



# Warwickshire Community Health Services

June – August 2025

**healthwatch**  
Warwickshire

## Background and introduction

In a bid to improve the health of the nation, the government produced a 10 Year Health Plan to reform the health system. This includes providing care and support closer to where people live, hopefully reducing the need for hospitalisation.

The latest guidance envisages that "integrated neighbourhood teams will be responsible for the health of their local population, working with people, communities and partners to deliver joined-up, proactive and personalised care."

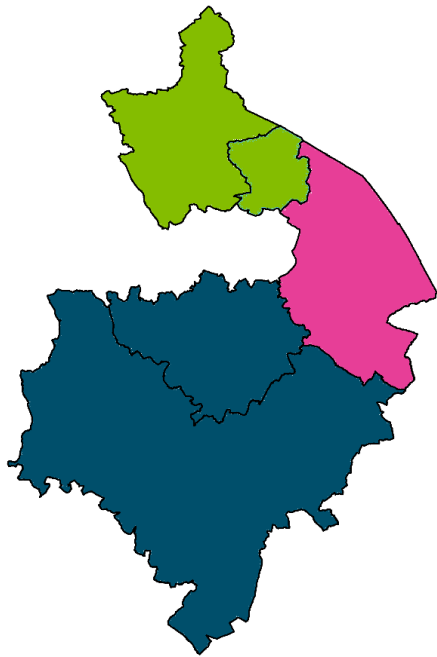
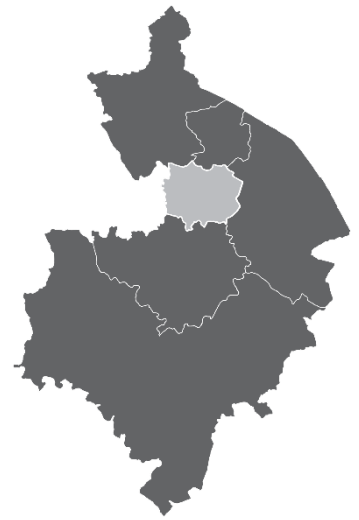
Health and care providers across Warwickshire are now working together to develop a plan for providing support and care closer to where people live, aiming to ensure that local needs are at the heart of their decisions and plans.

- Do health and care providers need to consider delivering things differently to help and support people across the different parts of Warwickshire in the ways they need?
- Should care be delivered closer to the places people call home to help keep them well and, where possible, out of hospital?
- Do health, care, and community & voluntary organisations work well together?

We heard **262 responses to our survey** from across the region, between June and August 2025. We spoke with people in person, at community events and in healthcare settings, and received survey responses digitally via the HWW website. Some people did not respond to every question.

# The geography of Warwickshire County

Warwickshire partly surrounds the city of Coventry and is bordered by the counties of Leicestershire to the northeast, Northamptonshire to the east and southeast, Oxfordshire to the south, Gloucestershire to the southwest, Worcestershire and the West Midlands to the west, and Staffordshire to the northwest.



"Place" refers to a specific geographic location that combines a physical space, the people who live and work there, their activities, and the resources and services available, all forming a unique community.

Warwickshire is made up of three Places:

- **Warwickshire North** (including North Warwickshire Borough population ~65,000, and Nuneaton & Bedworth Borough population ~134,000)
- **Rugby** (also known as Rugby Borough population ~114,500)
- **South Warwickshire** (including Warwick District population ~148,500, and Stratford District population ~141,900)

## Summary

- We received 262 responses to the survey; some people did not answer every question.
- 96% of respondents told us they received support from a GP in the last 12 months.
- 38% of respondents told us their experience of working with professionals was positive. The number of professionals people told us they worked with ranges from 1 to 10.
- 50% of respondents told us that in their experience professionals worked 'very well' or 'well' together.
- 35% of respondents told us they have explained their circumstances many times to different professionals. 16% told us they explained once and all the professionals knew their circumstances.
- 35% of respondents said 'yes', they have been given more than one appointment, with different professionals, for the same issue. 36% of these said this was a positive experience for them, and 41% said it was negative.
- 37% of respondents said 'yes', they feel that health, care and support professionals caring for them know who else is involved in their care. 25% said 'no', and 25% said 'sometimes'.
- 79% of the people who responded to the question about travel said yes, they have travelled for their treatment or care, and 46% told us they have faced challenges.
- 44% of respondents told us that they think of the nearest town in their district or borough as their 'neighbourhood'.
- 36% of respondents told us that, if it was suggested, they would make contact with a voluntary or community organisation to see what they can offer.

# Summary of hopes for health and care: an amalgamation of people's feedback on community services.

## Community health and care services are working well if...

- I can see my GP when I need to, they listen to me, and they communicate well with the other people providing my care.
- The professionals involved in my care give timely and accurate feedback about my care.
- When I need multiple appointments with different professionals, they know about my care journey so far.
- I only need to travel as far as my nearest town, for my most frequent appointments.
- When I need to travel for specialised care, it is only to the nearest/ most appropriate place.
- I find it easy to park my car or use public transport, particularly buses, to access health or community services, this makes it easier to travel further for the best care.
- I am signposted to voluntary and support organisations that are relevant to me, trustworthy and professional, so I have confidence that they can help me.
- I know that support organisations work well with health services. They proactively contact me and connect me to other local support.

## Response to this report and next steps

*"South Warwickshire University NHS Foundation Trust (SWFT) would like to thank everyone who has taken the time to share their views and experiences of health and care services across Warwickshire.*

*As the Government develops a new 10-Year Health Plan to reform the health system and provide more care and support closer to where people live, it is more important than ever that the voices of our communities are heard. These national ambitions reflect a vision that SWFT has been working towards for many years. Since 2011, SWFT has been delivering community services across Warwickshire, and we are now working closely with other health and social care providers to build on this foundation - care closer to home, supporting people to live well and to return home from hospital.*

*The feedback gathered through Healthwatch Warwickshire has been anonymised, themed, and shared with us. It offers invaluable insight into people's experiences of receiving care and raises important questions about how services can best be delivered in the future.*

*Listening directly to our communities is central to creating health and care that truly works for local people. We recognise the importance of your voices in this process, and we are committed to using your feedback both to enhance the services we provide and to strengthen how we work alongside our partners across health, social care, and the voluntary sector to deliver joined-up, responsive support.*

