



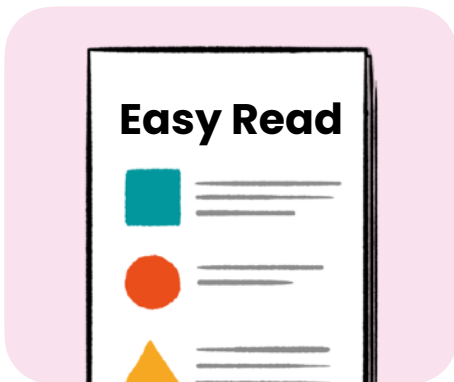
Our yearly report

2024 to 2025



Easy
Read

Easy Read

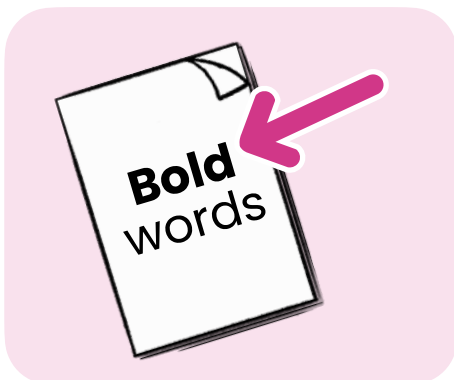


This is an Easy Read version of some information.

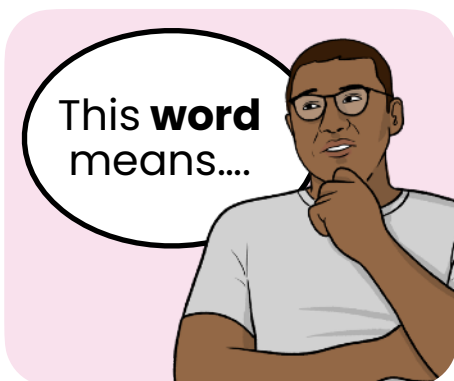
It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

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What do you think about this Easy Read booklet?

Please fill in this survey to tell us what you think: www.easy-read-online.co.uk/easy-read-feedback-survey

About this report



This report is from Healthwatch England.



We work to improve health and care services for everyone.



Every year, we write a report about what we have done in the past year and what we plan to do next.



This is our report for 2024 to 2025.

More about us

At Healthwatch England, we want:



- Everyone to be able to get the care they need.



- To make sure the people who use health and care services can help to improve them.

We achieve what we want by:



- Listening to people who use health and care services.



- Telling managers of health and care services what people think, so that they can improve.



- Being a strong organisation that always works hard to make changes.

2024 to 2025 in numbers



From 2024 to 2025, people used our service to get advice about their health and care 266,695 times.



People shared what they think about health and care services to help improve services 21,452 times.



Between local Healthwatch organisations and us, we supported over a million people.

Changes we helped make happen

From 2024 to 2025, we helped the government and the NHS to:



- Improve **elective care** services.

Elective care is planned medical treatment that is not an emergency.



- Help women feel comfortable going to their **cervical cancer screenings**.

A **cervical cancer screening** is a test to check the health of a woman's cervix and look for any signs of cervical cancer.

We also helped the government and the NHS to:



- Introduce a new rule that says the NHS must make sure people with cancer can see a dentist before starting cancer treatment.



- Introduce a new rule that says health and care professionals should introduce themselves and their role to patients.



- Make sure people get letters about their health and care on time.

We also helped the government and the NHS to:



- Set out a plan for how to improve health and care for people with **ADHD**.

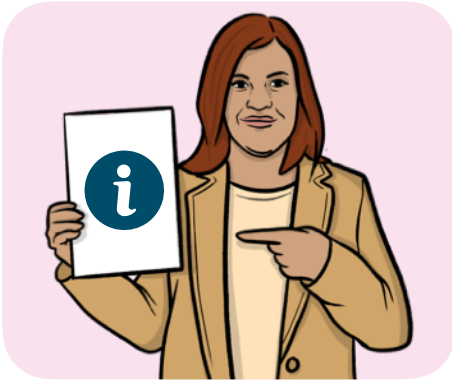


ADHD stands for Attention Deficit Hyperactivity Disorder.

It is a mental health condition where you find it hard to focus on 1 thing, and may also find it hard to keep still or be quiet.



We also helped the NHS by sharing information we have collected about people on treatment waiting lists.

