

Annual Report 2023–24



More than **10,000** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care for everyone.



We met with health and care leaders on more than **200** occasions throughout the year, so that we could highlight issues raised by patients.

Cost of Living



You said: 7000 Hertfordshire residents told us how the rising cost of living was impacting them, their families and communities.

We raised your concerns with local health, Council and social care services.

They did: Our data was used to gather real-time feedback and target support to address food insecurity and health inequalities. People were also able to jointly access mental health and financial support.

Our **Signposting** service was contacted by a wheelchair user who'd been without a functioning, safe wheelchair since 2022.



We asked local health providers to investigate.

What happened next:

Poor records suggested the wheels had been replaced – when in fact they had not. Thanks to our actions, the repairs were finally done.

Autistic adults said: Making a GP appointment was highly stressful and most didn't know they were entitled to reasonable adjustments.



We raised your concerns with local NHS providers.

They did:

Annual GP Autism Health Checks are being trialled, plus 'digital flags' on patient records indicating an autism diagnosis and reasonable adjustments.

Carers said: Support from their GP practice was sometimes inadequate.



We raised your concerns with local NHS providers.

They did:

Recommended a Carer Champion for each practice to identify carers on clinical records, offer health checks and help with wellbeing.

You said: Local **Drug and Alcohol services** were good – but access, awareness and support for loved ones could be improved.



We raised your concerns with local public health providers.

They did:

Improved access to local mental health services and will be providing better support for carers.