

Quarterly Performance Report

Year 2 Quarter 3 May – July 2025



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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 supported more than **52,000** people to have their say and get information about their care. Visit our [website](#) to find out more.

Healthwatch Warwickshire Priorities 2024-2025

- 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.

Our aims are:

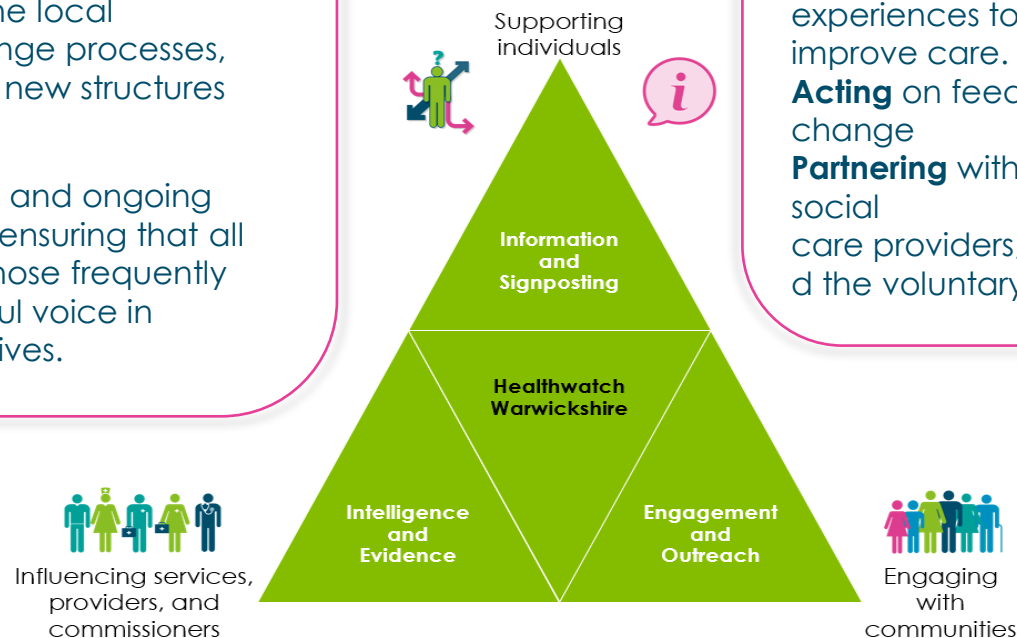
Listening to people and making sure their voices are heard.

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 health and social care providers, Government, and the voluntary sector.



News

This quarter we heard via Healthwatch England, and the NHS Ten Year Plan, that local Healthwatch are to be abolished.

"Since their inception in 2012, Healthwatch England, working with local Healthwatch organisations, has gathered detailed patient feedback and used this to influence debate around local service delivery."

"The work of local Healthwatch bodies relating to healthcare will be brought together with ICB and provider engagement functions."

"Local authorities will take up local Healthwatch social care functions."

(page 89)



Read the full report [here](#).

Healthwatch Warwickshire is continuing with our planned work in the community, and with service providers and commissioners. We will inform all stakeholders when we have a more detailed timeline about closure, in the meantime it's business as usual! Our aim throughout is to ensure the patient voice continues to be heard.

Strategic influence

This quarter, May to July, we represented the people of Warwickshire at 24 strategic meetings. Outcomes included:

REGIONAL

Healthwatch East and West Midlands: Agreed terms for future meetings with a focus on demonstrating the impact of Healthwatch. Discussion on regional future priorities.

ICoN (Involvement Co-ordination Network): Trailing the involvement assessment framework. Defining "Good Involvement". The potential roles for the VCFSE in involvement. Establishing a Steering Group.

Integrated Health and Care Co-development Workshop hosted by Warwick Business School: Discussed challenges of integrating women's health care as per the 10-year women's health plan. Shared links to HWW relevant reports.

Integrated Neighbourhood Teams workshop: Staff attended and took part in discussions on INTs. Partners across Warwickshire are currently developing plans for this new way of working, the workshop helped shape the right structures based around local neighbourhoods.

ICS Voluntary, Community, Faith and Social Enterprise (VCFSE) Collaborative Assembly: Networked with VCFSE agencies and took part in table discussions on the role of the collaborative.

COUNTY

WCC Health Overview & Scrutiny Committee (and spokes meeting): HWW CE shared information about current reports on -prostate-specific antigen (PSA) tests, and men's experience of accessing services and receiving a diagnosis, -children and young people, including details of Child and Adolescent Mental Health Services (CAMHS) -the experiences of canal boat dwellers to access care in Warwickshire -failed discharge, including details of individuals' experiences of discharge from hospital. HWW CE asked questions on 'Right Care, Right Place', including on referring mental health-related calls to NHS 111, the complexities involved in handling calls related to children and young people, and training for officers and call handlers to better identify mental health-related issues, including dementia.

WCC Health & Wellbeing Board: HWW CE intervened regarding child/adult transition provision, during discussion of new safeguarding arrangements.

Portfolio Holder for Adult Social Care & Health: HWW CE discussed the future priorities of our work with communities, with Councillor Sonko

Leader of Warwickshire County Council: Staff met with Councillor Finch to give updates and share recent findings.

WCC Youth Council: Staff presented our report 'Young People's Experiences of GP and Mental Health Services' and led a focus group discussion on how to best provide health information via social media.

Partnering for change

We worked with partners at 55 meetings this quarter to support the people of Warwickshire to access the care they need.

