

Meaningful change: How we made a difference

Championing improvements to services

3,196 people shared their experience of health and social care services with us throughout 2025-6. **32,458** people have shared their experiences with us since 2021.



16,082 of these people contributed to research, including **453** people through **62 focus groups**, and **295** people through **one-to-one** interviews.

This year, **35,842** people came to us for clear advice and information. **247,292** people have come to us for advice and information since 2021.

Making a difference to care

We published **7 reports** in 2025-6 about the improvements people would like to see to health and social care services. We made **71** recommendations in these reports to help decision-makers act. Since 2021 we have published **38** reports, made **295** recommendations and influenced the work of **40 organisations**.



Ensuring your voice is heard



We speak with health and social care providers regularly, providing feedback and robust challenge. Last year we met with health and care leaders on more than **200** occasions to highlight issues raised by patients.

We spent more than **450 hours** helping **562 people** access care through signposting. Since 2021 we have provided **2,312 hours** of signposting for **2,262 people**.

Spotlight on our impact 2025–6

We listen to your voices

1,700 people completed our survey about health and social care in Hertfordshire. Our report highlights that people with long-term conditions and neurodiversity experience worse health outcomes. It has also identified that access to and availability of healthcare services needs to be improved.

We heard from **refugees and asylum seekers**, a group which faces significant health inequalities.

Older residents explained to us they were eager to live well in older age and are asking for more support and information from their GPs and the Council.

We spoke to people who had received diagnoses of **autism in adulthood**. Our report showed that receiving support post-diagnosis was often very difficult.

The Hertfordshire **armed forces community** explained the difficulties encountered in accessing health and social care.

To better understand the difficulties faced by **deaf British Sign Language users** in accessing healthcare, we supported a local community-champion engagement with Hertfordshire's Hearing Advisory Service, Communities 1st and Gobby.

To champion for real change

Our recommendations are being used by Hertfordshire Health and Wellbeing Board to shape their forward plans, increase accountability and action and identify ways to engage with those who were under-represented in this latest work.

Hertfordshire County Council are acting to improve services.

Our insights have fuelled an effort by the local NHS and relevant organisations to find better ways to help and communicate with older people around reduced mobility and better health.

Hertfordshire County Council has integrated our findings into their autism support program of action and have committed to further engaging this community.

Our recommendations will help improve provisions for the armed forces community.

Through supporting this project, we amplified the voices of deaf people, promoted inclusive healthcare practices and strengthened the understanding between healthcare providers and the deaf community, particularly at the first point of contact within healthcare settings.

You shared your experiences

Drugs and alcohol support services

Pharmacies in the Community

It has improved access to services for everyone

As a result of this work we have been able to make numerous recommendations, which are actively shaping service provision, including a campaign aimed at breaking the stigma around drug and alcohol use.

This led to recommendations to improve services for the public. These helped local NHS leaders identify stress points and to begin developing targeted action plans.