We know that lots of information is not for everyone so we have picked out some key highlights from the year. If you want to know more then please download a copy of our full report from our website or contact the office on: 01449 703949 | www.healthwatchsuffolk.co.uk

At least 142,965 minutes engaging communities across the county

1,000 + team activities across Suffolk

64 volunteers recruited to help us with our activities and to obtain views from local people and communities

11,277 new visitors viewed our website. That’s a 163% increase over last year. Our site received 38,478 pageviews.

In 2013/14 Healthwatch Suffolk achieved more mentions in the media than any other Local Healthwatch in England. It means everyone in Suffolk had the opportunity to read something about us at least five times.

5287 comment records obtained
3078 (59%) negative
1644 (31%) positive
517 (10%) neutral

We made a difference for patients using services at GP practises, Ipswich Hospital, West Suffolk Hospital, James Paget Hospital, the Norfolk and Suffolk NHS Foundation Trust and East Coast Community Healthcare.

13,204 people engaged at events, meetings and community groups

2,000 comments obtained by our Community Development Team from the public about health and care service

In 2014/15, we increased our followers on Twitter by 64% from just over 1,000 followers to nearly 2,000. We updated people with around 3,000 tweets throughout the year.

Nearly 100 people contacted our information and signposting service in 2013/14.

Ten reports produced with recommendations for health and social care decision makers. More than 2,500 individual responses from a range of communities to our surveys in 2014/15.

Using your feedback to improve services we made a total of 45 requests for information from providers and commissioners of health and social care in Suffolk.

We have 3315 friends and members on our database. That’s an increase of 10.2% over 2013/14

West Suffolk Hospital Case Study

A relative came to us because she felt her son, who is a vulnerable adult, had not received good care at the West Suffolk Hospital.

She told us about problems with her son’s care, the interpretation of his medical notes and matters concerning the maintenance of his dignity.

We took an immediate decision to escalate it to the Chief Executive.

We also provided information about how she could complain directly to the hospital and get help to do so. The hospital took the feedback from us very seriously. A thorough investigation was conducted.

“We were saddened to hear of this experience and viewed this feedback as an opportunity to improve the care we provide to this group of patients. We were able to implement specific actions targeted to address the issues raised. This has included additional training in ward areas and additional support to patients, families and carers from specialist staff.”

“With the support of Healthwatch this family were able to tell us why the care we gave did not meet the specific needs of their son. We apologised for this and have taken steps to change practice.”

Sam Bower (Deputy Chief Nurse)