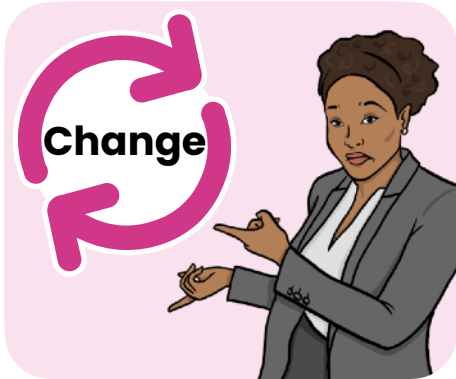


We showed the NHS why it is important to look at information about people's backgrounds.



This will help the NHS to understand which groups of people are waiting longer for treatment, and why.

Research from 2024 to 2025



Although we helped to make lots of changes happen in 2024 and 2025, some still need to be done.

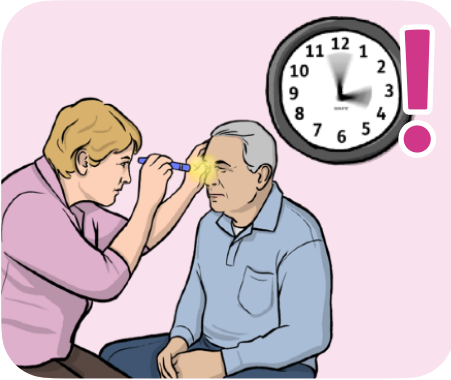


From 2024 to 2025, we did a lot of research on other health and care services that need to be improved.



We want our research to help the government and the NHS make changes in the future.

Eye care

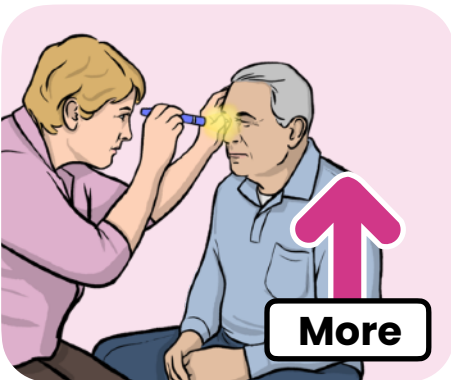


We found out that many people are waiting a very long time for eye care.

We think that the NHS should:



1. Make sure people who have the most serious eye conditions get care first.



2. Help **optometrists** offer more types of eye care services.

Optometrists are a type of eye doctor.

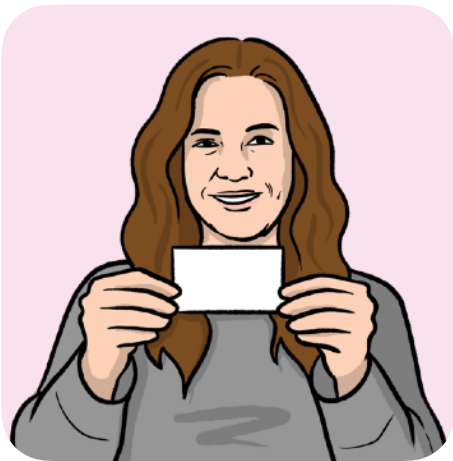


3. Make sure people can access help and information while they are waiting for treatment.

Trauma cards



Trauma is how someone feels or copes after something very scary or painful happens.



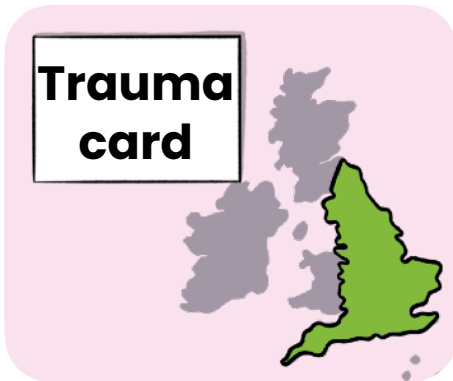
We found out that lots of people would likely use a **trauma card**.

A **trauma card** is a card that someone who has gone through trauma can carry.

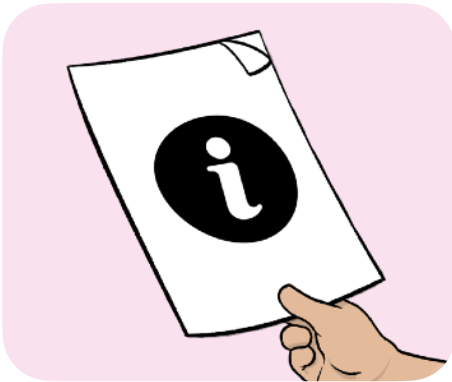


Trauma cards help health and care professionals know that a person has gone through trauma and may need extra care or support.

