

# Quarterly Performance Report

Year 1 Quarter 1 (new contract)

## November 2023 - January 2024



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# About Healthwatch Warwickshire

Healthwatch Warwickshire is your health and social care champion. If you use health services or need care, we want to hear about your experiences. We can also help you to find reliable and trustworthy information and support. Last year, we helped 28,298 people to have their say or get the support they need. Visit our [website](#) to find out more.

## Healthwatch Warwickshire Priorities 2023-2024

Improving care over time.

Promoting continuous engagement.

Developing and promoting Enter and View.

## Our aims are:

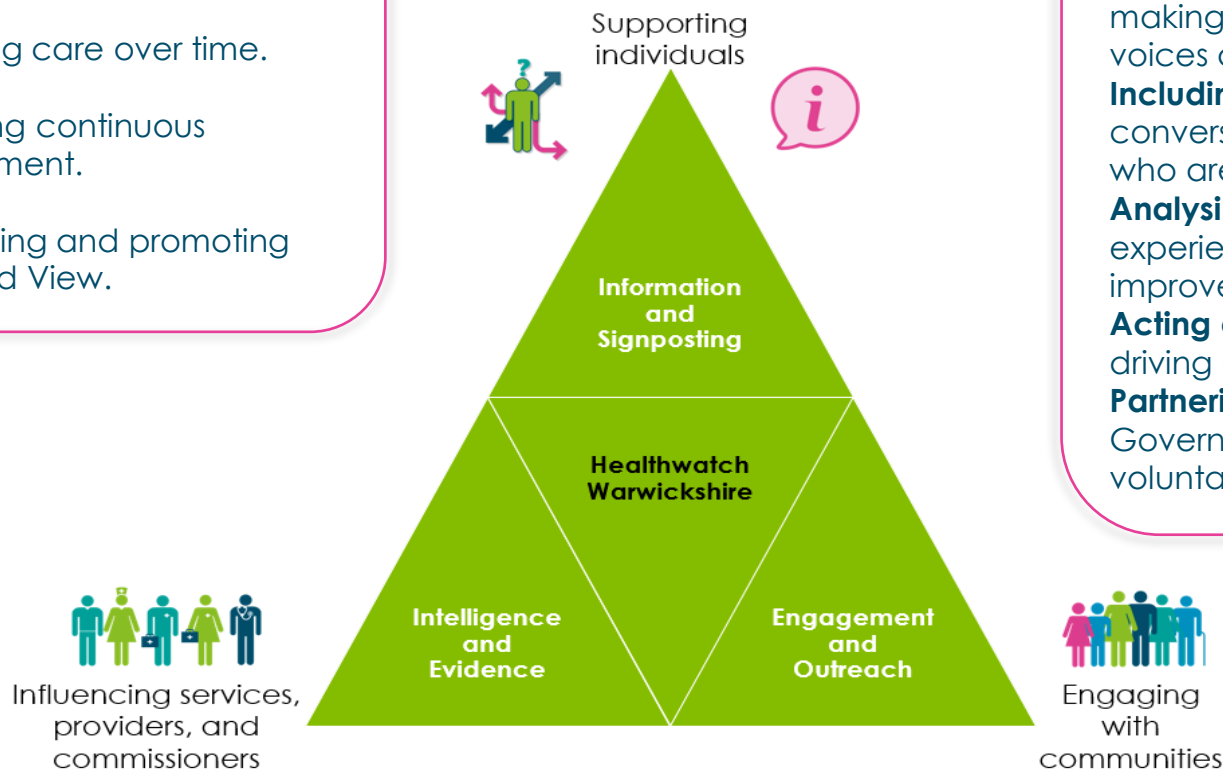
**Listening** to people and making sure their voices are heard.

**Including** everyone in the conversation especially those who are frequently ignored.

**Analysing** different people's experiences to learn how to improve care.

**Acting** on feedback and driving change

**Partnering** with care providers, Government, and the voluntary sector.



# Strategic influence

This quarter, November 2023 to January 2024, we represented the people of Warwickshire at 19 strategic meetings. Outcomes included:

## REGIONAL

### **Coventry and Warwickshire Integrated Care Board (ICB):**

Patient Voice is to be included in the ICB workplans. Chair of the ICB will have regular meetings with Healthwatch Warwickshire Chief Executive (HWW CE) to discuss local challenges.

### **Quality, Safety and experience Committee of the ICB:**

HWW CE raised the importance of feedback to assist with Health Equity for Frequently Ignored Groups. It was agreed that arrangements for hearing Patient Voice should be 'hard wired' into the system. HWW CE raised a challenge about the metrics being proposed to show the effectiveness of engagement.

### **Community Diagnostic Centres (CDC) Digital Vision Team:**

HWW CE has been invited to join the steering group as a non-voting advisor.

### **Integrated Care System (ICS) Infant Feeding Strategy Steering Group:**

HWW presented feedback from South Warwickshire. The Infant Feeding Midwife & Project Lead at George Eliot Hospital responded: 'This information will definitely help us to form our strategy.'

## COUNTY

### **Warwickshire Care Collaborative:**

Deficiencies in the Terms of Reference with regard to Patient Involvement were acknowledged.

### **WCC Health and Wellbeing Board:**

HWW CE raised a query on where and how resident's voice is heard. Board accepted that follow up needed re: JSNA and Place Partnerships, and this was added to the Development Plan.

### **Adult Social Care and Health Overview and Scrutiny Committee:**

Children's Continence Services will be addressed at the February meeting following HWW CE raising the issue. HWW Menopause Report to be shared with the Menopause Task and Finish Group.

# Partnering for change

We worked with partners at 37 meetings this quarter, to support the people of Warwickshire to access the care they need.

## CWPT /15 Step Challenge visits

HWW have assisted with visits to mental health support settings. As this work concluded we met to evaluate its success.

***“Everyone involved from HWW have been brilliant. Their contributions have been very valuable and provided ‘fresh eyes’ and different perspectives to support our services to improve.”***

CWPT

## CQC (Care Quality Commission)

HWW have met with local CQC inspectors for both Hospitals and GPs, to raise concerns we have heard.

## NHS Dental Commissioning

HWW have been asked to provide patient feedback data on dental provision in Stratford District.

