



# What we want to do by 2026

Easy Read version of 'Our  
future focus'



Easy  
Read

# Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



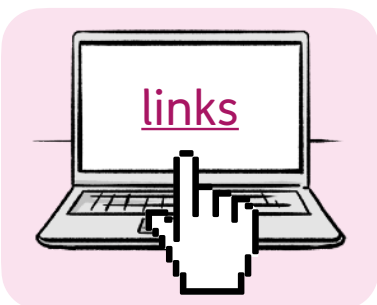
This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** – this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Pink and underlined words show links to websites and email addresses. You can click on these links on a computer.

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# About this booklet



This booklet explains what Healthwatch wants to do by 2026.

We are an independent organisation that:



- Helps people who have a problem with their health or care services.



- Looks into health and care services and writes reports which say how they should improve.



- Tells health and care managers what people think about their services.

# About us



Healthwatch wants everyone to get the care they need.



We work to:

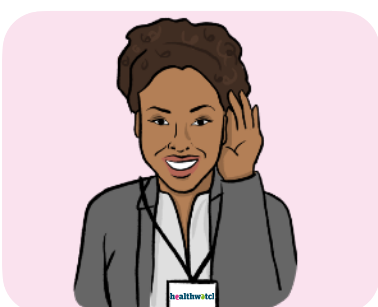
- Support people to speak up if they don't get good health and **social care**.



**Social care** is the extra support some people need with everyday things such as personal care.

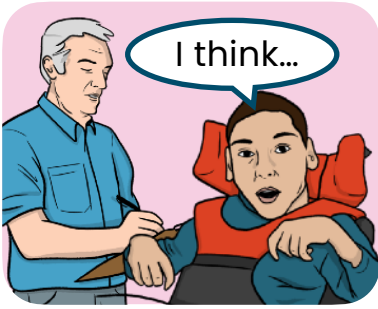


- Help health and care services to work in better ways.



We do this by:

- Listening to people and helping them to speak up.



We also do our work by:

- Including people who find it hard to be heard.



- Thinking about how services could be better.



- Working with the Government and other organisations to make health and care services better.

## 10 years of Healthwatch



We have been working for 10 years.



We have good staff and lots of supporters.



We have been listening to people and using their stories to help services get better.



The Government and local health and care services listen to what we say.



They use our ideas when they make changes to their services.

# Health and care services

Health and care services are looking at some difficult issues, like:



- How to help people to live healthily for longer.



- How to cope with more older people.



- How to make sure everyone gets the same good health care.



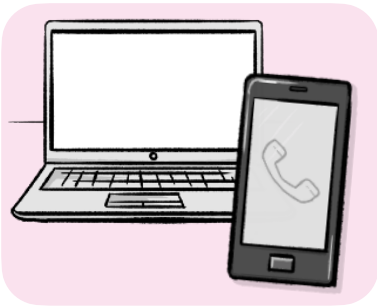
- How different health and care services can work together better.



Some of the other difficult issues health and care services are looking into include:



- How to cope with all the people who need mental health care.



- How to use computers, phones and the internet to make services better.

## Health inequality



**Health inequality** means that some people do not get the same good health care as others.

People who live in areas that don't have much money:



- Live shorter lives than other people.

People who live in areas that don't have much money are also:



- More likely to die from heart disease than other people.

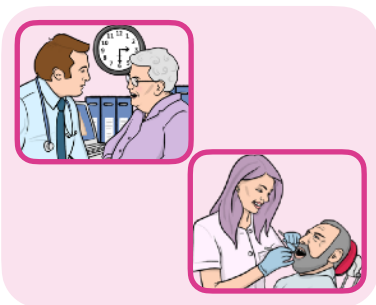


- More likely to have mental health problems than other people.

## What people are telling us



People contact us when they have problems with health and care services.



The main issues are:

- Problems with local doctors and dentists.

The other main issues are:



- Problems with social care.