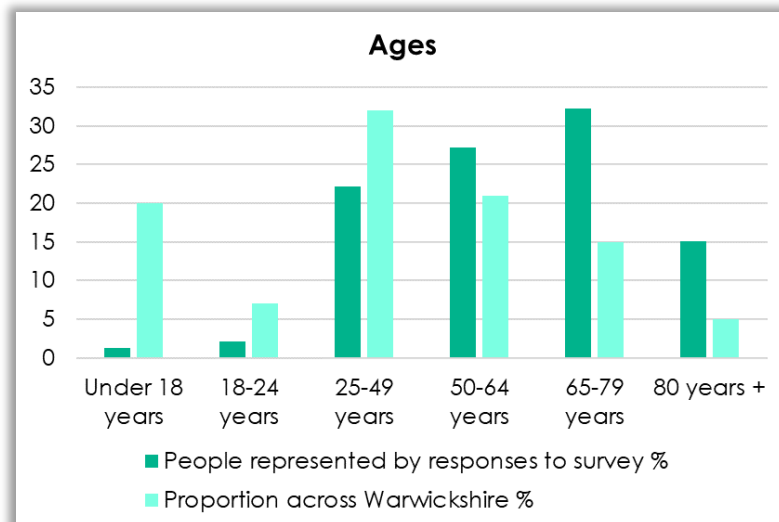
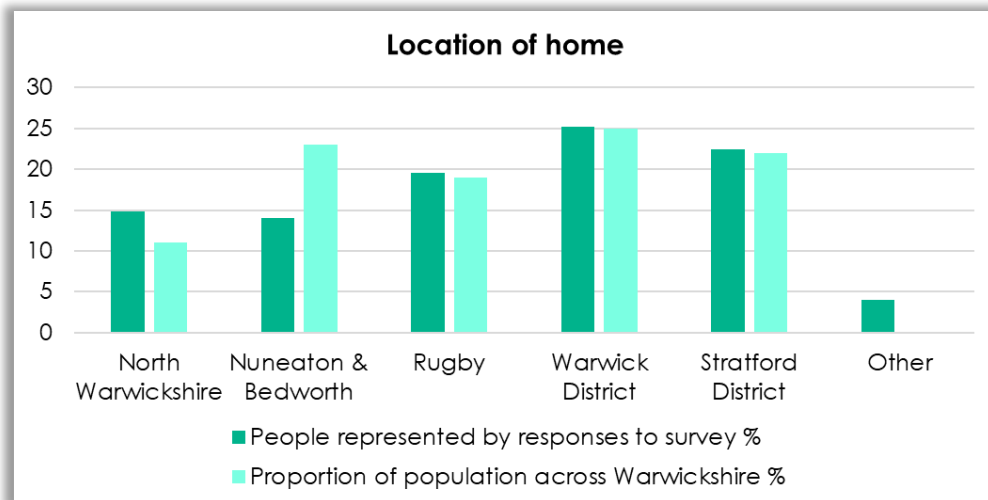
*By listening and acting on what matters most, we can ensure that health and care services across Warwickshire are shaped around the people and communities they serve".*

**SWFT**

The findings from this report will help the NHS in Warwickshire, and Warwickshire County Council, to plan and organise the Community Integrator contract, ensuring it supports the creation and smooth operation of Integrated Neighbourhood Teams.

## Who we heard from

We heard from 262 people (249 told us they live in Warwickshire, and 13 told us they live outside of Warwickshire). All these people travel within Warwickshire for their own care, or that of a family member. In total 29 people gave responses on behalf of someone else.



### When describing themselves:

- 121 people told us they have a long-term condition
- 52 people told us they have a disability
- 31 people told us they are a carer
- 8 people told us they are an armed forces veteran
- 8 people told us that English is not their first language
- 6 people told us that their gender is different to the sex they were assigned at birth
- 170 people identify as female, and 80 as male

245 people told us their ethnicity	
White: British/ English/ Northern Irish/ Scottish/ Welsh	212
Asian or Asian British - Indian	8
White: Irish	6
White: Any other White background (Australian, European, Greek, Spanish)	5
Asian or Asian British - Pakistani	3
Any other ethnic group (Latin American, Portuguese)	2
Asian or Asian British – Any other Asian or Asian British Background	2
Asian or Asian British – Bangladeshi	2
Black or Black British - Caribbean	2
Black or Black British-African	2
Mixed/ Multiple ethnic groups – Asian and White	1



## Where people have received care

The most common place **where support was received in the last 12 months**, in all areas, was a GP.

Hospitals were the second most common in all areas except in **Rugby**, where pharmacies were the second most common.

\*VCFSEs = Voluntary, Community, Faith, Social Enterprise groups

Where have you had support in the last 12 months? (people could give multiple responses)	My home	Pharmacy	GP	Dentist	Hospital	Care Home	*VCFSEs	Community centre	Clinic	Other
<b>North Warwickshire Borough</b>	5	18	35	18	23	1	4	1	5	6
<b>Nuneaton &amp; Bedworth Borough</b>	6	21	26	17	24	0	9	1	6	3
<b>Rugby Borough</b>	6	36	45	22	31	1	3	3	5	4
<b>Warwick District</b>	7	30	55	31	52	1	6	1	6	7
<b>Stratford District</b>	7	32	53	36	41	1	7	3	4	11
Other	0	8	11	6	10	0	0	0	1	2

When asked **who people choose to contact locally** for their specific health and wellbeing concerns, GP was the most common response.

Most of these responses about GPs were themed as 'neutral' in all areas.

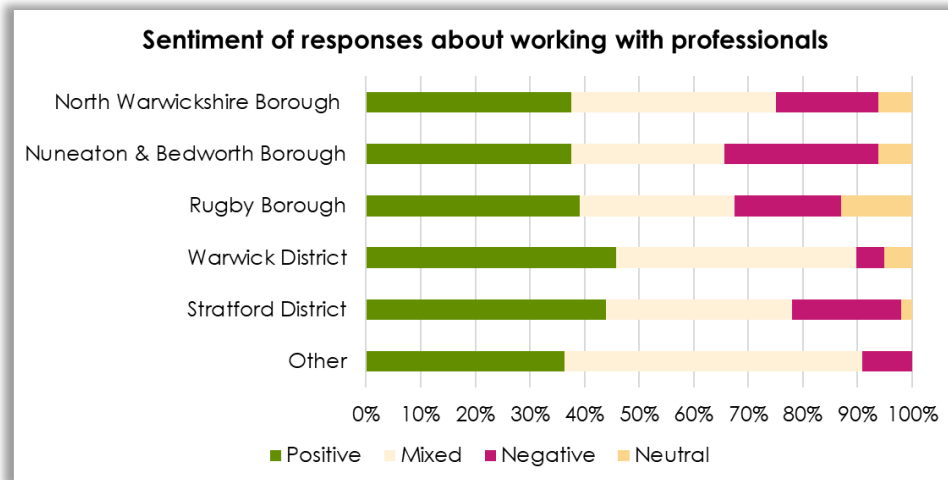
**North Warwickshire** (64%), **Nuneaton & Bedworth** (94%), **Rugby** (64%), **Warwick District** (63%), **Stratford District** (64%), and Other (100%)

Notably, we received a higher proportion of 'positive' comments from **Warwick District** (23%) and **Stratford District** (29%), when compared to the other areas. **North Warwickshire** (11%), **Nuneaton & Bedworth** (0%), **Rugby** (9%)



# Experiences of health and care professionals working with patients

38% of people across Warwickshire told us their experience of working with professionals was positive



The **number of professionals** people told us they worked with ranges from 1 to 10.

