



healthwatch
Warwickshire



Annual Report 2024–2025

**Working together to
make a difference**

Healthwatch Warwickshire

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities. The feedback local Healthwatch hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it's like to use health and care services nationwide."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

I have had the privilege of being the Chair of Healthwatch Warwickshire (HWW) for more than 6 years. In 2018 I said;

"HWW aim to be an accessible, trusted, independent source of advice – listening, and responding effectively, to express your voice on local health and social care issues."

I am pleased to confirm that HWW's drive to achieve this aim has not changed even when the health and social care services surrounding us seem to constantly change. Our passion to ensure that everyone has a voice, including those that are "frequently ignored," remains strong and in this Annual Report you can read about our work with the boating community, with young people and with veterans.

I believe the work we do helps to make a difference to the lives of local people as we act on the feedback that can influence change and improve services. We listen to the people of Warwickshire and then we make sure service providers listen to us.

Effective partnership working is key to our success, and this includes our partnerships with service providers, local volunteer organisations, other Healthwatch and, most importantly, with local communities.

I would like to thank the people of Warwickshire because without your courage to share your stories, to raise your concerns, to celebrate great care, and to engage with Healthwatch Warwickshire the work we do would not be possible.



"I believe the work we do helps to make a difference to the lives of local people as we act on the feedback that can influence change and improve services. We listen to the people of Warwickshire and then we make sure service providers listen to us."

Liz Hancock, Chair, Healthwatch Warwickshire

About us

Healthwatch Warwickshire is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

A society where every voice matters in health and care.



Our mission

To make sure that people's lived experiences help make health and care better for everyone in Warwickshire.



Our values are:

Listening to people and making sure their voices are heard.

Including everyone in the conversation –especially those who don't always have their voice heard.

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 – serving the public as their independent advocate.

Our year in numbers

We've supported more than **52,000** people to have their say and get information about their care. We currently employ **8** staff, and our work is supported by **19** volunteers.

Reaching out:



3,567 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

49,370 people came to us for clear advice and information on topics such as mental health support and finding an NHS dentist.

Championing your voice:



We published **13 reports** about the improvements people would like to see in areas like veteran's health, pharmacy and dentistry.

Our most popular reports were on pharmacy across Warwickshire North, Rugby, and South Warwickshire, highlighting people's concerns around accessing services where and when they are needed.

Statutory funding:



We're funded via Warwickshire County Council. In 2024/25 we received £243.939, which is the same as last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Warwickshire. Here are a few highlights.

Spring

A Practice Manager agreed to develop communications for patients in collaboration with their Patient Participation Group (PPG), following our feedback that several patients, including one with ADHD, were struggling to use their online booking system.

An easy-to-understand eligibility leaflet for Healthy Start vouchers has been added to the Warwickshire Health Visitor website, after we shared concern that uptake of vouchers was low in North Warwickshire.



Summer

A deaf patient's electronic record across an NHS Foundation Group now has an alert for all communication to be direct with their interpreter. Staff will also be trained to update these alerts for others.



Several people were helped to set up and use Patient Access, one told us, 'It is brilliant. I can see what my appointments are about and what needs to happen when my results come back.'

Autumn

Childhood & Adolescent Mental Health Services (CAMHS), ADHD, and Autism were all highlighted as areas for continued improvement with commissioners, following our input into the Warwickshire SEND and Inclusion Strategy.

A staff member took part in training to join the evaluation and moderation team for a procurement process. This is to ensure fair process for the commissioning of Intermediate Minor Oral Surgery (IMOS) in Coventry and Warwickshire.



Winter

Our staff supported representatives from the majority of Patient Participation Groups across Rugby as they met together for the first time. We shared insight into a similar forum in South Warwickshire and continue to support these meetings.

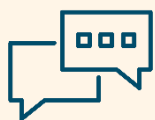


The Coventry & Warwickshire Integrated Care Board (ICB) received a higher number of paper survey responses than expected, thanks to our staff helping people to share their views on a community beds consultation in a non-digital format.

Working together for change

We've worked with local partners to ensure people's experiences of care in Warwickshire are heard at the Integrated Care System (ICS) level, and that they influence decisions made about services at Coventry and Warwickshire Integrated Care Board (ICB).