Local councillors

HWW staff met with new Warwickshire County Council members (portfolio holders for Children & Families, Adult Social Care & Health, and Leisure & Health) to discuss the work of Healthwatch, share our most recent reports, and discuss how we can ensure patient voice continues to be heard.

Children and Adolescent Mental Health Services (CAMHS)

HWW staff shared findings from our 'Young People's Access to GP and Mental Health Services' report. Some of the outcomes include future shared engagement activity commitment from organisations to engage with young people, and further detailed feedback given on specific services.

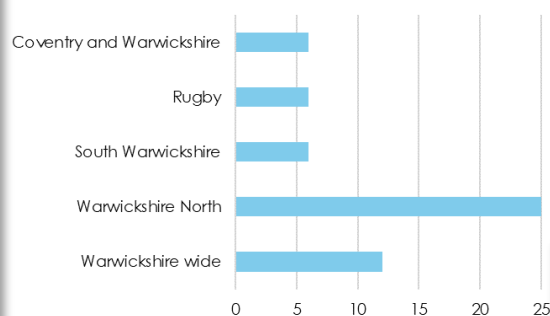
Frequently Ignored Groups (FIGs)

To ensure that all voices are heard we continued to meet with groups and their representatives, including faith leaders and faith forums, the WCC Gypsy Roma Traveller (GRT) Team, the Equality and Inclusion Partnership (EQuIP), WCC Armed Forces Lead, and the Farming Community Network.

Patient Participation Groups (PPGs) and Primary Care Networks (PCNs)

We attended 12 different PPG and PCN meetings across the county. HWW staff shared recent feedback including suggestions for improving call handling for young people, online triage concerns and individual surgery feedback. Issues discussed included proof of address letters for refugees and asylum seekers, availability of clinical psychologists to undertake learning disability assessments and provision of tissue viability services.

Area our partnership meetings relate to



West Midlands Orbit Managers

We introduced HWW and invited feedback on their experience of their residents' discharge from hospital.

Pharmaceutical Needs Assessment (PNA)

HWW shared findings from our pharmacy reports. Staff and volunteers provided feedback for the development of the PNA to be published in October *"Thank you for supporting the PNA process, and for your invaluable input and guidance to get this over the line"*.

Service Commissioning Managers at WCC and SWFT

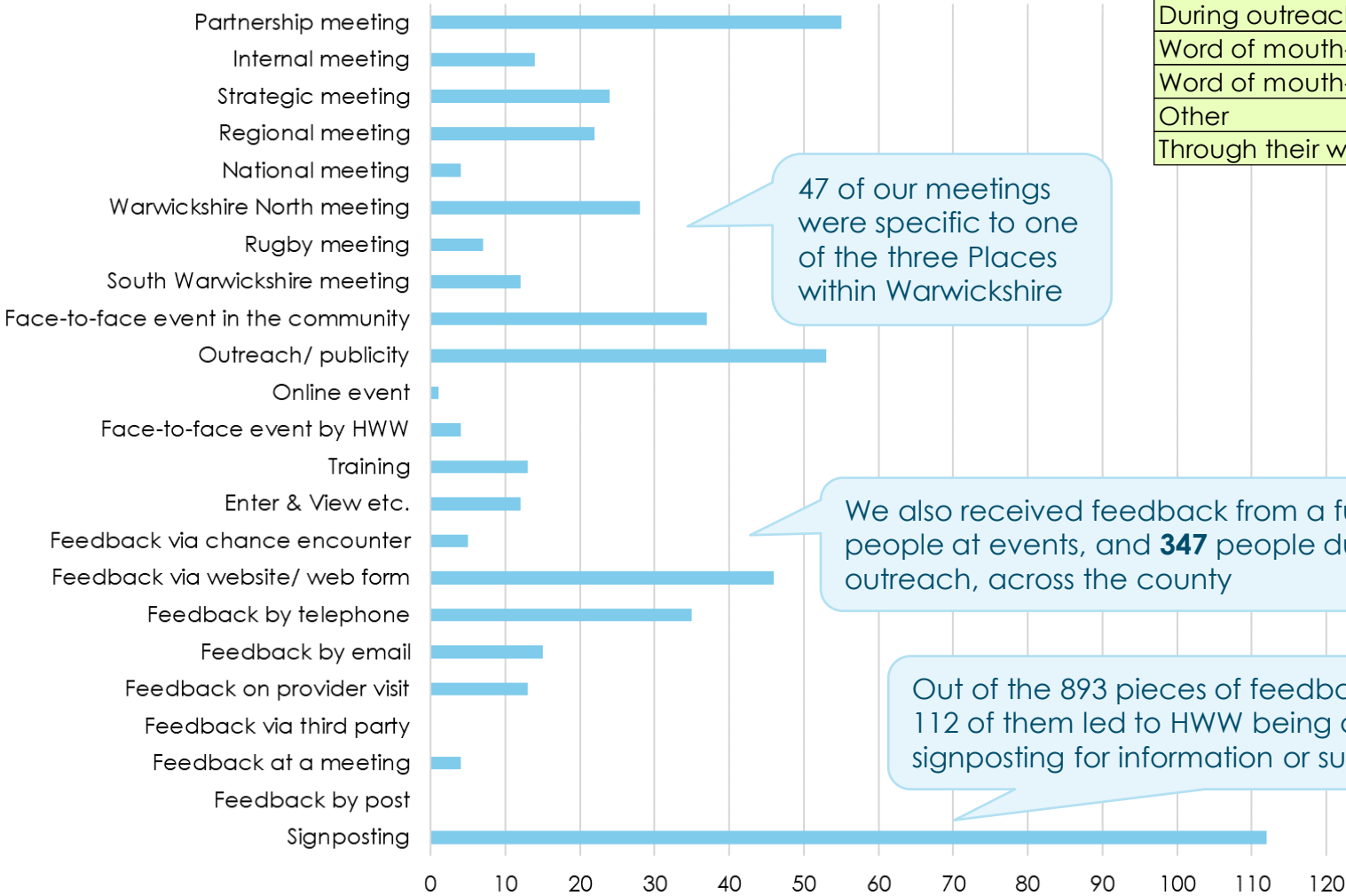
We started engagement around community services and the Discharge to Assess service, following discussions with commissioners of these services.