The most common responses were:

- 4 professionals in **North Warwickshire**
- 2 professionals in **Nuneaton & Bedworth**
- 3 professionals in **Rugby**
- 3 professionals in **Warwick District**
- 3 professionals in **Stratford District**

*"We have no problems with the Care Home. He has been there for 18 months. For people with dementia, it is very good. They act quickly when my father needs to get to hospital. They take him on trips, and I can take him out for the day."*

**North Warwickshire resident**

*"The staff at the memory clinic came and did two assessments after we were referred by my GP. They did home visits, which I was really grateful for."*

**Nuneaton & Bedworth resident**

*"The surgery now operates an online booking service. It works well and I've always had a timely reply."*

**Rugby resident**

*"I received excellent care. Approximately eight professionals worked with me for the same condition, maybe more, on the two-week cancer pathway. I then had scans, day surgery, and follow-up treatment from my GP."*

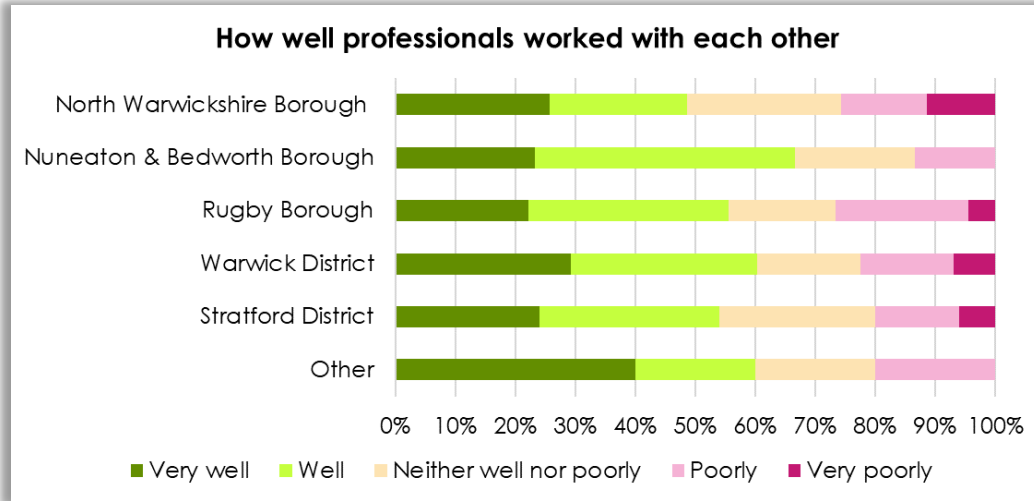
**Warwick District resident**

*"I had a couple of incidents with an unidentified illness; all were very professionally handled. I saw several doctors, had call backs, and one led to a hospital appointment."*

**Stratford District resident**

# Experiences of professionals working and communicating with each other

50% of people across Warwickshire told us that in their experience, professionals worked 'very well' or 'well' together.



- Nuneaton & Bedworth Borough had the highest proportion (67%) of positive ('well' or 'very well') responses.
- Warwick District had the highest proportion (29%) of 'very well' responses.
- Rugby Borough had the highest proportion (27%) of negative ('poorly or 'very poorly') responses.
- North Warwickshire had the highest proportion (11%) of 'very poorly' responses

*"Hospital sent a report to my GP - it was up to date when I had my follow-up visit. It was on the NHS app too."*

**North Warwickshire resident**

*"All letters are copied to my GP, so everyone knows what is happening and what is expected of each other."*

**Nuneaton & Bedworth resident**

*"I was in UHCW, and afterwards my GP received information from them."*

**Rugby resident**

*"It appears that the online database works well in enabling information to be shared between medical professionals for all my appointments."*

**Warwick District resident**

*"Under the doctors I go every 3 weeks for lymphoma treatment and now 2 months for injections. I give blood the week before and then see the nurse and the doctor. All the nurses at the cancer unit are really good, brilliant. If I need a scan, it is straightforward."*

**Stratford District resident**

# Suggested improvements to working with professionals

The top three most suggested improvements for each area are:

## North Warwickshire:

- Make communication between professionals, and between professionals and patients, more reliable
- Decrease waiting times between diagnosis and treatment
- Ensure appropriate staff training for specific medical conditions

## Nuneaton & Bedworth:

- Decrease waiting times between diagnosis and treatment
- Simplify booking of GP appointments
- Remove GP limitations during appointments (longer appointments and being able to discuss more than one issue)

## Rugby:

- Decrease waiting times between diagnosis and treatment
- Simplify booking of GP appointments
- Provide more services at St Cross Hospital

## Warwick District:

- Decrease waiting times between diagnosis and treatment
- Simplify booking of GP appointments
- Make communication between professionals, and between professionals and patients, more reliable

## Stratford District:

- Decrease waiting times between diagnosis and treatment
- Make communication between professionals, and between professionals and patients, more reliable
- Ensure appropriate staff training for specific medical conditions/  
Ensure patients are being listened to

*"Atherstone has clinics for Catheter, Leg Ulcer, Diabetes and a number of other issues, 5 days a week. Coleshill has one diabetic clinic which I attend once a quarter. Why can't Atherstone have four clinics and Coleshill have one day a week or even fortnight? I suggested this but was not listened to."*

**North Warwickshire resident**

*"Bouncing from NHS to private care can be a waiting game. They don't know about all the scans done privately; it seems about 4 months behind which can be frustrating."*

**Nuneaton & Bedworth resident**

*"I had an unnecessary hospital admission and tests for a condition. If notes from my GP were read properly by hospital staff, I might have avoided unnecessary tests."*


**Rugby resident**

*"Multiple App systems at times makes finding information complicated. Not sure the Apps are actually integrated."*

**Warwick District resident**

*"There appears to be little or no communication between services, in fact poorly thought-out communication with patients is also a problem. I have found this particularly between GPs and Pharmacy, GP and patient."*

**Stratford District resident**




**It's still difficult to get a face-to-face appointment with my GP. It is still a phone call, and I don't think you can diagnose over the phone. Every time I see a different doctor, they focus on one thing when I go for something else. I have tests done at the GP and I don't hear back, so I have to call and chase.**