Providing insight to the Pharmaceutical Needs Assessment (PNA):



Feedback shared with Healthwatch Warwickshire about pharmacy services throughout the county has been included in the upcoming Pharmaceutical Needs Assessment (PNA) for Coventry and Warwickshire, led by the Local Pharmacy Committee for 'Coventry and Warwickshire: Community Pharmacy Arden'. It was acknowledged that 'understanding the public's experience of utilising pharmaceutical services is important in identifying what works well and what may be amenable to improvement'. Both Healthwatch Warwickshire and Coventry are active members of the PNA steering group and contribute to the development of Pharmaceutical Needs Assessments. HWW feedback on Pharmacy First was shared on request with ICS Community Pharmacy Clinical Lead.

CWPT: Sharing feedback and working together



This year we have built links with Coventry & Warwickshire Partnership NHS Trust (CWPT), sharing the interim findings from our young people's engagement with the CAMHS transformation team and engagement leads. Feedback was described as "Timely," and "Valuable." This has led to an ongoing relationship, with CWPT committing to provide a response to our report on Young People's Experiences of GP and Mental Health Services and seeking to work with us on engagement. We shared feedback heard about CWPT services with the Director of Operations for Adult and Older People's Mental Health Services.

Building relationships with the ICB Complaints Team:



We've raised several issues with the Complaints Team at NHS Coventry and Warwickshire Integrated Care Board on behalf of Warwickshire residents. We are confident that these enquiries have been properly investigated and responded to. Issues raised included questions about individual funding requests, same sex couples' access to IVF, and cancer care.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in Warwickshire this year:

Creating empathy by bringing experiences to life



Adult Social Care feedback leading to the opening of an Adult Day Care Centre

We shared feedback from a Social Prescriber, regarding the need for an older adult day care centre in South Warwickshire with Warwickshire County Council (WCC). The Social Prescriber contacted us to confirm that WCC have provided information on grant funding to start this project. The Social Prescriber has now partnered with the local Parish Council to apply for funding, and they have identified a venue with plans to open shortly.

Getting services to involve the public



Integrated Care Board (ICB) encouraged to listen to people in South Warwickshire about issues in rural communities

The Mayor of Shipston upon Stour credited HWW for starting the conversation with the ICB about the needs of rural communities. We shared themes of feedback from rural areas with the ICB and supported the digitally excluded to complete the South Warwickshire Community Hospital Rehabilitation Beds Consultation online by distributing paper copies, which made up almost 10% of the total 1242 responses.

Improving care over time



Change takes time. We are focusing on:

- Helping to improve access to GPs and mental health services for young people. We will share our engagement findings with managers and commissioners of services and are planning to produce guidance in collaboration with young people, on health services in Warwickshire and how to access them.
- Helping to improve access to health care for people who live on boats.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Listening to your experiences

Listening to the needs of both women and men, for support around menopause.

Following last year's report into Warwickshire's menopause services, in August, we invited women to tell us what support they need from the men in their lives. We then partnered with Action Menopause Warwickshire and Fatherhood Solutions in September to run a focus group attended by 10 men to hear what information and support they need regarding the menopause.

What did we do?

We shared all three [reports](#) with the WCC Health Overview and Scrutiny Committee and the Coventry and Warwickshire Training Hub who provide training for Primary Care.

Key things we heard:

- **All female respondents wanted men to understand the physical and emotional symptoms of menopause and perimenopause. The men they would most value support from, was partners, employers and work colleagues.**
- **Men told us they are frequently left feeling isolated, unsure, and ill-equipped to provide support.**
- **There is a strong desire among men for workplace learning focused on menopause, provision of information and flexible working policies for those providing a supporting role.**

Our work showed both men and women were keen to have more information provided to them and both groups highlighted the need for more workplace support.

What difference did this make?

Following involvement with the Coventry and Warwickshire Training Hub menopause task and finish group they have identified themes of "training, policy, and resources to support" and it was felt there was a "really good base to address the gaps identified."

Listening to your experiences

Free health checks for veterans, in the community

Veterans shared their experiences of accessing health care with us

Working with the Warwickshire County Council (WCC) Armed Forces Covenant Officer and other partners, we set out to understand and improve access to primary care, including to physical health checks, for people who have previously served in the UK Armed Forces. We spoke with over 130 veterans across North Warwickshire, Nuneaton and Bedworth.

Key things we heard:

5%

of the veterans we heard from had no contact with any health care providers over the last 2 years.

62%

of the veterans we heard from said they would consider attending a health check at a Veterans Contact Point.

We shared the findings from our engagement in a [report](#) that we presented to the Coventry, Solihull, and Warwickshire Armed Forces Covenant Partnership and Strategic meetings.

What difference did this make?

Veterans across Warwickshire North can now access free health checks, by George Eliot Hospital staff, at the Veterans Contact Point in Nuneaton. The other Places in Warwickshire (South Warwickshire and Rugby) are also looking into engaging with veterans. We have shared our survey with other local Healthwatch who are planning to carry out similar work with veterans.