## Local Dental Network

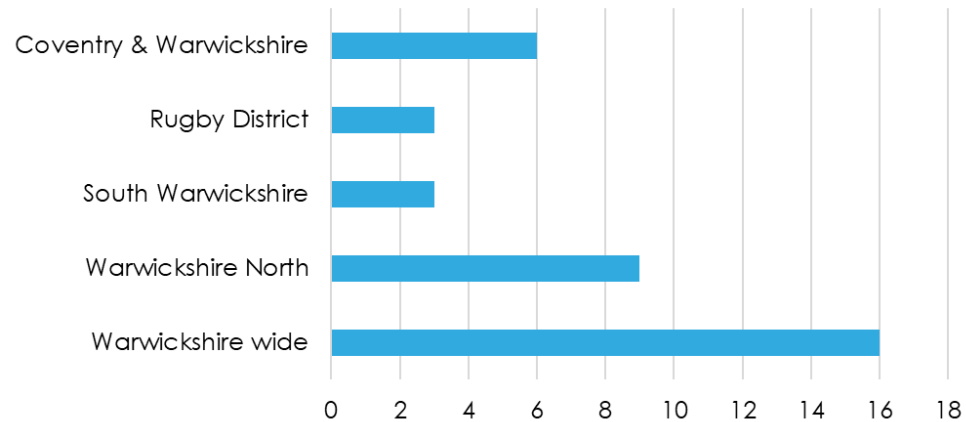
HWW have been invited to attend meetings to represent Patient Voice and to provide patient feedback on dentistry across the county.

## VoiceAbility

HWW regularly refer people to VoiceAbility for advocacy support. Following our most recent attendance at their team meeting they told us:

***“Many thanks for coming again to talk to our team, we found it very useful and interesting and especially for those new advocates who had not met you before. It was clear the team were engaged from the number of questions and comments made.”*** Team Leader

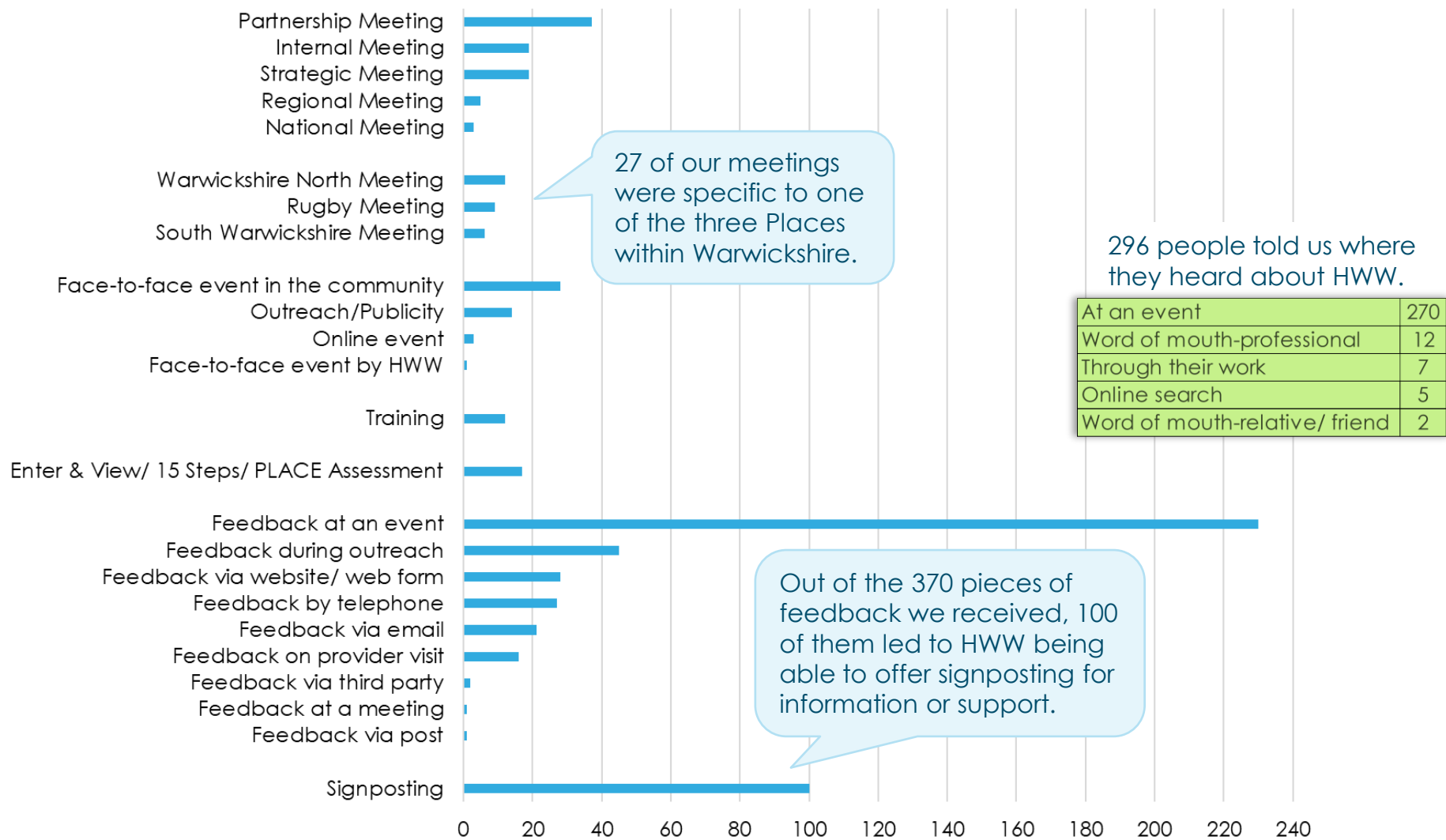
Area our partnership meetings relate to



# Our visibility in Warwickshire

Between November 2023 and January 2024, we recorded 529 activities.

Activities undertaken by HWW colleagues



# Engagement and Outreach

This quarter we engaged at 46 events or opportunities for outreach and publicity (67% of these were face-to-face). We gave 12 presentations. Our Engagement and Outreach work reached an estimated 2,288 people.

## Warm Hubs

HWW visited five warm hubs. We spoke about the work we do and listened to individual's experiences of health and social care in Warwickshire.

## ICB Marketplace, (networking event)

We spoke to JSNA Leads about presenting at our HWW team meeting. We met a GP with an interest in hearing our patient feedback data. We also made a connection with a Business Intelligence link at WCC, who we will be able to work with on future projects.



## Warwickshire College Group (WCG)

We attended the Leamington College Health and Wellbeing lunchtime marketplace event. We held an outreach session, with our information stand, in the atrium of Rugby College. We spoke to over 40 young people aged between 16 – 19 years about what health and wellbeing issues they are concerned with. Feedback showed that Vaping is currently their biggest concern.

## Social Prescribing Event

HWW attended this event which was open to members of the public. The purpose of the event was to encourage people to meet organisations and get advice and support.

## The Macular Society

We gave a presentation on our work. Which was well received by all present. We received an email following the visit: **"Thank you for coming along to talk to the group, they found it really useful to hear what you do."** Group Leader

## Bedworth Almshouses

HWW gave a presentation to residents about our work followed by a Question & Answer session. We also discussed issues individually with 12 residents, a trustee and a manger.