Our visibility in Warwickshire

Between May and July, we recorded 1,117 activities.

785 people told us where they heard about HWW.

Activities undertaken by HWW colleagues



47 of our meetings were specific to one of the three Places within Warwickshire

We also received feedback from a further **396** people at events, and **347** people during outreach, across the county

Out of the 893 pieces of feedback we received, 112 of them led to HWW being able to offer signposting for information or support

At an event	395
During outreach	356
Word of mouth-professional	22
Word of mouth-relative/ friend	6
Other	4
Through their work	2

Engagement and Outreach

This quarter we engaged at 97 events or opportunities for outreach and publicity (42% of these were face-to-face). We gave 29 presentations. Our Engagement and Outreach work reached an estimated 2,057 people.

Coventry & Warwickshire Wellbeing for Life Festival

A wide range of services attended the event hosted by Public Health Warwickshire. Activities included live music, yoga and dancing. Local people were happy to share their experiences of health and care with HWW staff.

Integrated Neighbourhood Teams (INTs)

Staff attended a workshop on new INT's relationship to existing structures and how they will be put into place. The workshop included presentations and discussions on how INTs will work in community settings and steps to make this happen. Frailty Hubs and the lack of joint working between Acute Trusts when patients were out of area were some of the topics raised. HWW are currently actively seeking feedback from the public about their experiences of community services; the findings will be presented next quarter.

Armed Forces Day

Volunteers and staff engaged with members of the public at our HWW information stand. We gathered feedback and asked for people's experiences of community services.

Sharing our findings

Following the completion of our HWW reports: 'Ensuring Healthcare Access for Canal Boat Residents', 'Young People's Access to GP and Mental Health Services', and 'GP Online Triage and Patient Feedback', our staff have been sharing and presenting the findings to local stakeholders, providing further insight and encouraging service providers to make improvements.



Read more about our engagement and outreach in Warwickshire North, Rugby, and South Warwickshire later in this report...

Reports published this quarter

We published six reports this quarter. Our reports are shared with stakeholders and local partners, published on our website, and through our social media channels. Some are shared with Healthwatch England, Coventry & Warwickshire Integrated Care Board, Patient Experience Library, and the NHS.



Read our Healthwatch Warwickshire report “Young People’s Experiences of GP and Mental Health Services, May 2025” [here](#)

Read our Healthwatch Warwickshire “Annual Report: Working Together to Make a Difference, 2024-2025” [here](#)

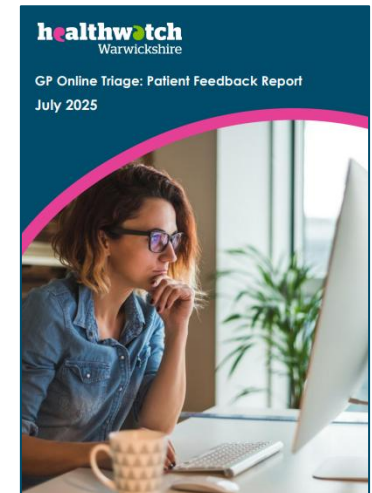


Read our Healthwatch Warwickshire report “Ensuring Healthcare Access for Canal Boat Residents, June 2025” [here](#)



Read our Healthwatch Warwickshire “GP Online Triage: Patient Feedback Report, July 2025” [here](#)

Read our Healthwatch Warwickshire Enter and View Report for Castle Brook Care Home [here](#)



Feedback briefings shared this quarter

We highlight emerging themes from the feedback we hear and present this to relevant service providers and commissioners. We do not publish these briefings. We provide anonymous feedback on Adult Social Care to WCC every three months

Briefing content...

• Shared with...

Prostate Cancer and PSA tests briefing paper

• SWPE and WCC Health Overview and Scrutiny Committee

Individual GP feedback

• PPG meetings across the county

Experiences of A&E at Warwick Hospital

• SWFT: Senior development project manager

Experiences of CAMHS

• CWPT: Head of Specialist Mental Health for Children

General SWFT services feedback

• SWFT: Patient Experience Group and SWFT Board Workshop

Orbit residents' experiences of discharge from hospital

• SWFT: PALS & Leader on the Safer Discharge Workstream, WCC Contract Monitoring as part of ASC reporting

Experiences of GP services within PCNs in Warwickshire North

• PCNs to share with surgeries, quarterly

Experiences of SWFT maternity/ health visiting services

• SWFT: Associate Director of Midwifery

General experiences of George Eliot Hospital

• GEH: Patient Care and Experience Group, quarterly

Experiences of George Eliot Hospital maternity services

• GEH: Maternity Services Team, Head of Maternity, Head of Patient Experience

Digital communications

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

SOCIAL MEDIA

We aim to post on social media every day.