“By providing early detection and prevention in a community setting, we can ensure that veterans have access to the care and support they deserve.”

Dr Catherine Free, Managing Director of George Eliot Hospital NHS Trust.

Hearing from all communities

We're here for all residents of Warwickshire. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Seeking out people who live on boats to find out their health care needs
- Continuing our engagement with over 55s at independent living properties
- Visiting local sites to hear from members of the Gypsy, Roma, Traveller (GRT) community.
- Engaging with young people specifically about their access to GP and mental health services.



Hearing from all communities

Helping a pregnant woman from the GRT community to register with a GP

We worked with local partners to ensure a successful GP registration.

Marie* was struggling to register with a GP. She was encouraged to complete an online registration form but was unable as she doesn't read or write in English. There were further delays as the site post code was not recognised by the registration system despite being in the catchment area for the surgery. HWW and local partners assisted with the registration process.

What difference did this make?

Marie and her two other children now have access to a local GP, and Marie can receive maternity care, and scans at her local hospital. We requested that a note be put on Marie's file at the GP surgery, so that future communication is done by phone call.

Improving accessibility to Healthwatch Warwickshire for visually impaired people

People suggested how we could improve and what worked for them.

We heard from *Leanne that, 'as a Visually Impaired Person, I find your newsletter to be very easy to access and read. The fact that I can open the newsletter and simply read it by enlarging it a bit, is extremely user friendly.'

*Rajash suggested how we could improve our written material for volunteers, 'It would be helpful if you could use slightly bolder text, giving darker colours. This would make it more accessible and give less eye strain. Strong, contrasting colours are essential to distinguish shapes of words and letters.' We made the suggested changes and sent the updated material to Rajash, he responded, 'Thank you very much, I know it will make a great difference to visually impaired people reading it.'

What difference did this make?

People with visual impairments can more easily access the information we provide to the public and to potential volunteers.

* Names changed

Information and signposting

When you need us, we are here to listen to your experiences and help you decide on your next steps. This year 49,370 people have reached out to us for advice, support, or help finding services.

This year, we've helped people by:

- Responding to emails, telephone calls, and enquiries through our website
- Providing up-to-date information people can trust
- Helping people know who to speak to about accessing the services they need
- Signposting people to additional support services



Free hearing aids for blind people

Thanks to Hamish's feedback the audiology team have been reminded who is entitled to free hearing aids.

Hamish* who has been registered blind for 20 years, began having hearing problems and chose to visit Specsavers as he had been very satisfied with their service. He was given one pair of free hearing aids but believed he should have been given a second pair. A year later he paid for a second pair. Hamish contacted HWW to clarify the situation. HWW contacted the ICB on Hamish's behalf, to query the audiology contract. The ICB confirmed that Hamish should have been given a second pair of hearing aids for free as the contract states: **'It will be the responsibility of the Service User to fund replacement aids in the event of loss or damage, unless the service user has a diagnosis of dementia, learning disabilities or blindness confirmed by the referring GP, in which case the cost will be borne by the Commissioner.'** HWW contacted Specsavers who reimbursed Hamish and told us they will, **'ensure all staff in audiology are reminded/informed of the eligibility criteria in the contract.'**



"Thank you for the help you gave me with Specsavers. I have been refunded £100."

Improving access to physio appointments

Foundation Trust has volunteers contacting patients about appointments available due to cancellations.

HWW attended the South Warwickshire University NHS Foundation trust (SWFT) Patient Experience Group in October to present feedback. We explained how an individual, who needed regular physiotherapy appointments, was struggling due to the appointments being cancelled and needing to wait for a replacement appointment.



"I rang them up to ask if cancellation slots were available, as I can come at short notice. They said it did not work like that."

This led to an addition to the meeting Action Log "To investigate whether the volunteer call centre could target physiotherapy 'Did Not Attends' (DNAs)", and in addition, "whether the call centre could ring patients on waiting lists to see if they would want the cancelled appointment."

Showcasing volunteer impact

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year, our volunteers:

- Sat on the recruitment panel for our new Engagement and Outreach Officer, and the appointments panel for a potential new Board Director.
- Signposted members of the public to HWW, HWE and other support organisations via social media.
- Attended the Armed Forces Day event in Warwick, and the Warwickshire Pride Festival engaging with the public alongside staff on the HWW information stand.
- Gave feedback on the ICB pharmacy webpage to the ICB Community Pharmacy Lead.



Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"As a HWW volunteer with many years' experience in Patient Engagement I visited UHCW Eye Dept with my husband who has a complex eye condition. We found the process of accessing Eye A&E very unhelpful and this resulted in me contacting PALS to make some suggestions on how the patient experience might be improved. It took some time to establish that this was not a formal complaint. Once it was accessed, my husband's medical treatment had been excellent, and I simply wanted to be able to discuss some suggestions. These included easier ways for patients to communicate with both PALS and the Eye A&E, the wearing of clear name badges by staff and also improvements to the Eye A&E booking system. I was finally contacted by UHCW and told my suggestions would be investigated; *'Thank you for your suggestions about the booking process and the name badges, we will try to implement them.'*"



Jackie

"I am an Authorised Representative and visit care homes as part of Healthwatch Warwickshire's 'Enter and View'. I got involved as I worked in a care home for 8 years which I loved, before the home closed and I retired. Also, both my parents at different times were residents in care homes, with different experiences of care. I find it very interesting and helpful to see how care homes are managing care. I really enjoy working with other volunteers and staff and feel that the Enter and View visits provide useful feedback to care home managers, and the public, about what is working well, and if any improvements can be made."



Sue

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchwarwickshire.co.uk



01926 422 823



info@healthwatchwarwickshire.co.uk

Finance

We receive funding via Warwickshire County Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£243,938	Expenditure on pay	£203,184
Additional income	£9	Non-pay expenditure	£9,984
		Office and management fee	£33,469
Total income	£243,947	Total Expenditure	£246,637

Additional income is broken down into:

- £9 interest received

These figures for the financial year ending 31 March 2025, are subject to audit and adoption by the HWW Board.

Enter and View

Location	About the visits	What you did as a result
Arden House Care Home	The HWW Enter & View Lead, and 3 Authorised Representatives, carried out Enter and Views at these homes. What is unique about our visits is that they are unannounced. We spent time listening to people to find out what it was like to live or work at the home. We also spoke to relatives, visiting professionals, and interviewed the Care Home Manager at length.	Published a report for carers and the public. Available on our website and shared with the care home manager, WCC and CQC.
Kenilworth Grange Care Home		
Canning Court Care Home		

Future priorities

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

- Improving care over time for all individuals, groups and communities across Warwickshire.
- Ensuring patient voice is heard where it needs to be, throughout the local government and NHS change processes, and is embedded into the new structures that emerge.
- A commitment to inclusive and ongoing community engagement, ensuring that all local residents, including those frequently ignored, have a meaningful voice in decisions that affect their lives.

Message from our Chief Executive:

"I seem to say every year that it is a time of great change in health and care commissioning and provision. It has never been more true than now, with Local Government Reorganisation and the structural changes to the NHS.

In those circumstances it is more important than ever that Healthwatch Warwickshire keeps a laser focus on the needs and aspirations of patients and public in Warwickshire.

We must focus on making care better over time for everyone in Warwickshire, including those people, groups, and communities who are most frequently ignored when decisions are being made. We must make sure that the patient's voice is heard when it needs to be and is built into the new structures that are emerging from the changes that are happening.

This can only be achieved by commissioners and providers putting in place a process of continuous engagement with all communities so that everyone in Warwickshire has the chance to have a say in decisions that affect their lives. Nothing about us without us."

Chris Bain, CE, Healthwatch Warwickshire



Statutory statements

Healthwatch Warwickshire, CIC
4-6 Clemens Street, Leamington Spa, CV31 2DL.

Healthwatch Warwickshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Board consists of eight members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met six times and made decisions on matters such as organisational budget, signed off Annual Accounts, and approved the budget for the HWW Young People's Project. The Board also signed off final reports from the Operations Committee, and the Finance & Audit Group. There were also meetings of the Operations Committee, Finance & Audit Group, Chair & Vice Chairs Strategy, Volunteer Forum, and Staff Team.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website, been contactable through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and circulate it to Warwickshire County Council, Coventry and Warwickshire Integrated Care Board, Coventry and Warwickshire Integrated Care Partnership, our partners in the voluntary sector, and other local stakeholders.

Statutory statements

Responses to recommendations

There were no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us. We also take insight and experiences to decision-makers in Coventry and Warwickshire Integrated Care System. For example, we circulated our menopause and veteran's health reports, presented our findings in meetings, and took questions, including at both the Adult Social Care and Health Overview and Scrutiny Committee, and at the Health and Wellbeing Board. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch Warwickshire representatives

Healthwatch Warwickshire is represented on the Warwickshire Health and Wellbeing Board by Liz Hancock, Chair and Chris Bain, Chief Executive. During 2024/25 our representatives have effectively carried out this role by, intervening on issues, sitting on working groups, and presenting our Annual Report.