# Engagement and Outreach

**Our Menopause Survey ran between November 2023 and January 2024. We heard from 314 people across the county.**

Following local feedback, and alongside local and national research, we wanted to find out the views of people experiencing menopause and perimenopause in Warwickshire.

We wanted to know if needs are being met. The aim is to help the people of Warwickshire get the menopause support services they need.

Our report includes conclusions, recommendations and next steps.



***“I was given the wrong information due to the GP not knowing enough about the Menopause.”***

Warwickshire resident

***“The menopause affects every aspect of my life at work and family life.”***

Warwickshire resident

***“We were very pleased to be involved with your report and thank you for mentioning us and enabling us to comment. When I send out the invitation for the March meeting, I will send the link to the Report so people can download it.”***

Action Menopause Warwickshire

***“Many thanks for this, I will definitely share it with my team.”***

Lakin Suite Manager and Cervical Screening Provider Lead  
South Warwickshire NHS Foundation Trust

***“This is excellent! A very helpful report to me as a clinician. Continue the good work! I'd love to know how we can collaborate more?”***

Chartered Physiotherapist

**[Visit our website to read the full HWW Menopause Findings Report](#)**



# Digital communications

We communicate digitally via our website, newsletter and social media channels.

## SOCIAL MEDIA

We post on social media every day.

### Twitter/X:

1769 Followers

[Visit us on Twitter/X](#)

### Facebook:

557 followers and 497 Page Likes.

[Visit us on Facebook](#)

### Instagram:

145 Followers

[Visit us on Instagram](#)

### Most popular posts:

-Information about our [Menopause survey and report](#).

-Information about our [Armed Forces Veterans survey](#).

## NEWSLETTER

We produce an email newsletter every three months. Our 'January Updates' newsletter was sent to 1,128 recipients.

It was opened by 421 people (37%)

The most popular article was: 'Health and Social Care Forum: State of Care in Rugby' Report.

We received this response from Cllr Neil Sandison, Rugby:  
***"Thank you for your report we shall add it to the body of evidence we have collected in terms of overview and scrutiny."***

[Read the Rugby report here](#)



## EX UK Armed Forces?

Our aim is to understand & improve access to health care services for Veterans in Nuneaton, Bedworth & North Warwickshire. We are working independently to gather your views with partners including the Armed Forces Covenant Team at Warwickshire County Council



If you live in Nuneaton, Bedworth or North Warwickshire, we want to hear about your experiences of accessing health care services.  
**Your feedback matters!**

Share your feedback by completing the Veterans Survey.

Complete our survey online by scanning the QR code or visiting our website. Call us, or pick up a survey at your local VCP, library, Citizens Advice or Leisure Centre in Nuneaton, Bedworth & North Warwickshire.



healthwatch  
Warwickshire  
Telephone: 01926 422 823  
www.healthwatchwarwickshire.co.uk

## WEBSITE

3,900 people visited our website this quarter.

The most popular pages were:

-[Home page](#)  
(1,000 visits)

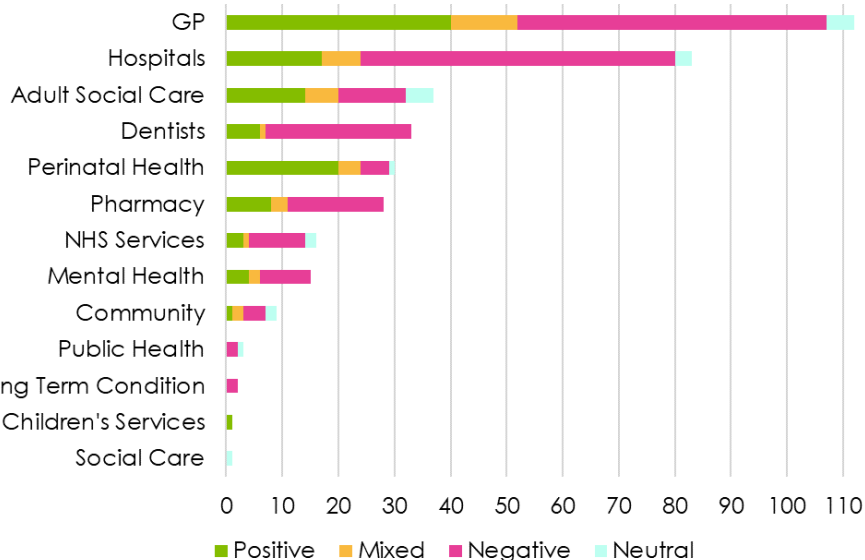
-[MENTalk/ WOMENTalk](#) mental health support  
(495 visits)

-[News and Reports](#)  
(292 visits)

# What we heard

Between November 2023 and January 2024, we received 370 pieces of feedback about local services.

All feedback or enquiries by service type



HWW often hear the most feedback about GPs and Hospitals across Warwickshire. We encourage people to tell us about their experiences, either good or bad, in any health or care setting.

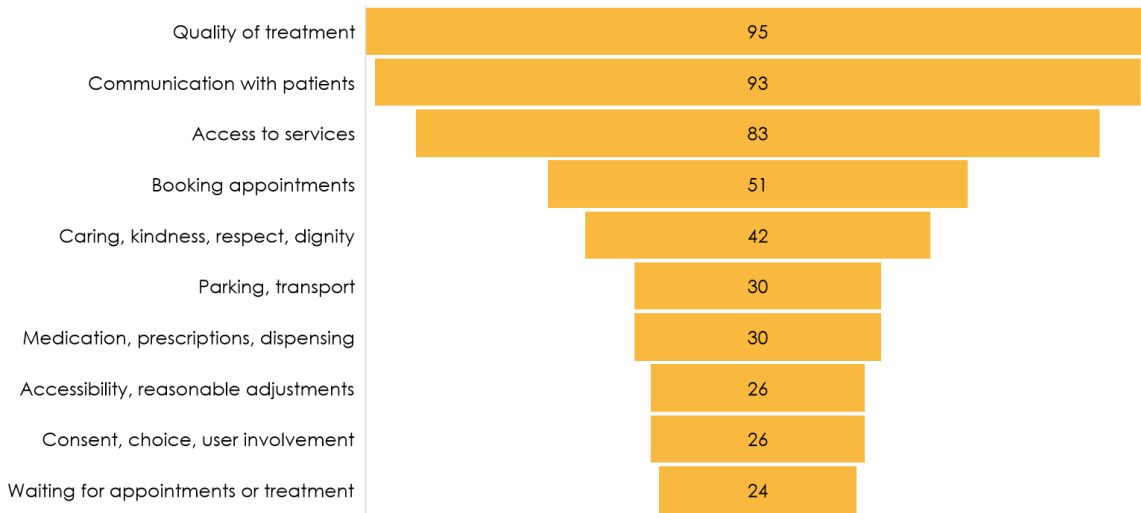
We categorise the feedback into themes.