X (formerly Twitter):

1,716 Followers [Visit us on Twitter/X](#)

Facebook:

642 followers, 25 more than last quarter [Visit us on Facebook](#)

Instagram:

204 Followers
[Visit us on Instagram](#)

Threads:

29 Followers
[Visit us on Threads](#)

Blue Sky:

86 Followers
[Visit us on Blue Sky](#)

LinkedIn:

11 connections
[Connect with us on LinkedIn](#)

Most popular posts:

Link to HWW Community Services engagement, Invitation to HWW Rugby Young People's Health and Wellbeing Networking Event.



NEWSLETTER

We produce an email newsletter every three months. Our 'May 2025 Updates' newsletter was received by 1,087 recipients.

It was opened by 219 people (21%)

WEBSITE

There were 11.6 thousand views of the HWW website this quarter.

The most popular pages were:

- [Homepage](#) (4,823 visits)
- [Community Services Engagement](#) (471 visits)
- [Young People's Report](#) (422 visits)

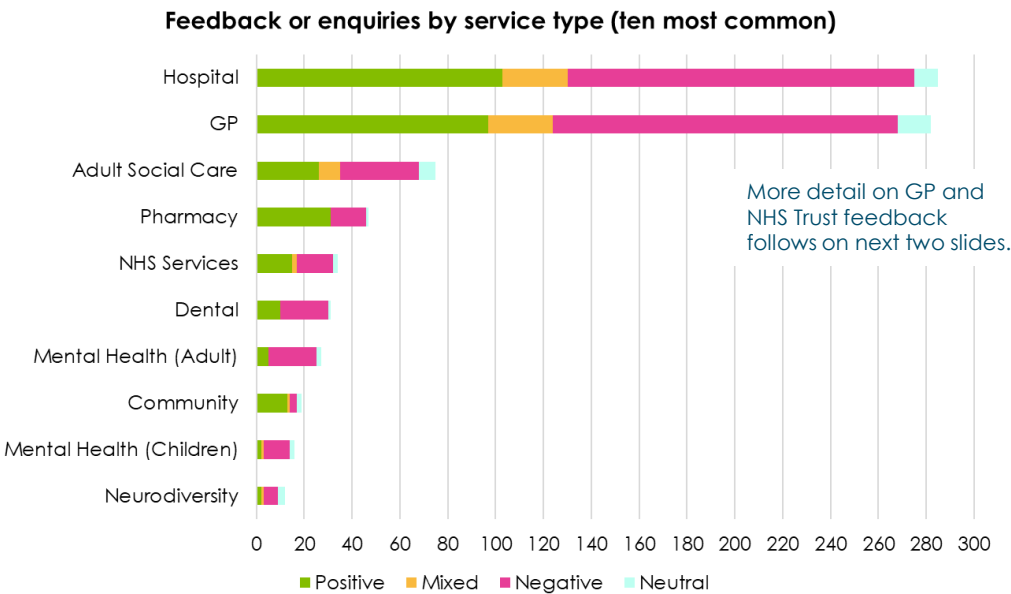
What we heard

Between May and July, we received 893 pieces of feedback about local services.

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.

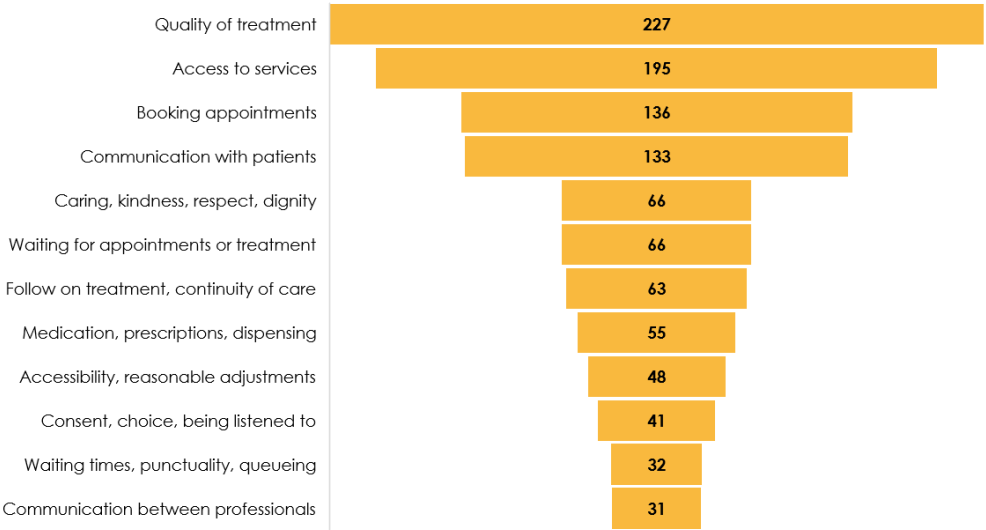
"We put in a referral last September, they are coming tomorrow to fit the bathroom adaptations, arranged through social services. It is good but a bit of a wait."

We categorise the feedback into themes.



"Social services arranged for me to have carers at home. The carer comes once a day in the morning to help with personal care. Sometimes they are half an hour early sometimes they are late. It's always a different person each time. The care is not bad; I am happy with the service."