**The first time I went to A&E at George Eliot Hospital, 5 miles away, I was there for 23 hours, and the second time 10 hours. I have an automatic car so can drive. They kept calling me through and sending me back to the waiting room; it was good eventually. They sent a letter to me and the GP saying what was going to happen. I have already had one MRI and am going for another one this week for some reason. My physio didn't know why. I let different professionals know what care or treatment I've had.**

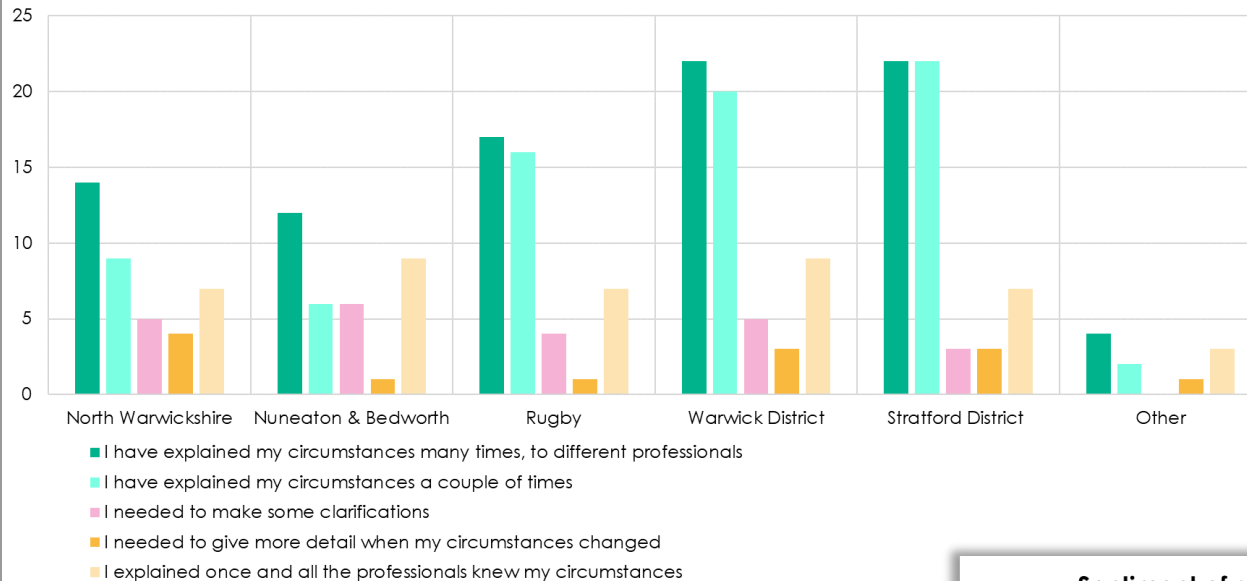
**I go to MIND and speak with their professionals. I don't like talking on the phone to a strange; I wouldn't do it. With Talking Therapies I had a phone call and was told that my needs are too complex - so where do I go now? I am left out on a limb. There should be another service to let you know where to contact if you haven't got the self-confidence to look yourself.**

**Nuneaton & Bedworth resident  
White British female, aged 50 - 64**



## Repetition of circumstances or appointments

Have people needed to repeat their personal circumstances to different health, care or support professionals

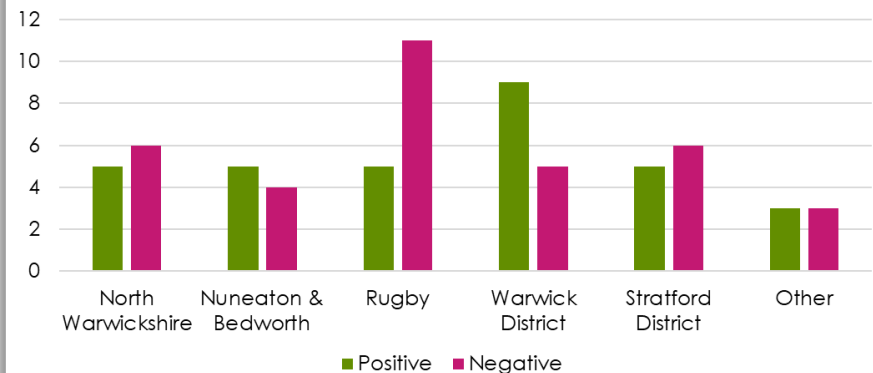


35% of people across Warwickshire told us they have **explained their circumstances many times, to different professionals.**

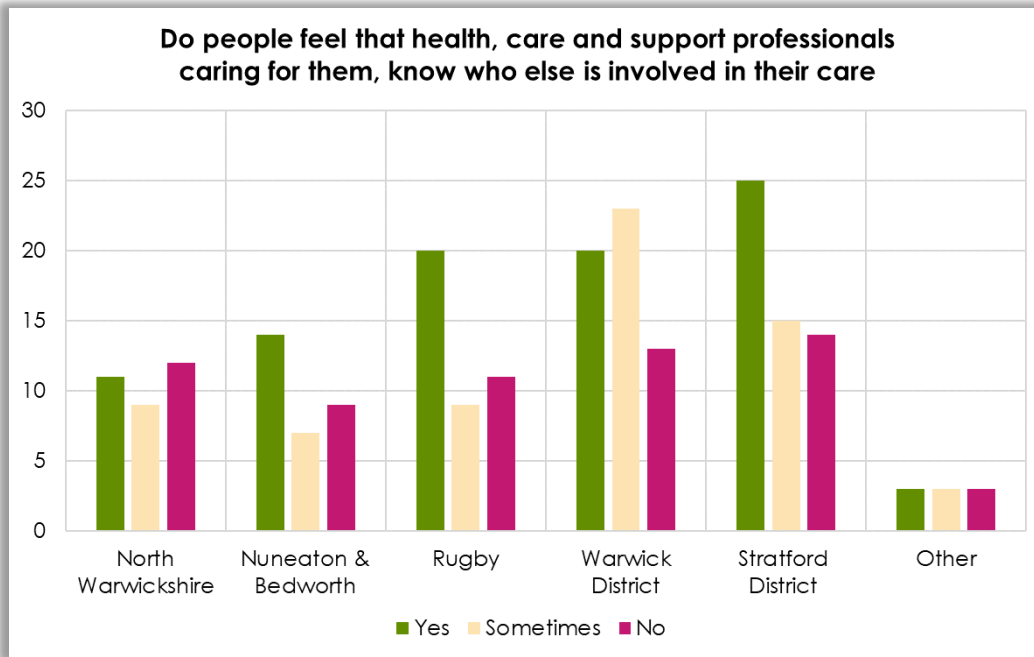
16% of people across Warwickshire told us they **explained once and all the professionals knew their circumstances.**

35% of people across Warwickshire said 'yes', they have been given **more than one appointment, with different professionals**, for the same issue. 36% of these said this was a positive experience for them and 41% said it was negative.