***“When I got home after birth, I could tell my baby hadn’t fed well. I called the infant feeding team and spoke to an amazing lady who came to my house within the hour. If I needed support, I was able to call for the first month. My health visitor is fab!”***  
Warwick District resident

***“I couldn’t get an appointment with an NHS dentist, so I signed up to a private plan. Treatments are hit and miss; when there were problems after the treatment, they gave me extra charges like it was my fault that more appointments were needed.”***

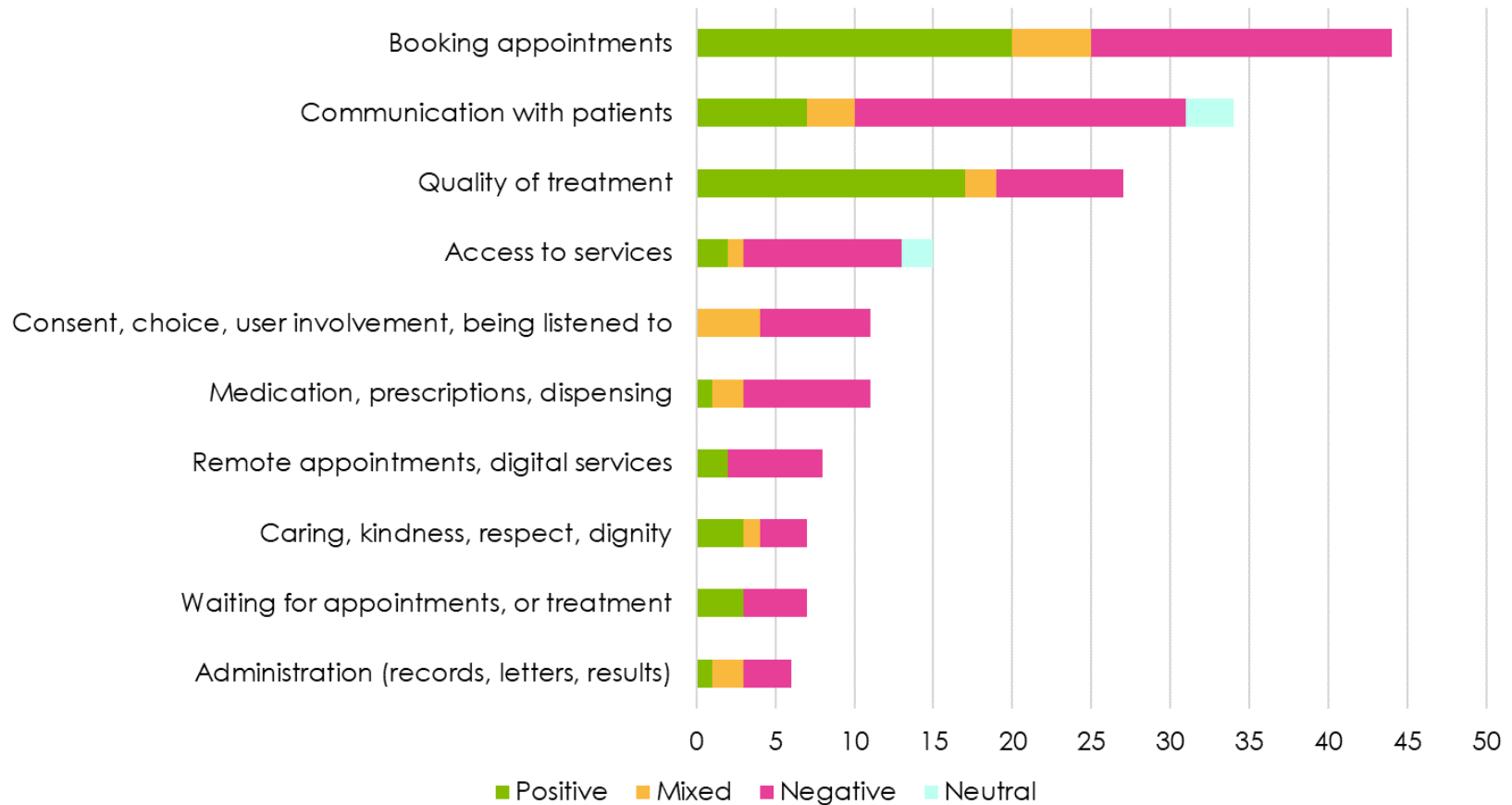
Stratford District resident

Top Ten most common themes discussed with HWW across all services



# What we heard about GPs

Top Ten themes discussed with HWW about GPs



*“My surgery is good; I can get an appointment the same day. I can go in and make an appointment in person, and they are generally on time. The receptionists are good.”*