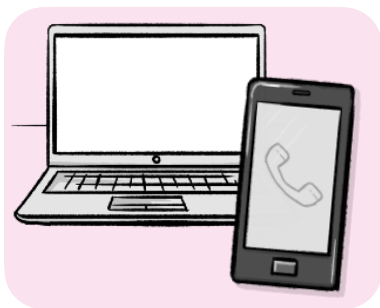


- Problems with women's health because some women have to wait longer for health care.

# Ways to improve health and care services



Changes in health and care services could lead to better services in the future.



Health and care services could improve by:

- Using computers, the internet and phones in new ways.



- Helping people to stay healthy and happier.



- Making all the different health and care services work together better.

Health and care services could also improve by:



- Using community groups to help people to stay healthy.



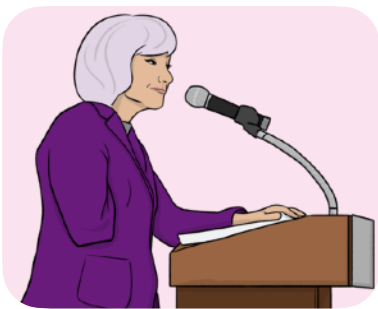
- Involving local people in planning and running health and care services.

# What we want to do by 2026

By 2026 we want:



- Half of the people in the UK to know about Healthwatch and what we do.



- To be speaking up more to the Government and local health and care services.



- To have enough money and staff to work well.

## More people to know about us



We need to look for new ways to tell people about what we do.



We need to talk to people about the issues that matter to them.



We want to have more people who support our work.



We will ask more people to say that they will help us with our work.

## Speaking up more



Many people are worried about contacting us about the problems they have with their health and care services.



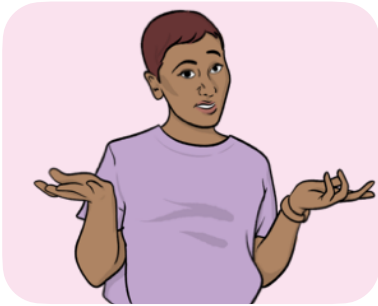
People are worried because:

- They may get worse care if they complain.

People are also worried because:



- They may cause problems for health and care workers.



- They don't know how to complain.



- They don't think that anyone will listen to them.

## More money and staff

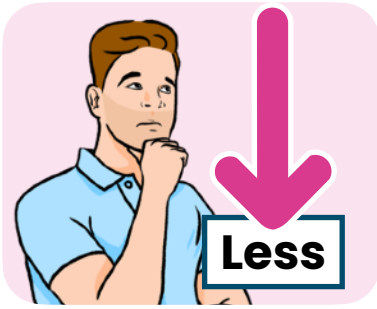


We get money from the Government to run our organisation.



But we are getting less money now than when we first started.

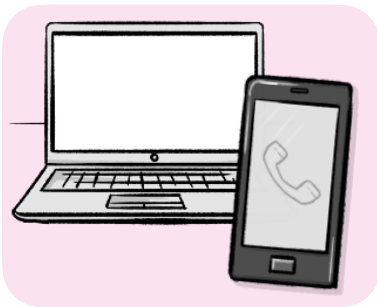




Because we are getting less money it means that we have fewer staff and volunteers.



We want to work with the Government to make sure we have the right amount of money.



We want to do more work with less money by using computers, the internet and phones more.



We want to work with other organisations more.

# Find out more

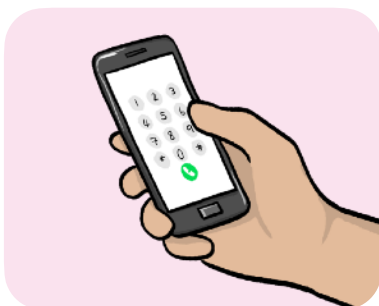


You can look at our website here:  
[www.healthwatch.co.uk](http://www.healthwatch.co.uk)

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