We think that the NHS should:



1. Introduce trauma cards in England.



2. Share information about trauma cards so that everyone understands what they are.



3. Offer training for health and care professionals that teaches them how to support people who have gone through trauma.

Complaints



We found out that lots of people who got poor care from health and care services did not make a complaint.



Lots of these people said they did not make a complaint because they did not think the NHS would deal with their complaint well.



We think that the NHS should:

1. Make sure that making a complaint is easy and clear.
2. Set clear guidelines that say how quickly complaints should be looked at.





3. Check in on people after their complaint has ended, to see whether they were happy with how their complaint was dealt with.



4. Share what it has learned from complaints.

Dental care

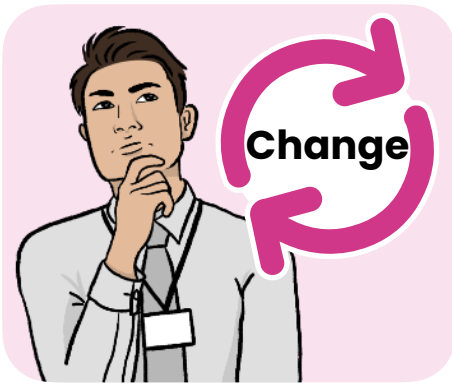


We found out that lots of people are struggling to get dental care.



We also found out that lots of people believe they have the right to register with an NHS dentist.

But this is incorrect.



We think that the NHS should look at completely changing how dental care is offered.



Everyone should have the right to register with a dentist.

Pharmacy care



We found out that lots of people had good things to say about getting care from their pharmacy.



But there are still some issues with pharmacy care.

Some issues include:



- Some people still do not know about the care that pharmacies offer.



- Pharmacies closing.



- Not having enough of some types of medication in pharmacies.

We think the NHS should:



1. Do more to let people know about the care they can get from pharmacies.



2. Help pharmacies to start offering care for more health issues.



3. Work out a way of letting people know when their pharmacy may have run out of a medication.



4. Make sure there are plans in place for what should happen if a pharmacy has to close.



5. Better support pharmacy staff, such as by giving them better technology.

CDC care



CDC stands for Community Diagnostic Centres.

CDCs offer health checks and tests in local community settings like shopping centres.

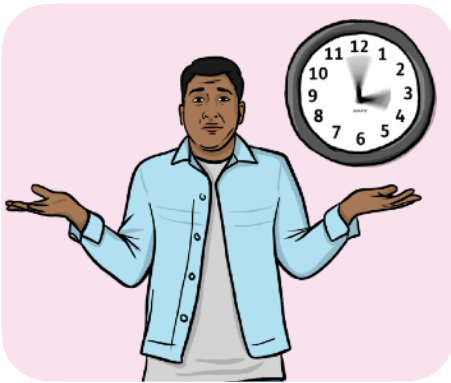


We found out that lots of people had good things to say about getting care from their local CDC.

But there are still some issues with CDC care, like:



- Lots of people said they did not get to choose which CDC their appointment was at.



- Lots of people also did not get to choose the time of their appointment.



- Some CDCs are not accessible to disabled people or people who do not understand English.

We think the NHS should:



1. Make sure people can find information about CDCs, like opening times and what services are offered.



2. Support CDCs to be more accessible.



3. Check that CDCs are offering good care.

Social care for disabled adults



Social care is the extra support some people need with everyday things, such as personal care.



We found out that lots of disabled adults who need social care have not been able to get it.



We think that the government should give local councils more money to help them improve social care services.

In the future

Over the next few years, the government and the NHS need to focus on 5 things:



1. Access to health and care services.



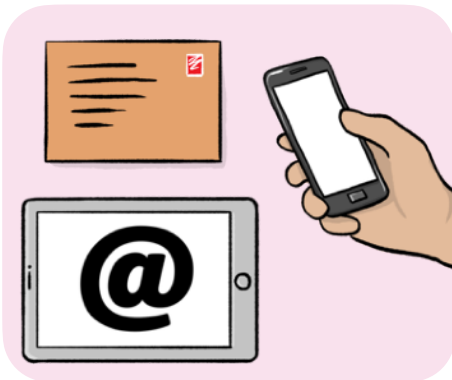
2. Fair health and care for people from all different backgrounds.



3. Waiting times for support and treatment.



4. Online care and its risks.



5. Communication with patients.



We will keep listening to people who use health and care services and share any problems with the NHS.

Find out more



You can look at our website here:

www.healthwatch.co.uk

You can contact us by:

- Post:

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Centre

Citygate

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Newcastle upon Tyne

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You can also contact us by email:

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