Sentiment of responses from people who had multiple appointments for the same issue



## Who is involved in care



37% people across Warwickshire said 'yes', they feel that **health, care and support professionals caring for them, know who else is involved in their care**. 25% said 'no', and 25% said 'sometimes'.

People who answered '**yes**', told us communication works, and felt their GP and hospital staff have knowledge of other care they are receiving. Occasionally, the individual themselves feels responsible for ensuring their medical information is passed between professionals. People appreciate their health records being up to date, and technology being used to assist with this.

People who answered '**no**' are unhappy when GP or hospital staff do not seem to be aware of recent issues. When health records are not up to date, are not read by staff, or staff seem to be disinterested in their care, this also causes dissatisfaction. Some people said they do not expect professionals to be aware of care from other professionals.

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***I've had to push for aftercare. There hasn't been a proper answer for the complication after my surgery. Physio was rescheduled several times, delaying my recovery. I don't think professionals communicated well with each other. I was getting conflicting answers. It felt like my notes were not being read. I was being asked the same questions. I don't feel they were listening to me.***

***I can't drive since the surgery, although I was told I would be able to. It's now been 13 weeks, and I've had to buy a new car, as I can no longer drive a manual. It's costing me a fortune. I have lost trust and would never have an operation again.***

**Stratford District resident  
White British female, aged 50 - 64**

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## Travelling for care across Warwickshire

**94% of people responded to the question 'Have you travelled for your treatment or care? How far from home was this? Did you face any challenges?'**

79% of these said yes, they have travelled for their treatment or care, and 46% told us they had faced challenges.

Some people described their journeys in time, some in miles, and some told us where they were travelling to and from (we calculated the distance in miles for these).

Times range from 10 to 120 minutes, with the most common responses being 30 minutes. The 120-minute journey was by bus, where there is no direct route available.

The distances range from 1 mile to 118 miles (for specialist care), with the most common response being 14 miles.

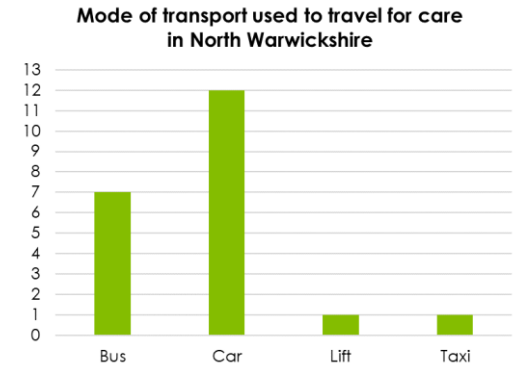
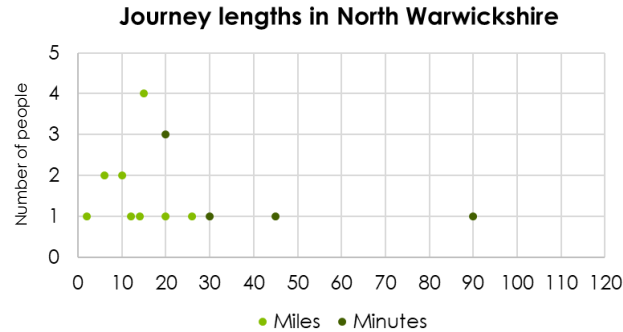
# Travelling for care in Warwickshire North

## North Warwickshire Borough

30 people (81% of responses from this area) told us they travelled for treatment or care.

Longest journeys = 26 miles and 90 minutes.

The most common challenge faced by people in this area is lack of direct bus routes, followed by cost of travel, and having to rely on lifts.

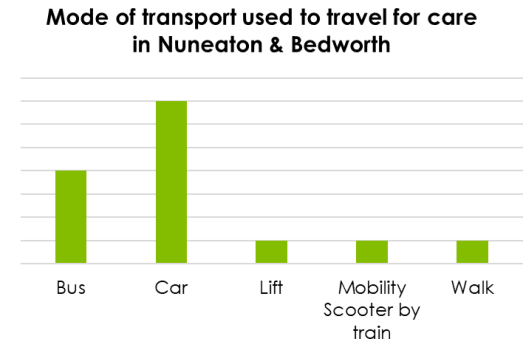
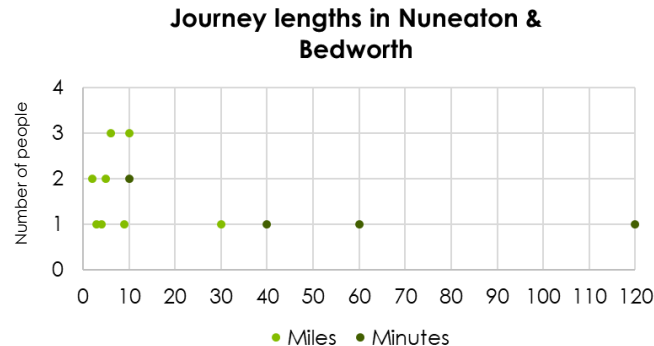


## Nuneaton & Bedworth Borough

23 people (66% of responses from this area) told us they travelled for treatment or care.

Longest journeys = 30 miles and 120 minutes.

The most common challenges faced by people in this area relate to parking and travel, both the cost and difficulty of parking at UHCW.



# Travelling for care in Rugby

## Rugby Borough

35 people (71% of responses from this area) told us they travelled for treatment or care

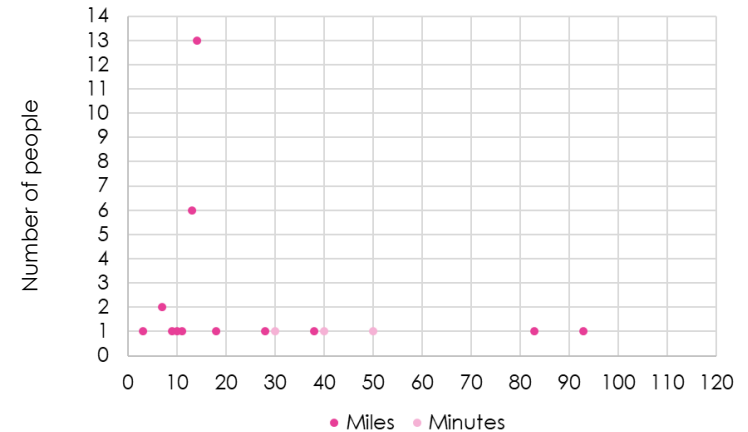
Longest journeys = 93 miles and 50 minutes

The most common challenges faced by people in this area relate to parking, specifically, finding parking spaces at UHCW.

