailto:info@healthwatchworcestershire.co.uk)**



website

**[www.healthwatchworcestershire.co.uk](http://www.healthwatchworcestershire.co.uk)**



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We got the pictures for this easy read from Photosymbols.

