



# Annual Meeting 2022

Resident discussions

# What we heard

**We asked our attendees at our 2022 Annual Meeting to say what matters to them and what improvements could be made to health and social care services in the borough. This is what they said.**

**We also asked some questions about access to services based on our general survey using Slido.**

**We will use this along, with all our other insight, to consider priorities for future project planning.**

**Thank you to everyone who gave their views.**

# What matters to you?

1. Feeling listened to.
2. Being seen face to face/universal choice over if I see my GP face to face.
3. Trust.
4. My wellbeing.
5. Access and knowledge of what is available what's available.
6. Access to NHS dentist/ access to dentists.
7. It's important to have a doctor who knows you.
8. Patient involvement.
9. Training local people to work with large health and social care organisations.
10. Joined up services, with services to communicate with each other.

# What matters to you?

11. Increased funding for health services, the government need to prioritise health.
12. Access to information regards local health services.
13. Access for refugees.
14. Integrated health.
15. Social prescribing.
16. Use of caring services.
17. Prioritise health and supporting health care and selfcare for 65+.
18. Mental & maternal mental health.
19. Illness in pregnancy.
20. Mental health support for carers.
21. Support for children and high functionality children.
22. Access for respite for carers.

# What improvements would you like to see?

1. Easier access, same choice as before COVID.
2. Tackling digital exclusion, choice as to use online.
3. A dental hub like a GP hub.
4. Information in other languages for access to health care matters.
5. Continuity of care to strengthen trust/ Continuity of care.
6. Support for people experiencing homelessness, more options in terms of housing and continuity of care /homeless support and housing.
7. Helping to people to stay well.
8. Individual care.
9. Better communications.

# What improvements would you like to see?

10. Better training.

11. Better access to services.

12. Access to counselling, access to therapy, appropriate referrals.

# Accessing the GP

How easy has it been to access your GP in the last 12 months?