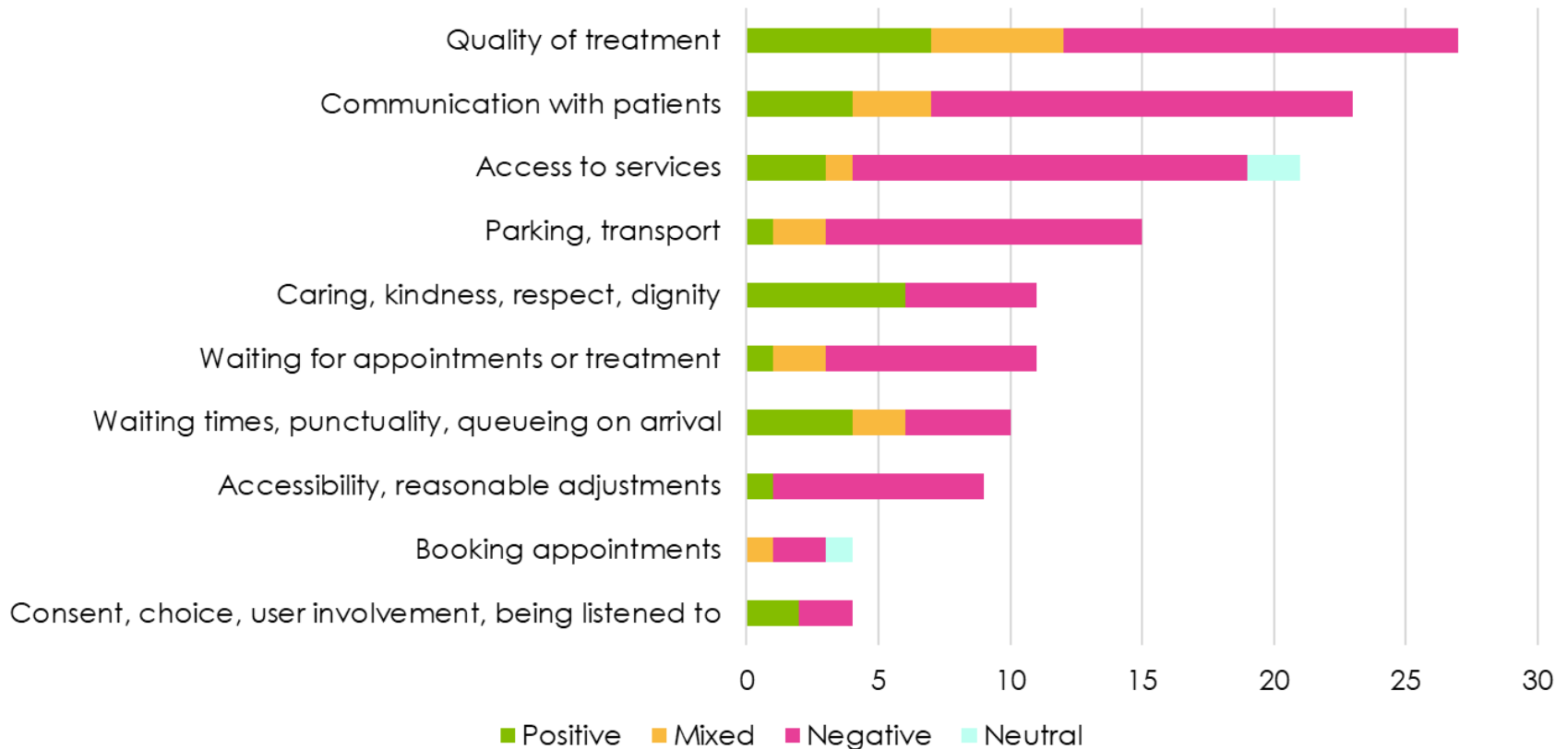
Rugby resident

*“When I was really ill, they sent a GP out to see me which was good. They sent me a text recently asking me to fill in an online form, but I don’t really use online services, I don’t know how they got my number, and I don’t know who is watching if I fill it in. I don’t know if the text is from my surgery or a scam.”*

Rugby resident

# What we heard about Hospitals

## Top Ten themes discussed with HWW about Hospitals



*"I have mental health conditions and the staff were not compassionate or empathetic. I felt they had not read my notes. I had an anxiety attack and was told off by the nurse. They tried 6 times to take blood from me, but anxiety made it worse. It was really frightening, there was no customer care. Doctors need to listen more, they don't hear what I am saying, and it is hard for me to communicate."*

Warwickshire resident

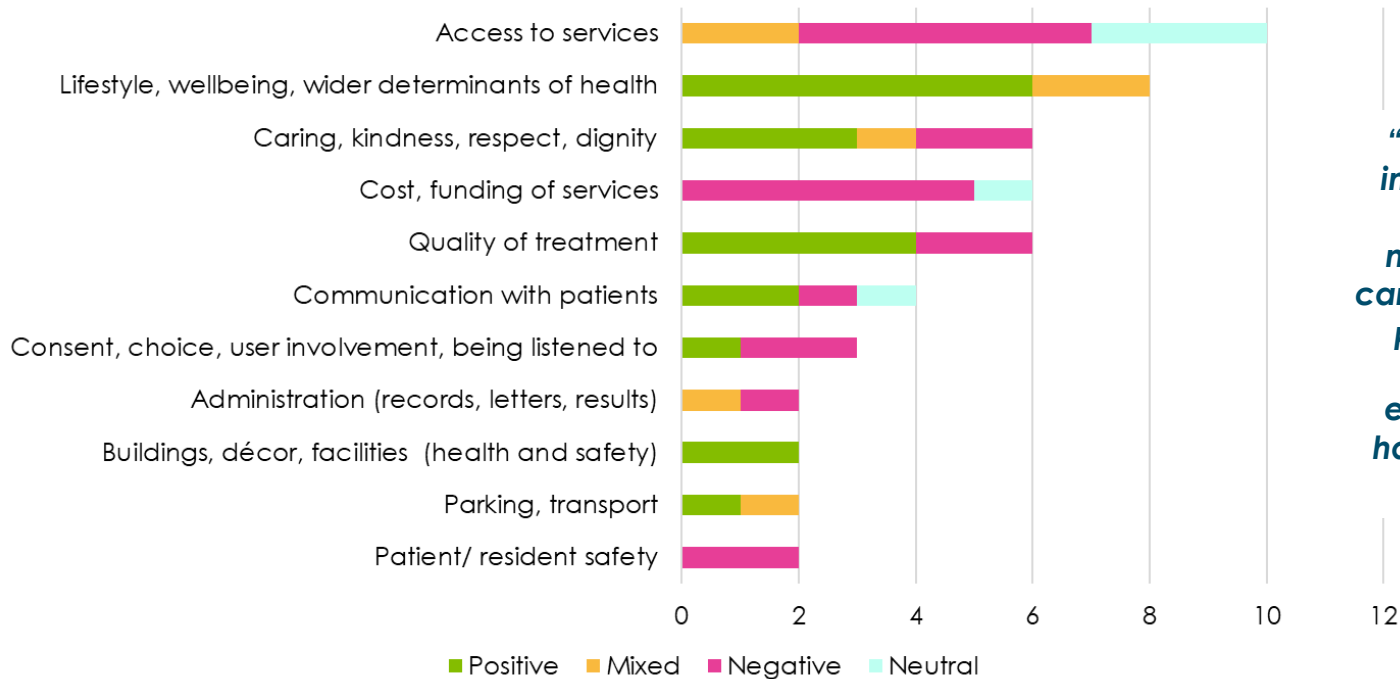
*"Staff at George Eliot Hospital were wonderful. The wait for the Plaster Room was long but that was due to two fracture clinics running. Access was very good, and my experience was good."*

Nuneaton resident

# What we heard about Adult Social Care

Every 3 months we provide anonymous feedback to Warwickshire County Council's Adult Social Care Team about feedback we have heard.

Top Ten themes discussed with HWW about Adult Social Care



*“Adult social care services in Warwickshire have been very helpful in supporting my aged parents with their care needs. They have been prompt when dealing with queries and made every effort to ensure information has been clear and useful.”*

Warwickshire resident

*“A family member went into a care home for respite care for dementia. After a week, new staff came in who didn't know them. They look young for their age, and they let them out of the airlock. They were lost for 6 hours, and we had to get the police involved. It really knocked our confidence to put them into a care home.”*

Warwickshire resident

# Focus on Warwickshire North

67 people gave us feedback about services in Warwickshire North this quarter. We attended 23 meetings, outreach or events.