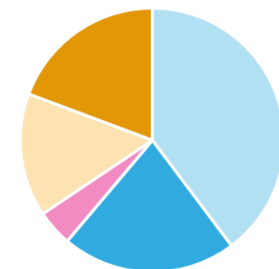
Most common themes discussed with HWW across all services



What we heard about GPs

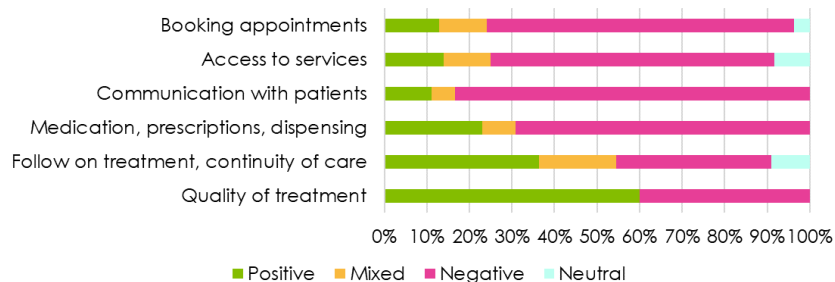
We received 282 pieces of feedback about GPs.

Proportion of feedback shared with HWW, about GPs across Warwickshire

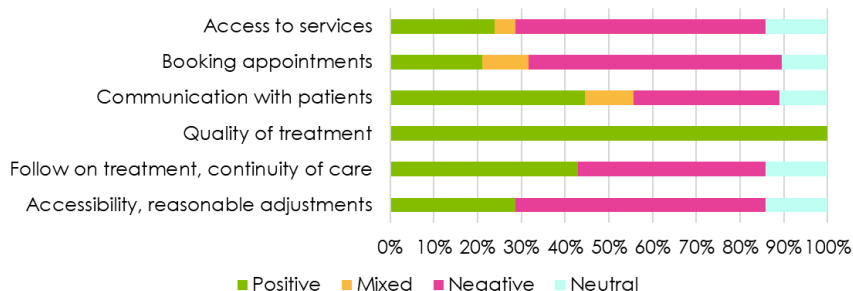


The most common themes for feedback are shown in each chart, with the most common at the top, whether that feedback was positive or negative. Not all themes received the same amount of feedback. The feedback is shown as a percentage, to aid comparison.

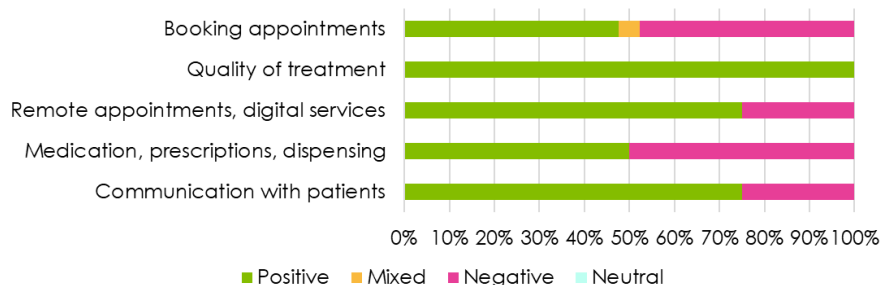
North Warwickshire GPs (most common feedback themes)



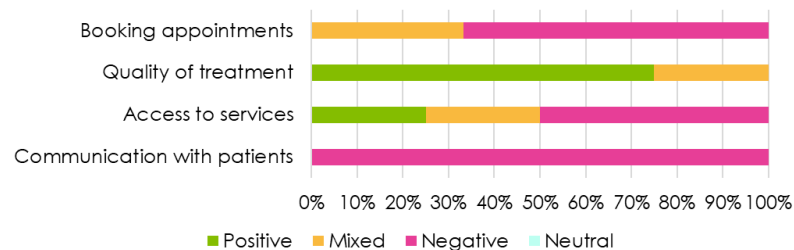
Nuneaton & Bedworth GPs (most common feedback themes)



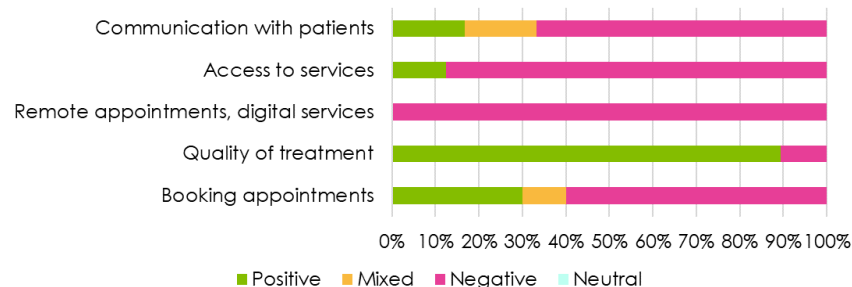
Stratford District GPs (most common feedback themes)



Rugby GPs (most common feedback themes)



Warwick District GPs (most common feedback themes)



What people said about GPs

"Trying to get an appointment is a nightmare. I couldn't get past the receptionist to speak to the GP. She kept referring me to the pharmacy. I called again the next day, and all the appointments had gone. Receptionist told me 'we don't have a contract for chest infections, try the pharmacy or call NHS 111'. I called NHS 111, and they told me that I needed antibiotics, they arranged for my GP surgery to call me back. I was prescribed statins and antibiotics immediately. Once you get through to someone who knows what they are talking about the service is good. It's getting past the receptionists that is the problem. I don't use technology or online services; I don't trust it."

