

# How we've made a difference this year

## video transcript

*(Video starts with Healthwatch logo displayed on screen)*

At Healthwatch we listen to your stories about health and social care. What's working well, and particularly what isn't.

*(Lots of apostrophes that make up the logo blowing in the wind)*

We take these stories to people in power, and we've seen real change as a result.

*(Screen cuts to an animation of number 10 Downing street)*

This year you told us...

*(Cuts to a picture of a man outside a Dentists practice with a sign outside saying 'No More Appointments Sorry!')*

That it was difficult to see a dentist.

*(Shows an elderly man with a walking stick leaving hospital)*



That you didn't feel safe being discharged from hospital.

(Woman in wheelchair waiting at the bus stop with a screen saying 'Next bus cancelled')

That travelling to NHS appointments was hard.

That you didn't know how your patient data was being used.

*(Animation of a mobile device shown)*

That you didn't know where to get help during the pandemic.

*(Pans out to show a man outside a Dentist practice, an elderly man with a walking stick leaving hospital, a woman in a wheelchair at a bus stop, an mobile device with 'Patient Data Record' on the screen and an animation of bacteria)*

That you couldn't see your GP in person.

That you were still waiting to have surgery.

*(Animation of a person sitting in a waiting room)*

That social care was expensive and hard to understand.

*(Money symbol displayed)*



That carers aren't given the help they need.

*(Animation of a carer and patient)*

In each case, we listened.

*(Text saying 'Over 2 million people' appears with different animated people's faces appearing)*

Supporting over two million people tell their story or to get the information they need. We included, making sure people from every background had a voice.

We acted, raising your concerns with decision makers. We partnered, working with others to get things done. And as a result, we saw real change.

*(Animation appears with a woman passing a letter to a man and then shaking hands)*

Hospitals introduced new checks to make sure that when you leave you get the support you need at home.

*(Image of old man leaving hospital – then changes to him at home in an armchair with a carer)*

The NHS has clarified how it uses your health records to research new treatments, plan services and how you can choose to opt-out.



*(Animation of a smart phone, magnifying glass and letter appear)*

When unpaid carers told us they were worried about getting Covid and not being able to look after their loved ones, we helped to make sure they were prioritised for vaccines.

*(A carer and a person in a wheelchair appear with an injection needle saying 'priority')*

We made thousands of recommendations that improved local care for everyone. And where change hasn't happened, you can rely on us to continue to champion your concerns. None of this would have been possible without you!