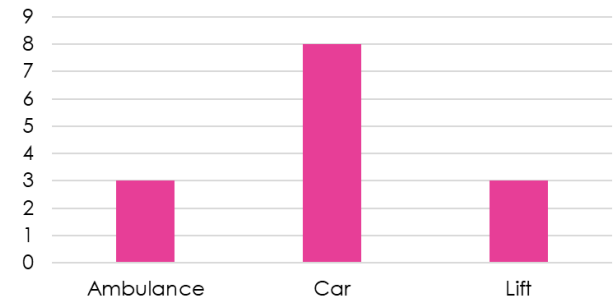
*"I live in Rugby and travelled to UHCW. I have a blue badge, but it is impossible to get into the disabled car park. It is always full, and I can't walk well enough to use the regular car park."*

*"I travel to St Cross but live closer to UHCW. I prefer St Cross. At UHCW it can take 1 hour to park, and you need another person to go with you to drop you off. That doesn't happen at St Cross."*

Journey lengths in Rugby



Mode of transport used to travel for care in Rugby



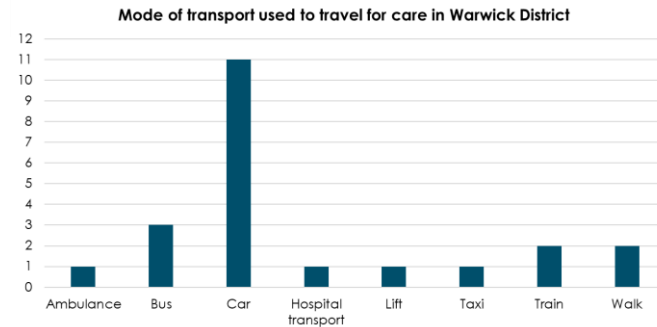
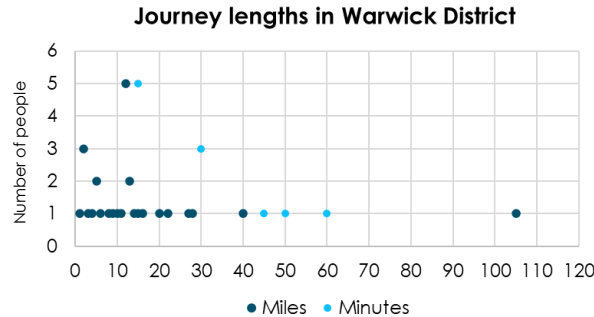
# Travelling for care in South Warwickshire

## Warwick District

43 people (68% of responses from this area) told us they travelled for treatment or care

Longest journeys = 105 miles and 60 minutes

The most common challenge facing people in this area relates to parking, specifically at Warwick Hospital.

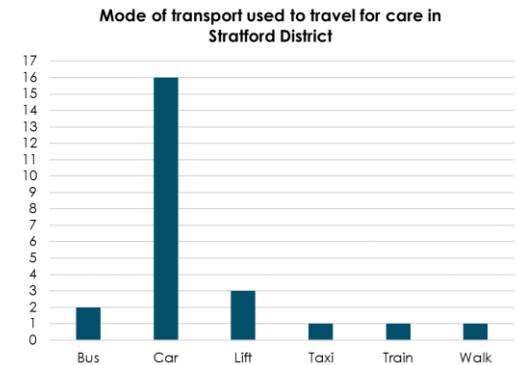
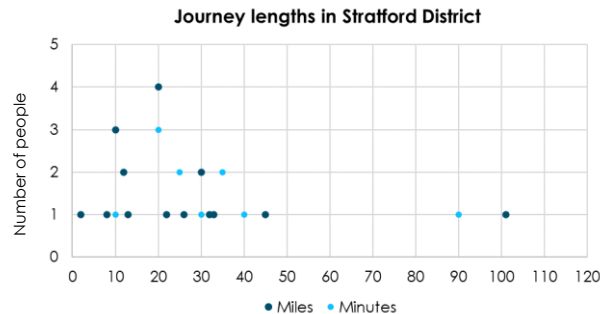


## Stratford District

44 people (78% of responses from this area) told us they travelled for treatment or care

Longest journeys = 101 miles and 90 minutes.

The most common challenge facing people in this area relates to parking, specifically at Warwick Hospital.





*I am all in favour of the NHS, I have full admiration for everything they do.*

*I had to go to my GP 8 times and saw a different person each time; there was no follow-up whatsoever. I am no further towards understanding my symptoms than when I started 12-15 months ago, I don't feel that anything is being done.*

*I have not got a smart phone so I can't communicate with the GP or hospital, I rely on a relative to do it.*

*My repeat prescription used to be every 6 months but now one is every 2 months, and the other is every month. They won't take phone calls to get a repeat prescription, so I have to go in person and put a note in the box. I can't walk very far and have to rely on someone else to do it. This feels like a step backwards.*

*I visit hospital regularly. I am full of praise for St Cross, they do not have long waits, 10 out of 10 for St Cross. 7 out of 10 for UHCW. I live in Rugby and travel to UHCW by car. I have a blue badge, but it is impossible to get into the disabled car park. It is always full, and I can't walk well enough to use the regular car park.*