North Warwickshire

"GP is very supportive. It's easy to get an appointment, I walk in. I haven't needed to wait more than 5 minutes before I am seen. GP explains what I need to do. I feel listened to. Appointments last for about 10 minutes, and I was able to discuss everything I needed to."

Nuneaton & Bedworth

"You see a doctor and have a bond but then can't see the same one again. It helps if I can see the same person, it is easier for the patient. It might take two weeks to get an appointment if you want a specific doctor. They are really good though and you can get through to them in the morning."

Rugby

"I've had good care from the medical centre. They are very kind. I've had to go in every week for treatment, and they have been great."

Stratford District

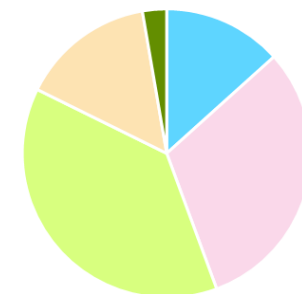
"I find it hard to get a doctor's appointment now, I think it will only get worse. I can only go when I am not working. I have ADHD so can't remember passwords or times to call/log in. My daughter has been notified of the change to online triage, but I have not. The paramedic is lovely there."

Warwick District

What we heard about NHS Trusts

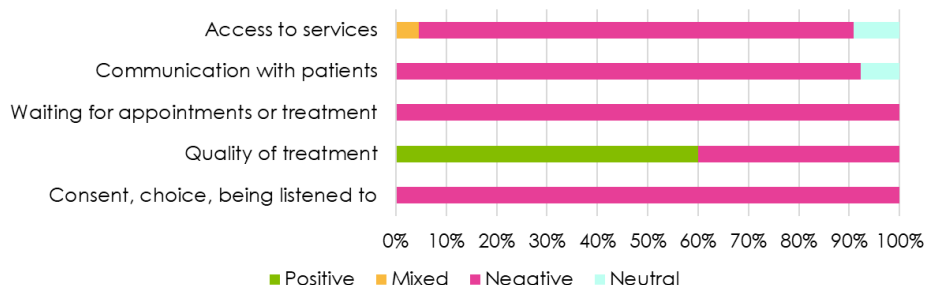
We received 352 pieces of feedback about local NHS Trusts.

Proportion of feedback shared with HWW, about local NHS Trusts



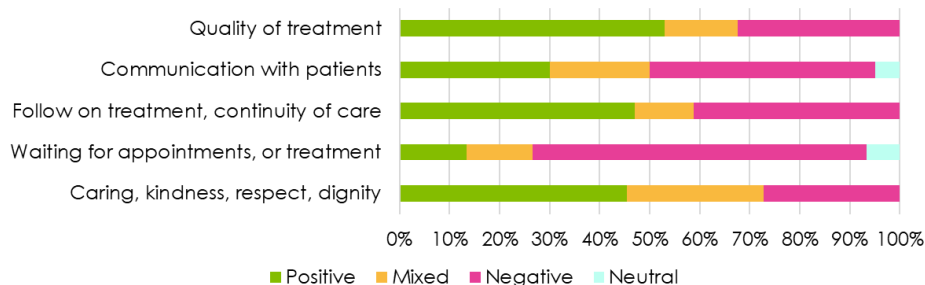
■ CWPT (Coventry & Warwickshire Partnership Trust)
■ GEH (George Eliot Hospital)
■ SWFT (South Warwickshire University Foundation Trust)
■ UHCW (University Hospitals Coventry & Warwickshire)
■ WMAS (West Midlands Ambulance service)

CWPT (most common feedback themes)

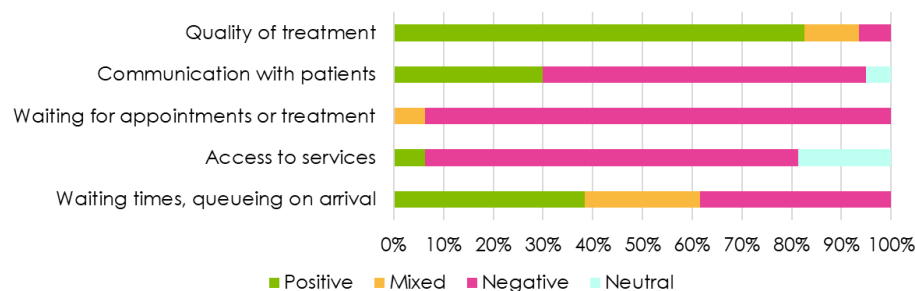


We theme feedback about 'Mental Health' separately to the feedback about 'Hospitals'.
 35 out of the 45 pieces of feedback about 'Mental Health' were about CWPT.
 We heard another 8 pieces of feedback about CWPT.