Healthwatch Warwickshire is represented on the Warwickshire Adult Social Care and Health Overview and Scrutiny Committee and Warwickshire Adult Social Care and Health Overview and Scrutiny Committee Spokesperson's Group by Chris Bain, Chief Executive. During 2024/25 our representatives have effectively carried out this role by adding several items to the HOSC workplan and presenting our Annual Report.

Healthwatch Warwickshire is represented on Coventry and Warwickshire Integrated Care Partnership and Integrated Care Board by Chris Bain, Chief Executive. Our CE also represents HWW at the Quality Safety & Experience Committee, Warwickshire Care Collaborative, Warwickshire Care Collaborative Forum, the JSNA Strategic Group. Staff member Caroline Graham represents HWW at the Mental Health Care Collaborative. In addition, our CE chairs the combined East and West Midlands Healthwatch Meeting.

We are also represented on: West Midlands Combined Authority Wellbeing Board, Warwickshire North Place Executive and Delivery Group, South Warwickshire Place Executive and Delivery Group, Rugby Health and Well Being Partnership, and the Warwickshire Safeguarding Partnership.

Thank you

We would like to express our gratitude to everyone who has taken part or contributed to our work this year.

Public

We would like to thank members of the public who have taken the time to contact us about their experiences of health and care services in Warwickshire whether that was through our information and signposting service, providing feedback through our surveys, by social media, or email. Every contact is appreciated and makes sure we are looking at the issues that matter most to you. Our express thanks to participants in our pharmacy, young people's, veterans, and menopause surveys.

Partners and key stakeholders

We would like to thank local partners and key stakeholders for their continued support in ensuring that patient/carer/public voice is heard in decisions that affect them.

Board, Volunteers and Staff

We give our thanks to all our Board Directors for their continued support and direction. During the year we said thank you and goodbye to Board Director Gita Patel, and welcomed new Board Director, Jane Bryan.

We would like to express our sincere thanks to our volunteers for their continued help and support. This year we said goodbye to Alison Wickens with many thanks for her dedication especially assisting with Enter & View visits. We welcomed new volunteer, Will Ryder.

We welcomed new staff member Shabina Khalifa, who joins the staff team as Engagement and Outreach Officer for Warwickshire North. Shabina joined us following a career spanning more than 20 years of working in the NHS in primary care, secondary care, and for local Clinical Commissioning Groups.

Colleagues March 2025



Board Directors (left to right):

Top row: Jane Bryan, John Copping, Mike Flaxman, Liz Hancock.

Bottom row: Leonard Harvey, Kate Morrison, Jerry Roodhouse, Robin Verso.

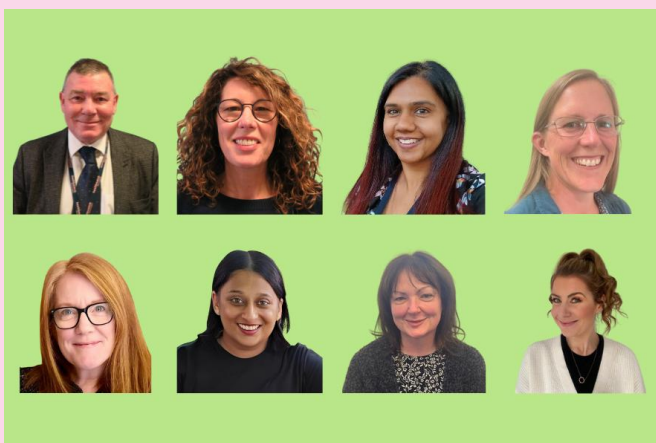


Volunteers (left to right):

Top row: David Alexander, Su Jenkins, Collette O'Connor.

Middle row: Jackie Prestwich, Maggie Roberson, Sue Roodhouse, Will Ryder.

Bottom row: Dilys Skinner, Sue Tulip, Anita Vig, Alison Wickens.



Staff (left to right)

Top row: Chris Bain, Robyn Dorling, Vina Fatania, Caroline Graham.

Bottom row: Deborah Key, Shabina Khalifa, Lesley Miller, Tanisha Reddall.

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4-6 Clemens Street
Leamington Spa
CV31 2DL



www.healthwatchwarwickshire.co.uk



01926 422 823



info@healthwatchwarwickshire.co.uk



@HeathwatchWarw



@HeathwatchWarw



@healthwatch_warwickshire



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