**Rugby resident**

**White British Male, Age 80+, no contact with or support from any VCFSE organisations.**

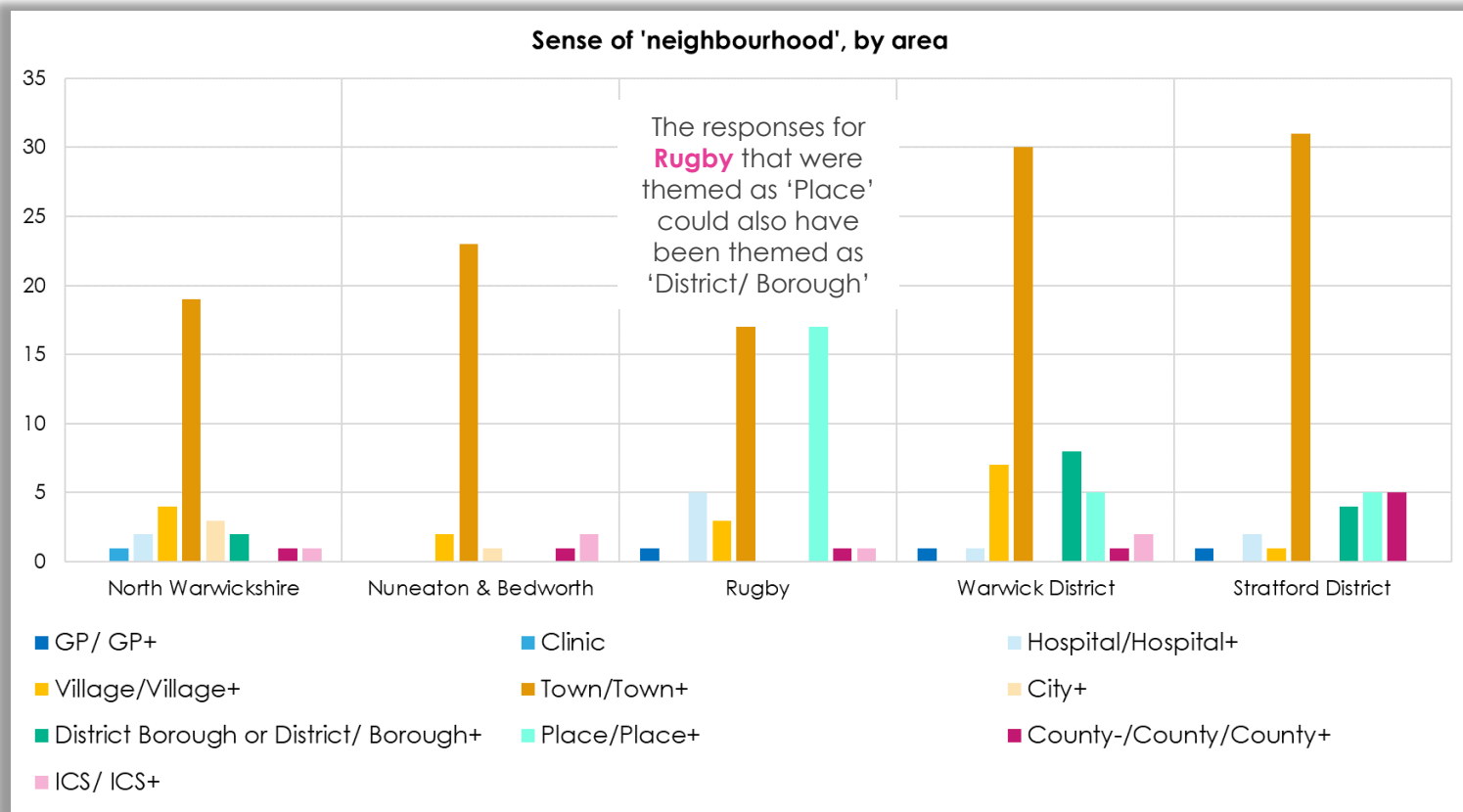


## Sense of 'neighbourhood' in each area

We asked where people think of as their local area, or neighbourhood, and clarified that this could be where they are happy to travel for health appointments, activities and wellbeing support.

The responses were classified as: GP, Clinic, Hospital, Village, Town, City, District/ Borough, Place, County, ICS. (+ and – are used to classify responses where people told us their preference with caveats)

**44% of people across Warwickshire told us that they think of the nearest town in their district or borough as their 'neighbourhood'.**



## 6 What people said about 'neighbourhood'

*"There is limited access to healthcare here, but we are a town of 40,000 people."*

**Nuneaton & Bedworth resident**

*"I would love a Well Woman Clinic to drop in to, I would even do that remotely, to be able to ask questions to help me problem solve my own situation."*

**Warwick District resident**

*"I live in a village so deem this as my local area. We have extremely poor transport links to hospital or clinics, none of which are easy to get to meaning long distances, which take at least half a day to attend."*

**North Warwickshire resident**

*"I see Rugby as my local area and as we have a hospital already, and Rugby is quite big already, and expanding, I feel appointments should be made available here."*

**Rugby resident**

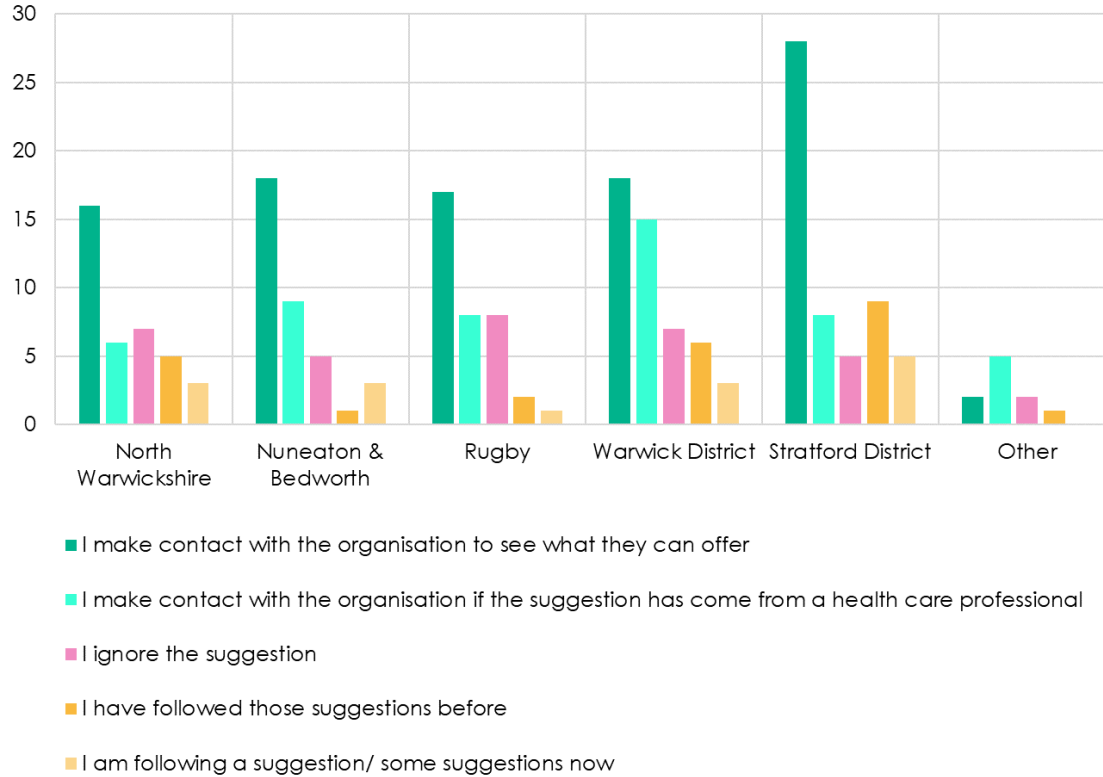
*"The town I live in or the surrounding villages. I have travelled to other towns with my kids for the orthodontist, and I would travel to other towns if I needed to, to get the care I needed but I have a car and am relatively young. This might not be the case as I get older."*

**Stratford District resident**



## Use of voluntary and community organisations (\*VCFSEs)

What people do if it is suggested to them that a voluntary or community organisation may be able to help



"I wanted support around migraines but nothing around. I did take some courses with the Recovery and Wellbeing Academy to address some issues that trigger my migraines, which I looked up myself. I signed up for their courses on their website."