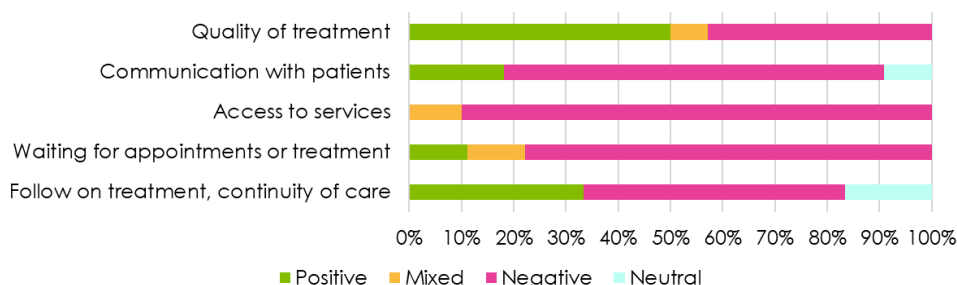
GEH (most common feedback themes)



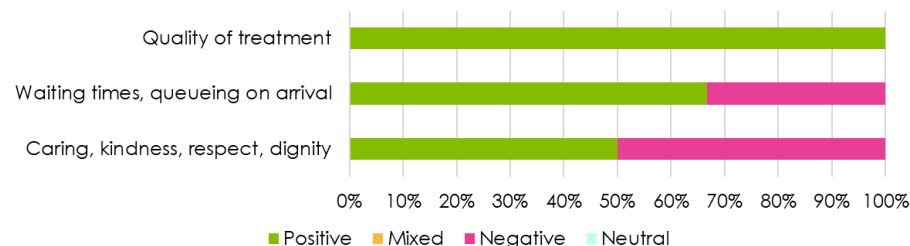
SWFT (most common feedback themes)



UHCW (most common feedback themes)



WMAS (most common feedback themes)



What people said about NHS Trusts

"I had a break down in January and was referred to Talking Therapies. They are only calling me up now in June."

CWPT

"My adult child has been living with schizophrenia for 25 years. They used to get support in the community through regular visits. Now there is absolutely nothing; they have no one to contact, no named person, and they are not attached to any team."

CWPT

"Some weeks we can have 2-3 appointments. I was admitted to hospital multiple times last year. At one point I was in ITU and told I only had 48 hours to live. All the nurses on the wards are great, we have full confidence in Dr B. She comes to see me on the ward and explains what is happening to me, and my treatment options. I can't fault the treatment I have received."

GEH

"Having images done as an inpatient is a 5 day wait and then another 5 days to wait for results. It means people are in hospital when they don't need to be. The wait for outpatients is 3 months. I checked with PALS, and they said it was due to a lack of specialist radiologists. The doctors there were great."

SWFT

"I was diagnosed in January as needing urgent surgery, that was scheduled for February. It was cancelled 2 days before. There were communication problems due to two Drs with the same name. The secretary was very apologetic and said that I hadn't been contacted earlier because I wasn't on their patient list. I was offered an appointment for 12 August; I then received a phone call from PALS telling me they had arranged an appointment for 6 August. Neither of these appointments have been confirmed in writing, so I don't know which one is correct. It's now been seven months since I was supposed to have urgent surgery. I'm not allowed to fly or go to the gym. I would like a solution to my problem."

UHCW

"I had a very good experience of the ambulance service. I was taken to hospital, and they did a very good job - couldn't fault them. They came promptly and asked the right questions."

WMAS

Focus on Warwickshire North

381 people gave us feedback about services in Warwickshire North this quarter. We attended 57 meetings, outreach or events.

This quarter:

- Attended community groups including the Phoenix Dementia Group, the Walk & Talk Group at Miners Welfare Park, and groups at libraries and Warm Hubs.
- Attended Mental Health Support Groups for Refugees & Asylum Seekers.
- Attended the Citizens Advice Mobile Advice Clinic.
- Shared Patient Feedback on GP Online Triage System with Warwickshire North Clinical Directors and Health Inequalities Leads plus all practice managers.
- Ran stalls at Bedworth Wellbeing Fair and the Wellbeing for Life Festival in Riversley Park, Nuneaton.
- Attended the P3 Charity Hub opening in Nuneaton.
- Attended the Dementia Next Steps Fair hosted by the NHS Community Dementia service.
- Provided specific feedback to local PCNs, NHS trusts and service commissioners.
- Shared HWW 'Ensuring Healthcare Access for Canal Boat Residents' report with local stakeholders.



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

[Image credit](#)



Shabina, Engagement & Outreach
Officer for Warwickshire North

Next quarter:

NHS C&W ICB Macmillan Cancer Bus Tour, WRCC round table discussion on engaging with the farming community, Warwickshire North place-based Workshop, visits to local colleges for the start of the new academic year to progress the HWW Young People's project.

Focus on Rugby

61 people gave us feedback about services in Rugby this quarter. We attended 30 meetings, outreach or events.

This quarter:

- Presented our findings from the Rugby health and social care event, dentistry, pharmacy, and young people in Rugby at the Rugby Citizens Assembly.
- Hosted the Sixth Rugby Young People's Wellbeing Network. After our presentation on the Young People's report, the patient engagement leads from CWPT and UHCW discussed both organisation's future plans to work with young people and create a young people's board. They exchanged contact details to share learning and policies for future work. Special Care Dentistry presented about their service.
- Visited local colleges as part of Mental Health Awareness Week.
- Attended an event to talk to people about mental health and how to access help from Orbit housing.
- Attended community events around dementia and visual impairments.
- Provided arts and crafts for children, and other engagement opportunities, at GEC Recreation Ground Fun Day.



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

[Image credit](#)



Vina, Engagement & Outreach
Officer for Rugby

Next quarter:

Visits to local colleges for the start of the new academic year to progress the HWW Young People's project, attendance at the NHS Coventry & Warwickshire ICB Macmillan Cancer Bus Tour.

Focus on South Warwickshire

400 people gave us feedback about services in South Warwickshire this quarter. We attended 37 meetings, outreach or events.

