

How we made a difference

Reaching out



5,632 people shared their experience of health and social care services with us, helping to raise awareness of issues and improve care.

49,626 people came to us for clear advice and information about topics such as finding an NHS dentist and how to complain about their GP surgery.

Making a difference to care

We published **8 reports** about the improvements people would like to see to health and social care services. We made **49** recommendations in these reports to help decision-makers act.



Making your voice heard



We continually provide feedback, robust challenge and hold to account where required. Last year we met with health and care leaders on more than **200** occasions to highlight issues raised by patients.

We spent more than **400 hours** helping people access care through signposting.

Addressing health inequalities

Our Research and Engagement programme focused on **addressing health inequalities** across Hertfordshire. As an organisation we have been expanding our reach throughout Hertfordshire and amongst seldom heard communities including armed forces veterans, refugees, people with long-term disabilities, people recovering from addiction and those struggling with mental health.



Spotlight on our impact

We listen to your voices	To champion for real change
<p>500 people spoke to us about online GP consultations. Of these, 53% told us they'd rather talk to a person than use an online system to arrange their GP appointments.</p>	<p>We told local NHS decision-makers and Hertfordshire County Council's Health Scrutiny Committee. We continue to champion that non-digital options should be available for residents to contact GPs.</p>
<p>68 of the 100 people we spoke to told us they felt judged and discriminated against for using drugs and alcohol and this prevented them accessing support.</p>	<p>Our work informed the launch of a website tackling this stigma, a £2 million investment in key workers and £100,000 for peer support.</p>
<p>We heard from 560 women with experience of perimenopause and menopause about their journey accessing support.</p>	<p>Our recommendations were presented to a network of gynaecologists and have been used to develop guidelines across Hertfordshire and West Essex.</p>
<p>We heard from 233 Hertfordshire women about their cervical screening experiences.</p>	<p>Local NHS decision-makers used our findings to create a toolkit for professionals that addresses women's concerns about, and barriers to, attending appointments.</p>
<p>A resident told us their dentures caused a choking risk during an epileptic seizure. National dental commissioning guidelines confirmed what their dentist told them, that bone-anchored dentures are not available on the NHS.</p>	<p>We raised this with local NHS decision-makers and found that NHS funding is available, but many dentists may not be aware of this option. They committed to increasing the awareness of this special funding pot among dentists for similar high-risk cases.</p>
You shared your experiences	It has improved access to services for everyone
<p>Sexual Health testing</p>	<p>METRO Charity used our report to increase testing take up and introduce more self-testing options. We also contributed to the Council's Sexual Health Delivery Plan.</p>
<p>Diabetes symptoms and management</p>	<p>Local NHS decision-makers launched a targeted awareness campaign to improve awareness of risk factors, symptoms and the importance of diagnosis and monitoring.</p>
<p>Autism in adulthood</p>	<p>We were one of the first organisations to deep dive into the experiences of autistic people's annual health checks, contributing to the work of the Autism Strategy of Hertfordshire County Council.</p>