Stratford District resident, White British female, aged 35-49 years

36% of people across Warwickshire told us that, if it was suggested, **they would make contact with a voluntary or community organisation to see what they can offer.**

17% told us they would follow the suggestion **if it came from a health care professional.**

13% of people across Warwickshire told us they would **ignore a suggestion to seek help from a voluntary or community organisation.**

"I would be suspicious. are they qualified?"  
North Warwickshire resident, White British female, aged 65-79 years

"I don't need this, I'm very independent. Community groups might be more important for people who really need them or in very rural areas. Shouldn't be for everyone - it needs a targeted approach."

Rugby resident, White British female with a Long-Term Condition, aged 80+ years

\*VCFSEs = Voluntary, Community, Faith, Social Enterprise groups

# Contact with voluntary and community organisations (\*VCFSEs)

## North Warwickshire:

Most common type of VCFSE organisations that people told us about accessing: Social

Mostly heard about through: Another support group, GP, internet search

Most likely way to contact them: In-person

## Nuneaton & Bedworth:

Most common types of VCFSE organisations that people told us about accessing: Mental Health

Mostly heard about through: Another support group, social media

Most likely way to contact them: Via the Job Centre, in-person

## Rugby:

Most common types of VCFSE organisations that people told us about accessing: Physical Health

Mostly heard about through: Internet search, friend or family, social media

Most likely way to contact them: Telephone, email, online

## Warwick District:

Most common types of VCFSE organisations that people told us about accessing: Physical Health

Mostly heard about through: Internet search, friend or family, social media

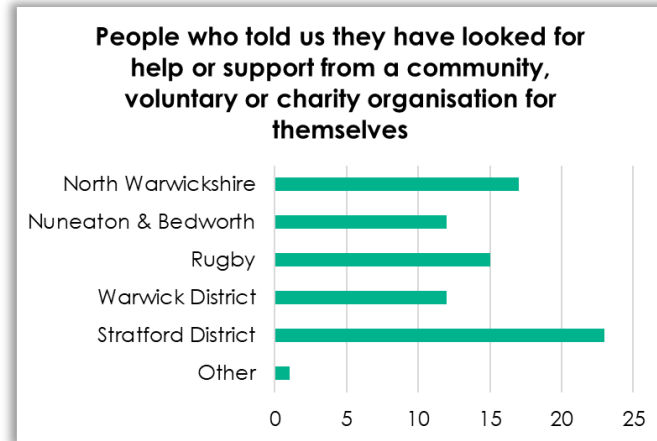
Most likely way to contact them: Telephone

## Stratford District:

Most common types of VCFSE organisations that people told us about accessing: Social

Mostly heard about through: Internet search, another support group, GP, leaflet by post, professional recommendation

Most likely way to contact them: Email, telephone, online



\*VCFSEs =  
Voluntary,  
Community,  
Faith, Social  
Enterprise  
groups

## What people said about voluntary and community organisations

*"When I was homeless, I looked for help. The homeless charity is a brilliant group."*

**Nuneaton & Bedworth resident**

*"It has not been suggested (that I contact a support group) and in truth I don't think that is the sort of help I need. Technical and practical information so I can do things myself."*

**Warwick district resident**

*"Sometimes it can be daunting being the person to make contact and it is easier if the service contacts me."*

**North Warwickshire resident**

*"I attend the Vision Impaired group each month."*

**Rugby resident**

*"MS society help with my difficulties, support me with what I should be doing, or aids for walking with. All of it really, they change what I need in my house."*

**Stratford District resident**

# Survey and engagement questions a

Please tick here if you are answering on behalf of someone else ☐

1. Where have you had support (from health, care, or support professionals) in the last 12 months? (Choose any that apply)

- ☐ My home
- ☐ Pharmacy
- ☐ GP surgery or medical centre
- ☐ Dentist
- ☐ Hospital
- ☐ Care Home
- ☐ Support group/ voluntary organisation/ charity
- ☐ Community Centre
- ☐ Clinic
- ☐ Other (please specify):

2. What is your experience of how these professionals worked with you? How many professionals worked with you for the same condition? What could have improved your experience? Please tell us about your circumstances.

3. If it was needed, how well do you think these professionals worked and communicated with each other?

- ☐ Very well
- ☐ Well
- ☐ Neither well nor poorly
- ☐ Poorly
- ☐ Very poorly

Please tell us more. Are there any ways this could have been improved?  
(Space on the next page for comments)

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4. Have you needed to repeat your personal circumstances to different health, care, or support professionals? (Choose any that apply)

- ☐ I have explained my circumstances many times, to different professionals.
- ☐ I have explained my circumstances a couple of times
- ☐ I needed to make some clarifications.
- ☐ I needed to give more detail when my circumstances changed.
- ☐ I explained once and all the professionals knew my circumstances.

Please tell us more. Are there any ways this could have been improved?

5. Have you ever been given more than one appointment, with different professionals, for the same issue? Was this positive or negative for you?

6. Have you travelled for your treatment or care? How far from home was this? Did you face any challenges?

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## Survey and engagement questions b

7. Where do you think of as your local area, or neighbourhood? (This may be where you are happy to travel for health appointments, activities and wellbeing support)

8. Please tell us where you live. If you are answering on behalf of someone else, please tell us where they live.

- ☐ North Warwickshire   ☐ Nuneaton & Bedworth   ☐ Rugby  
☐ Warwick District (including Leamington and Kenilworth)  
☐ Stratford District (including Shipston and Alcester)  
☐ Other, please specify: \_\_\_\_\_

9. Who do you contact locally for your specific health and wellbeing concerns? Please tell us about your experience.

10. Do you feel that health, care, and support professionals caring for you, know who else is involved in your care?

- ☐ Yes  
☐ Sometimes  
☐ No

Please tell us more:

11. Please tell us your age. If you are answering on behalf of someone else, please tell us their age

- ☐ Younger than 13 years   ☐ 13-15 years   ☐ 16-17 years  
☐ 18-24 years   ☐ 25-34 years   ☐ 35-49 years  
☐ 50-64 years   ☐ 65-79 years   ☐ 80+ years   ☐ Prefer not to say

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12. If it is suggested that a voluntary or community organisation might be able to help, which sentence best describes what you do?

- ☐ I make contact with the organisation to see what they can offer  
☐ I make contact with the organisation if the suggestion has come from a health care professional  
☐ I ignore the suggestion  
☐ I have followed those suggestions before  
☐ I am following a suggestion/ some suggestions now

Please tell us more:

13. Have you ever looked for help or support from a community, voluntary, or charity organisation yourself?

- ☐ Yes  
☐ No  
☐ Don't know

Which organisations? How did you find out about them? How did you make contact?

14. Are there any other experiences of health or care you would like to share with us?

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**Thank you to everyone who  
shared their thoughts and  
experiences with Healthwatch  
Warwickshire during this  
engagement.**



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