58% of the feedback we heard from people in Warwickshire North was negative. The most common themes we heard about were:

- Communication with patients, treatment explanation, verbal advice
- Quality of treatment
- Caring, kindness, respect, dignity
- Medication, prescriptions, dispensing
- Consent, choice, user involvement, being listened to

*"I was advised when ordering my prescription through POD that the service is closing, and I need to order through NHS App. There were problems with my account. I contacted someone by e-mail but was becoming quite distressed. I can manage basic IT, but I did not understand the extra instructions. There is no telephone help or anything other than online help, and no suggestions as to how I contact someone who can talk me through it."*

North Warwickshire resident

*"I waited in A&E for 13 hours and got results 12 weeks after the MRI scan. Very stressful. Can't get in to see GP so seeing the nurse instead. I used 111 around this time, explaining I had been feeling lightheaded and about my condition, and was advised to lie down and go to sleep. I was a bit flummoxed by this."*

Nuneaton resident

*"I am a carer for my partner with dementia who is bed ridden and can't feed himself, we are both in our 80s. I have not been able to care well for him for the last few years."*

North Warwickshire Resident

[Place Plan, on Happy Healthy Lives website](#)



## Assistance we gave this quarter:

- Attended Community Networking Events in both Nuneaton (Abbey Theatre) & Bedworth (St Michael's Children and Family Centre)
- Presented about our work at the Access to Health Services Presentation aimed at the Hong Kong & BNO (British Nationals Overseas) Community

Carla, Engagement & Outreach Officer for Warwickshire North

**Next quarter:** [Armed Forces Veterans Health](#) engagement and survey

# Focus on Rugby

53 people gave us feedback about services in Rugby this quarter. We attended 14 meetings, outreach or events.

**73% of the feedback we heard from people in Rugby was negative. The most common themes we heard about were:**

- Communication with patients, treatment explanation, verbal advice
- Access to services
- Booking appointments
- Medication, prescriptions, dispensing
- Accessibility, reasonable adjustments
- Waiting times, punctuality, queueing on arrival



[Place Plan not currently available, on Happy Healthy Lives website](#)

*“Struggling to get prescriptions at the hospital. There’s always a delay either in time or stock . I don’t understand why I can’t get the medication at my local pharmacy.”*

Rugby resident

*“A friend is in a care home and has been for most of their life. Their parent has now passed but the care home won’t pass on any information on our friend’s condition as their parent didn’t leave permission.”*

Rugby resident

*“Twice I have had an 18 hour wait at UHCW A&E, once a 15 hour wait. There are no seats and my child with Autism finds it difficult to cope with what they see and experience there.”*

Rugby resident

## Assistance we gave this quarter:

- Presented about our work to the Compassionate Communities Group
- Collaborated on the second HWW /WCAVA Young People’s Mental Health Event, it was agreed by several (of the 27) attendees that they will share their existing data to assist Rugby Place when making decisions about Young People



Vina, Engagement & Outreach Officer for Rugby

**Next quarter:** Attending ‘Better Days Winter Wellbeing’ Events in Rugby. Presenting HWW Rugby Health and Social Care Forum findings at Rugby Health and Wellbeing Partnership.

# Focus on South Warwickshire

210 people gave us feedback about services in South Warwickshire this quarter. We attended 23 meetings, outreach or events.

46% of the feedback we heard from people in South Warwickshire was negative. The most common themes we heard about were:

- Access to services
- Communication with patients, treatment explanation, verbal advice
- Quality of treatment
- Parking, transport
- Accessibility, reasonable adjustments



[Place Plan, on Happy Healthy Lives website](#)

*"We visit someone in a care home. They are in a wheelchair and needed to go to their room. They pressed their wrist buzzer three times, and no one came so we took them."*  
Stratford District resident

*"The only way I can get to hospital for the eye clinic is by Indigo transport. You can book it for the start of the appointment, but you never know how long you will be so can't plan the return journey. Once the treatment is done, you can't see clearly, can't drive or operate a phone so are reliant on family taking time off work to pick you up. I am registered blind, and my spouse has dementia, so it is very difficult."*  
Warwick District resident

*"Parents say they can't get an NHS dentist in Southam. We tell parents to visit a dentist from when the first tooth starts showing, as NHS guidelines say, to get them into good habits and to make them familiar with the dentist. Some dentists refuse to see children until they are 3 or 4 years old which is too late."*  
Health Visitor

## Assistance we gave this quarter:

- Reported on the experience of infant feeding support in South Warwickshire through the [Infant Feeding Presentation](#)
- Presented about our work to SWPE, receiving this comment "I think a lot of PPGs will want you to visit them now"
- Provided local data to SHWP (Stour Health and Wellbeing Partnership) to assist with project planning



Caroline, Engagement & Outreach Officer for South Warwickshire

**Next quarter:** Providing patient feedback data to NHS Dental Commissioning on dental provision in Stratford District



# Information and signposting

This quarter, we provided information and signposting to 100 people. Some people were signposted to more than one organisation. We provided 164 signposts.

Signposts to	Number
Healthwatch	42
Support organisation-General	26
GP	20
Warwickshire County Council (WCC)	13
George Eliot Hospital (GEH)	9
Integrated Care Board (ICB)	9
NHS	9
Dental	6
Patient Advice & Liasion Service (PALS)	4
South Warwickshire Foundation Trust (SWFT)	4
Support organisation-Carers	4
Support organisation-Mental Health	4
Pharmacy	3
Support organisation-Dementia	3
University Hospital Coventry & Warwickshire (UHCW)	3
Coventry & Warwickshire Partnership Trust (CWPT)	2
Support organisation-Autism	2
Social Prescribing Team	1

Healthwatch signposts included to our own website information pages, and other local Healthwatch or Healthwatch England, where appropriate.

This quarter we have listed Support Organisations as either -General, -Carers, -Mental Health, -Dementia or -Autism.

***“Thank you for your email. I have had a chat with my dentist this morning who is trying to resolve my complaint. Thank you for your quick information sheet which I found very helpful.”***  
Warwickshire resident

# Our impact in Warwickshire

## What we heard and what we did

### Sharing feedback for the Warwickshire SEND (Special educational needs and disability) Strategy

HWW shared our patient feedback data with 'Influence & Change Team Leader - SEND & Inclusion', who responded "This is really helpful and reflects what we are hearing too, although particularly helpful to have the reflections specifically on health services."

The data was shared with WCC SEND Lead and senior team, who are involved in the development of the SEND Strategy.

