

Your independent health and social care champion.



We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

Message from the Chief Executive, Ivana Chalmers

A big thank you to all of you for your ongoing support. Our 2024-25 Annual Report shows just how much our staff and volunteers did to help the thousands of people who spoke to us last year, so we could make a difference to health and care in Hertfordshire. We look forward to making a real impact on people's lives over the coming year.

You may have heard of the Government's intention to transfer statutory functions of local Healthwatch to the NHS and councils, announced a few months ago. This will require legislative change which we've been advised will begin in the latter part of 2026, with the intention of transition taking place from early 2027.

We are still awaiting details of the plan, but we are working hard to ensure we can handle whatever may come and our amazing team continues to deliver the important and insightful work that you have come to expect. We are here to make sure your voice is heard and will do our best to ensure local decision makers continue to listen.

As we look forward to a festive break, we hope this newsletter sparks some joy about the good work we can do together with all of our communities. You can read about some of our latest work in this newsletter and even more stories are on our website.

We hope you have a restful, safe break.

Take care of yourself and your loved ones and if you feel you are struggling, local help is available by phoning HertsHelp on 0300 123 4044.



Our independent role has a big impact - Annual Report 2024/25

During the past year we have tackled the big issues that matter to people, helped make care fairer and ensured communities are involved in improving services. Thanks to you trusting us with your experiences, we are having a huge impact in changing things for the better.

In total 5,632 people shared their experiences of health and social care services and we raised their concerns at more than 200 meetings with health and care leaders.

We also made 49 research-based recommendations and spent more than 400 hours signposting - taking people's concerns directly to those who provide services.

[Find out more here](#)



Hertfordshire's Armed Forces community wants help to navigate the NHS

Veterans, reservists, serving personnel and military families have told us about accessing healthcare and how the NHS can improve the support it provides. [Click to read more...](#)



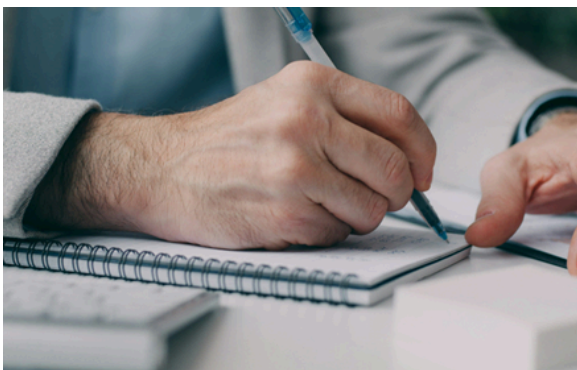
Major Hertfordshire survey reveals critical gaps in local health and care

Based on 1,700 responses, this report highlights that people with long-term conditions and neurodiversity report worse health outcomes and experiences. [Click to read more...](#)



Health and care barriers for refugees and asylum seekers in Hertfordshire

Facing significant health inequalities and mental health issues, these groups often have limited awareness and understanding of how to access support. [Click to read more...](#)



Click to read more news...

- [Why some are reluctant to get help to stop smoking](#)
- [Translating health data into what matters for local people](#)
- [Substance use should not be a barrier to mental health help](#)



Helping you find the answers

Do you have a question about health and social care services but not sure where to go?
We can help.

[Click here](#)

Tell us about your experiences of NHS and social care services

By giving feedback, both good and bad, you can help improve care for everyone.

[Click here](#)



Healthwatch Hertfordshire

Kings Court, SG12NG, Stevenage UK

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