047

Easy



Mixed



Difficult



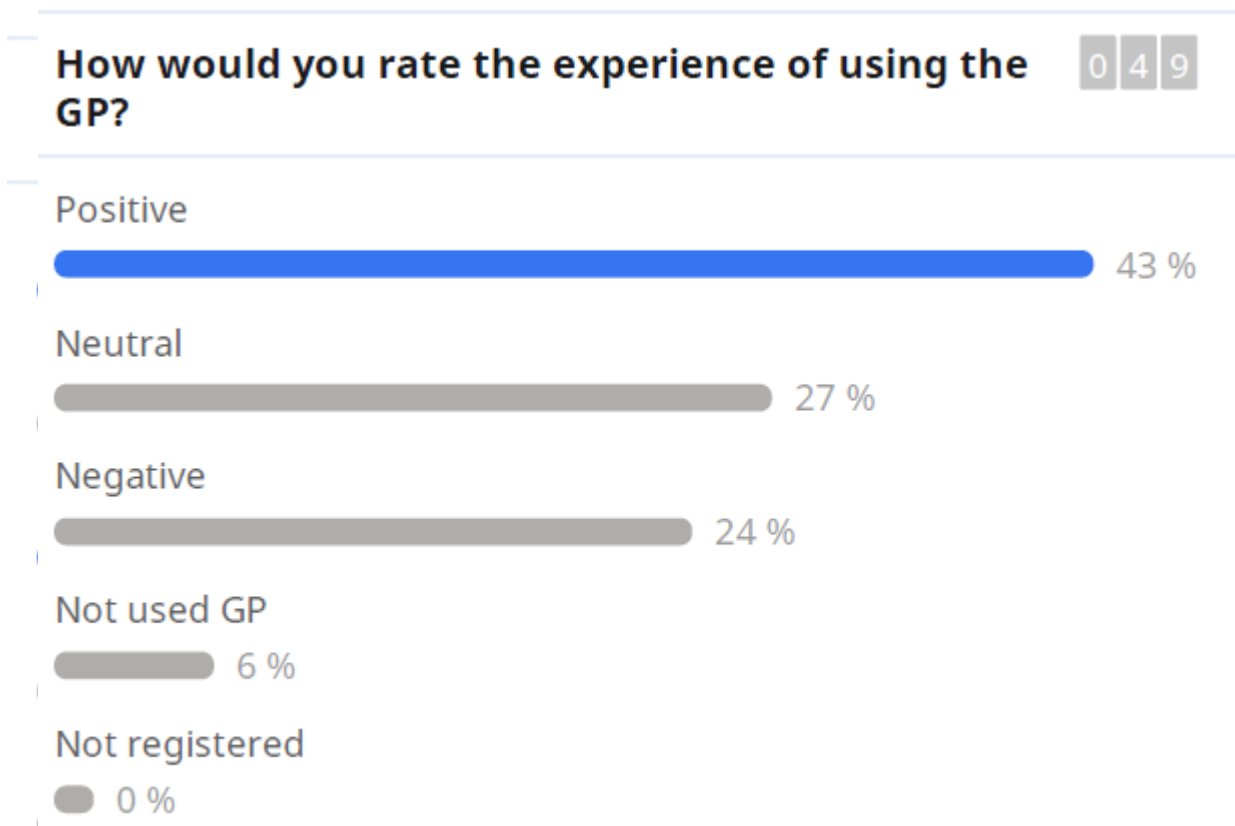
Not used GP



Not registered with GP

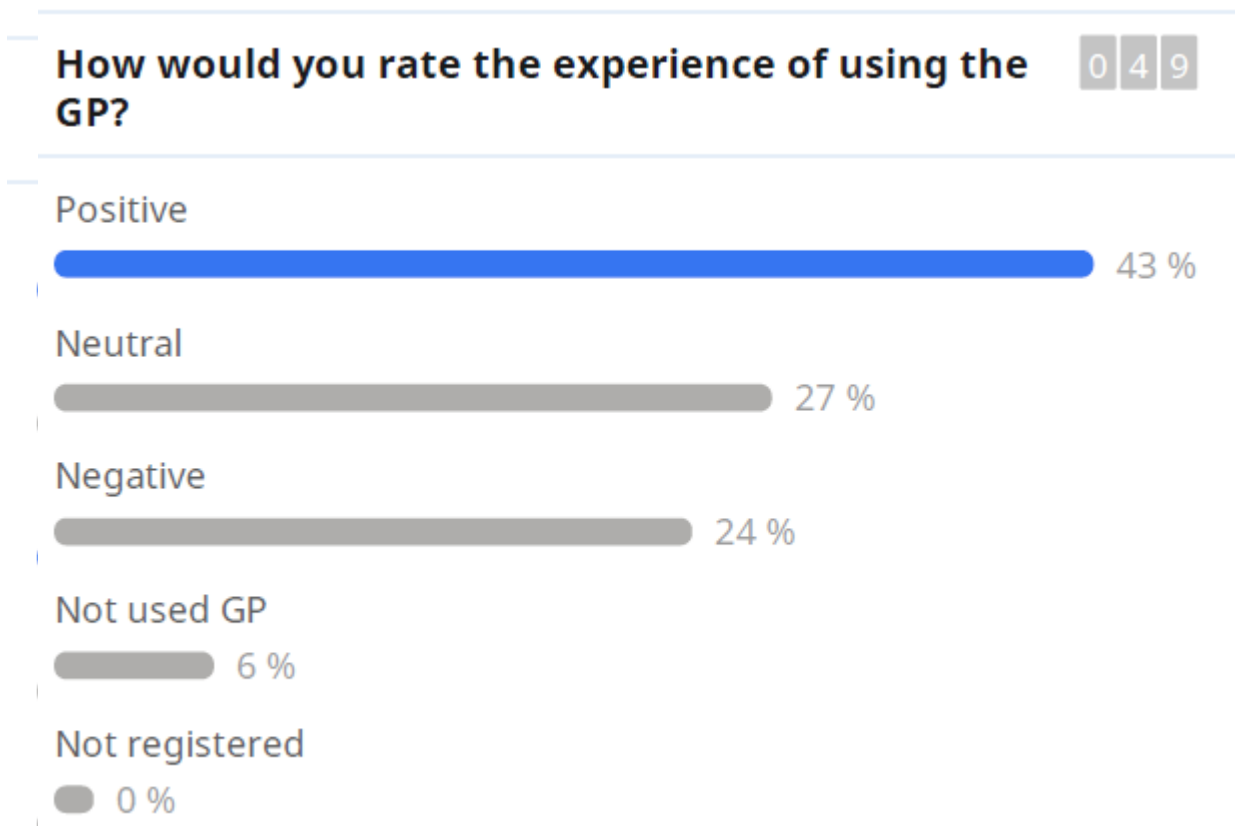


# Experience of using the GP





# Experience of using the GP



# Accessing a dentist

How easy has it been to access a dentist in the last 12 months?

050

Easy



42 %

Mixed



24 %

Difficult



14 %

Not used Dentist



20 %

# Experience of using a dentist

How would you rate the experience of using the dentist?

0 4 8

Positive



54 %

Neutral



15 %

Negative



10 %

Not used dentist



21 %

# For more information

Healthwatch Croydon

24 George Street  
Croydon  
CR0 1PB

[www.healthwatchcroydon.co.uk](http://www.healthwatchcroydon.co.uk)

t: 0300 012 0235

e: [info@healthwatchcroydon.co.uk](mailto:info@healthwatchcroydon.co.uk)

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