During the SEND Community Forum discussing the SEND Strategy, HWW raised the issue of the lack of SEND nursery provision and queried whether SEND/Autism could be flagged on any notes held by healthcare professionals.

### Assisting with access to Hearing Tests at home

An enquirer told us at an event: "I am housebound and need a new hearing aid. I asked my GP to write a letter to Specsavers, but Specsavers don't offer this. Where can I get a home visit NHS hearing test?"

We emailed SWFT Audiology Department and telephoned the enquirer to pass on their response: "We are happy to do home visits. We would need a referral from the patient's GP asking for a home visit. There is currently about a four week wait."

### Informing about the need for digital support at Warm Hubs

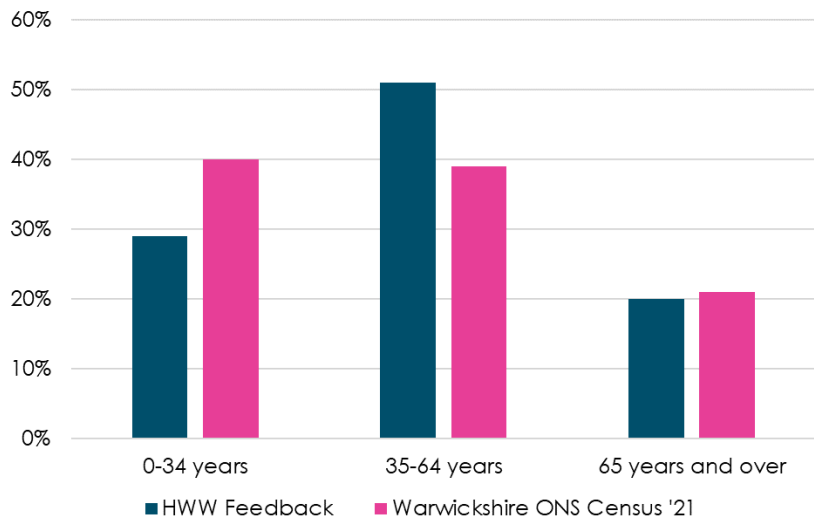
Enquirers tell us they struggle to access digital services and would appreciate support. HWW contacted WRCC (Warwickshire Rural Community Council) to ask if this is something that could be addressed at Warm Hubs.

We had this response: "Following your email about tech support sessions for Warm Hubs I'm pleased to let you know that Warwickshire Library Services have now restarted their 'Tea and Tech' sessions that were popular last year, and I've already suggested some in our network. If you could let me know which hubs were particularly interested in having this support, I'll pass on the information. We'll be promoting this in our next newsletter."

# Who we heard from

We heard feedback from 370 people between November 2023 and January 2024. We also asked the age and ethnicity of the 314 people who responded to our Menopause Survey.

Age group comparison



- 415 people chose to share their **age** with us.
- 490 people chose to share their **ethnicity** with us. We also spoke to 58 people from the Hong Kong and British National (overseas) Community. We are aware when 'categorising' ethnicity, that the existing choices are not always suitable.

Not all figures are shown for Warwickshire

White: British/ English/ Northern Irish/ Scottish/ Welsh	82%	82.10%
White: Any other White background	8%	5.90%
Asian or Asian British - Indian	3%	4.10%
White: Irish	3%	0.90%
Asian or Asian British – Any other Asian or Asian British Background	2%	1.00%
Prefer not to say	0.60%	NA
Asian or Asian British - Chinese	0.40%	0.50%
Mixed/ Multiple ethnic groups: Any other mixed/Multiple ethnic groups background	0.40%	0.50%
Black or Black British – African	0.20%	0.80%
Black or Black British - Caribbean	0.20%	0.40%
Mixed/ Multiple ethnic groups – Asian and White	0.20%	0.80%

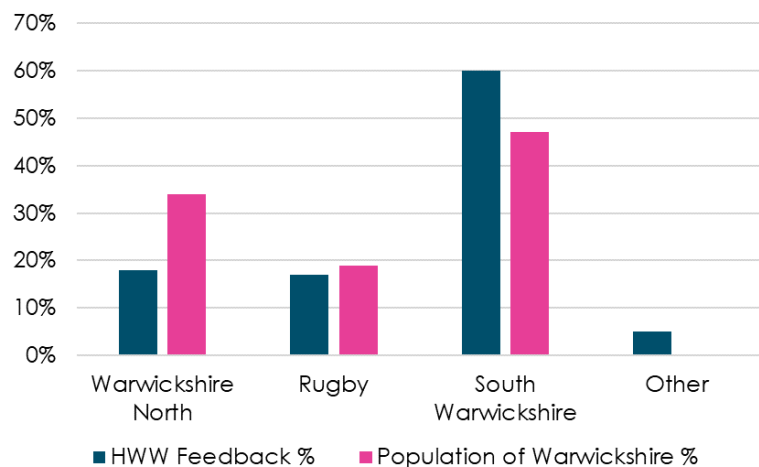
Ethnicity of people providing feedback to HWW	Comparative figures for Warwickshire
82%	82.10%
8%	5.90%
3%	4.10%
3%	0.90%
2%	1.00%
0.60%	NA
0.40%	0.50%
0.40%	0.50%
0.20%	0.80%
0.20%	0.40%
0.20%	0.80%

# Who we heard from

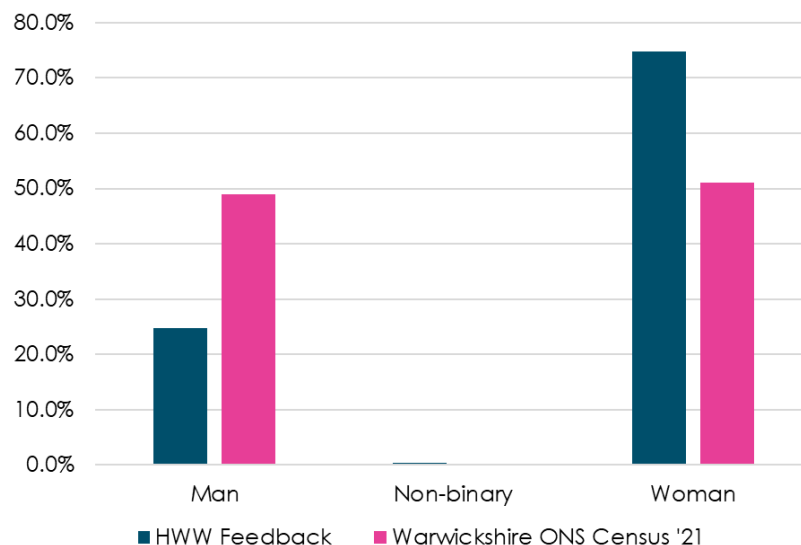
We ask people about their personal circumstances to help us ensure that we represent the people who live in Warwickshire.

