Your hub guide to how Healthwatch can help people

Our Healthwatch is the independent champion for people who use health and social care services in Cambridgeshire and Peterborough.

Healthwatch Covid-19 Information Service

We have an information service that can help people who are worried about how changes in health or social care services are affecting them.

We can explain how services have changed and let people know their options.

Call 0330 355 1285 | Text 0752 0635 176

There’s also lots of information on our websites at www.healthwatchpeterborough.co.uk/ and www.healthwatchcambridgeshire.co.uk/

Frequently asked questions

Can Healthwatch answer my query about my hospital care?

We can let you know what guidance the government has given. And what services the local NHS has said they are providing in a different way.

We often direct people to the relevant Patient Advice and Liaison Service - also known as PALS - for individual advice. You can find details for the local NHS Trusts here

My GP has said I cannot continue to have certain treatment due to the Covid-19 pandemic. Can Healthwatch help?

Our team do not give medical advice. But we can let you know what guidance the government has given. And what services and procedures the local NHS has said they are providing in a different way.

Any decisions about your health should be made on the care you need. We can let you know what to do if you think a decision about your care is wrong.
Can I still make a complaint about a health service?

Yes, you can still complain but it may take longer than usual to get an outcome.

NHS England - who lead the National Health Service - has said that complaints need to be looked at but that work on them can be paused.

If you need support to make a complaint, then NHS advocacy services are still operating. See our website here for information on how to make a complaint.

Can Healthwatch recommend a care home or home care service?

We can’t make recommendations, but we can direct you to information such as the Care Quality Commission’s inspection reports.

We can also find you information about what to think about when making decisions about care at home or moving to a care home.

What do you do with what I tell you?

We log what people tell us in a way that does not identify them. We share this with the organisations that make decisions about health and care services to help them make care better.

We can sometimes put you in touch with people in services who can answer your query directly.

How do I know which Healthwatch to contact with my query?

Our Healthwatch covers care for people who live in Cambridgeshire and Peterborough.

Contact the Healthwatch where you live (or where the person you are contacting Healthwatch about lives). You can find your local Healthwatch here.

If you are unsure, contact us and we will advise you.