- 313 people chose to share their **gender** with us. One person told us they are non-binary.
- When asked 'Is your gender different to the sex you were assigned at birth?' Two people said 'yes'.
- We did not ask about gender on our Menopause Survey.
- We will include demographics from our Armed Forces Veterans Health Survey, focussed on Warwickshire North, next quarter.

Comparisson of PLACE population with all HWW feedback and enquiries received



Gender comparison



**54** people told us they have a **Disability**.  
**89** people told us they have a **Long-Term Condition**.  
**36** people told us they are a **Carer**.  
**No-one** told us they are **Ex-Armed Forces Veterans**.  
**20** people told us they had **given birth** in the last 26 weeks.

# Our Board and Volunteers

**Currently our one full time and 7 part time members of staff work alongside 10 Volunteers and 8 Board Directors.**

## **Board Directors activity this quarter:**

- Attended information sessions on recording activities on Microsoft FORMS, undertaken on behalf of HWW.
- Represented HWW at the Warwickshire North Place Executive Group, Warwickshire Ageing Well Board Meeting and the WCC Health and Wellbeing Board.
- Attended two formal, and one informal, Board Meetings.
- Visited the Caludon Centre on a 15 Steps Challenge assessment.
- Attended the HWW Operations Committee Meeting.

## **Volunteers' activity this quarter:**

- Gave feedback WCC on the Coventry & Warwickshire 'Living Well with Dementia' strategy.
- Attended information sessions on recording activities on Microsoft FORMS, undertaken on behalf of HWW.
- Toured Galanos House care home, hub and day centre, looking at best practice.
- Undertook outreach/ publicity on behalf of HWW including issues around GPs, Pharmacy, Menopause, and Accessibility.
- Attended the Volunteer Seasonal Gathering.
- Attended the HWW Volunteer Forum in January.

This quarter we said farewell to Gill Fletcher with many thanks for her dedication and welcomed new volunteer, Collette O'Connor.

# Staff Development

Our Staff, Board and Volunteers regularly undertake in-person and online training to stay up to date with local developments.

Training attended	Outcome of attending
'The Oliver McGowan Mandatory Training on Learning Disability and Autism' <b>NHSE online</b>	Aiming to save lives by ensuring the health and social care workforce have the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability.
Next of Kin training session. <b>The Patient Association online</b>	Understanding issues that might arise for a patient's next of kin. E.g. what options are available to hopefully improve or prevent difficult situations.
Volunteer induction. <b>HWW online and in-person</b>	New volunteer joined Healthwatch Warwickshire in November 2023.
Colleague information session. <b>HWW online</b>	Volunteers and Board trained in use of Microsoft FORMS to record their activities on behalf of HWW.
Enhanced Adult MECC (Making Every Contact Count) <b>WCC online</b>	The role of MECC within our partnership organisations. Useful for statistics and up to date information relating to health in Warwickshire.
'How to get media coverage' <b>HWE online</b>	Considering presentation styles, content and approaches for different types of media.
Enter and View support. <b>Online</b>	Understanding of supporting people with Dementia to eat.

# Looking Forward

Our plans and commitments for the next quarter.

## January

- HWW Menopause Report published
- Integrated Care Board Meeting
- Joint Health and Wellbeing Board, Warwickshire and Coventry
- HWW Formal Board Meeting
- Armed Forces Veterans Engagement begins
- HWBB Executive
- HW Regional Meeting
- SWPE Forum

## February

- Enter and View Training for new colleagues
- Rugby Health and Wellbeing Partnership
- Individual volunteer supervision sessions
- WCC HOSC Meeting
- ICB Quality, Safety and Experience Committee
- ICP Meeting

## March

- HWW Formal Board Meeting
- HWW Operations Committee
- C & W Integrated Care Board
- HW East & West Midlands Regional Meeting
- International Women's Day Event in Nuneaton
- HWW CE meeting MP for Kenilworth and Southam re: HWW work
- HWB Community Gurkha Event
- SWPE Forum

## April

- HWW Informal Board Meeting
- WCC Children and Young People Overview & Scrutiny Committee
- ICS Involvement Coordination Network
- The PIPER Study: Collaborators Research Team Meeting
- Presenting HWW Menopause report at HOSC

# Finance

We are funded by the Department for Health and Social Care, via commissioning at Warwickshire County Council.

The below are figures from last financial year, April 2022- March 2023.

<b>Income</b>	
Local authority funding	£227,065
Additional	£8,486
<b>Total income</b>	<b>£235,551</b>

<b>Expenditure</b>	
Staff costs	£180,198
Operational costs	£51,817
<b>Total expenditure</b>	<b>£232,015</b>



# Glossary

We aim to communicate in plain English and try not to use jargon. Sometimes we use acronyms, which are explained below.

Acronym	Term
<b>CASS</b>	Community Autism Support Service
<b>CCC</b>	Coventry City Council
<b>CQC</b>	Care Quality Commission
<b>CWHWF</b>	Coventry and Warwickshire Health and Wellbeing Forum
<b>CWPT</b>	Coventry and Warwickshire Partnership Trust
<b>GEH</b>	George Eliot Hospital
<b>HOSC</b>	(Adult Social Care and) Health Overview and Scrutiny Committee
<b>HWBB</b>	Health and Wellbeing Board
<b>HWC</b>	Healthwatch Coventry
<b>HWE</b>	Healthwatch England
<b>HWW</b>	Healthwatch Warwickshire
<b>ICS</b>	Integrated Care System
<b>ICB</b>	Integrated Care Board
<b>ICP</b>	Integrated Care Partnership
<b>JSNA</b>	Joint Strategic Needs Assessment
<b>LMC</b>	Local Medical Committee

Acronym	Term
<b>NHSE&amp;I</b>	National Health Service England & Improvement
<b>PALS</b>	Patient Advice and Liaison Service
<b>POD</b>	Prescription Ordering Direct
<b>QSEC</b>	Quality, Safety and Experience Committee
<b>RAP</b>	Rights to Access Primary Care Project
<b>PCN</b>	Primary Care Network
<b>PPG</b>	Patient Participation Group
<b>SWPE</b>	South Warwickshire Patient Engagement Forum
<b>SWGPF</b>	South Warwickshire General Practice Federation
<b>SWUFT</b>	South Warwickshire University Foundation Trust
<b>UHCW</b>	University Hospital Coventry and Warwickshire
<b>VCSE</b>	Voluntary, Community and Social Enterprise
<b>WCAVA</b>	Warwickshire Community and Voluntary Action
<b>WCC</b>	Warwickshire County Council



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