This quarter:

- Presented 'Young People's Access to GP and Mental Health Services' report to South Warwickshire Place partners.
- Gathered feedback from 18 South Warwickshire Orbit scheme managers about their experience of discharge and shared this with SWFT and WCC Adult Social Care Team.
- Collated and shared 7 months of Warwick hospital A&E feedback with SWFT's senior development project manager as they consider a re-design.
- Provided a briefing report to SWFT Board Directors and Patient Experience Meeting based on the last 6 months of feedback heard on SWFT services, including accessibility, waiting times, and the importance of good administration and communications.
- Attended opening of Lillington Health Hub and Ellen Badger Community Open Day events.
- Presented specific GP feedback to four patient participant groups in South Warwickshire.
- Wrote and shared a report to highlight some of the issues raised by those who struggle with digital access. This followed a visit to a warm hub, hearing concerns about a local GP moving to an online triage system, contacted the surgery to arrange for a representative to visit the warm hub to provide reassurance.
- Attended the Women's Health Integrated Co-development workshop run by Warwick Business School.



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

[Image credit](#)



Caroline, Engagement & Outreach Officer for South Warwickshire

Next quarter:

- Engagement planned at Stratford food banks, South Warwickshire colleges, NHS Coventry & Warwickshire ICB Macmillan Cancer Bus Tour, Leamington Job Centre Plus, and Stratford world menopause day event.
- Meeting with the perinatal pelvic health team to support their engagement around use of language.
- Attending CWPT Children's Directorate Away Day

Information and signposting

This quarter, we provided information and signposting to 112 people. Some people were signposted to more than one organisation. We provided 141 signposts.

Signposted to	Number
Support organisations	26
GP	25
George Eliot Hospital (GEH)	18
Warwickshire County Council (WCC)	14
Coventry and Warwickshire Partnership Trust (CWPT)	10
South Warwickshire University Foundation Trust (SWFT)	9
University Hospitals Coventry and Warwickshire (UHCW)	8
Healthwatch	7
Integrated Care System/ Board (ICS/ICB)	7
NHS	7
Dentist	3
Parliamentary and Health Service Ombudsman	3
Pharmacy	2
Care Quality Commission (CQC)	1
Coroner's Office	1

"Thank you for the email it has been extremely helpful. I have done the online complaint form just to make sure and will now wait for a response."

"Thank you so much for the information, you have provided so much more support than our local Healthwatch and I really appreciate that. Fabulous! I really appreciate your help."

Our impact in Warwickshire

What we heard and what we did

Support for social engagement

"I struggle with social anxiety and self-confidence. This group helps me to get out of the house. I am bullied by my adult children. I have a learning disability, and I am scared to confront them. I want to do more activities for myself, but my children want me to look after the grandchildren. I am interested in Arts & Crafts".

HWW provided details of the Arts Uplift Programme, local to the enquirer.

Improved communication about online triage

We heard feedback that patients were concerned about the new online triage system at Abbey Medical Centre. HWW shared this feedback with the PPG Chair. Staff from the medical centre visited the Kenilworth Warm Hub to provide information and reassurance to their patients.

Improvements to Warwick Hospital A&E

We shared feedback with SWFT from the last 7 months, about A&E at Warwick Hospital. The feedback highlighted waiting times and accessibility issues for some patients with disabilities or neurodiversity. ***"Thank you for the valuable A&E feedback, I have shared it with the project team and will make sure the appropriate points are incorporated into the new design wherever possible. It is incredibly valuable to have user feedback. Thank you for sharing this with us"*** SWFT Senior Development Project Manager

Support with arranging social care

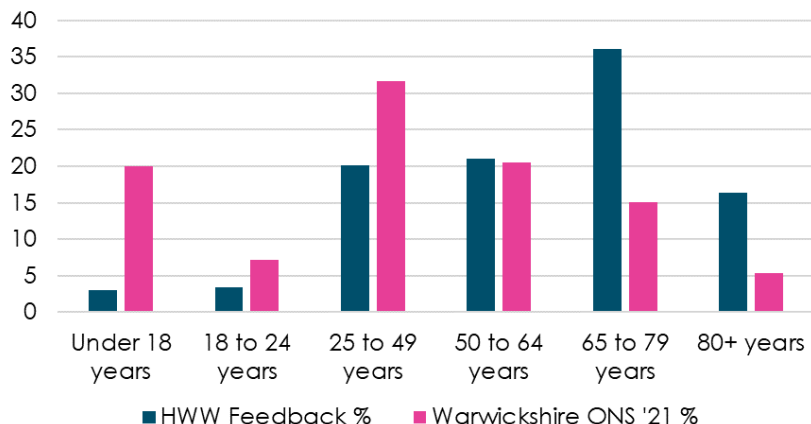
"I am looking for respite care for my partner who has dementia. I am 84 and need help. We had district nurses in for a time but that has stopped now. We applied for private respite care at the end of last year and had a terrible time with social services. I do need respite (maybe permanent) care as my partner has completely deteriorated. I know I need to approach social services, but I am really nervous. I am worrying about taking the next step and wanted to talk to you first."

HWW provided the phone number for Caring Together Warwickshire. Our staff phoned back the next week and heard that the enquirer had contacted social services who have been helpful and are looking to arrange respite care.

Who we heard from

We heard feedback from 893 people between May and July. A further 57 people spoke to us during our engagement with canal boat residents.

Age group comparison



- 566 people chose to share their **age** with us.

Not all figures are shown for Warwickshire

- 489 people chose to share their **ethnicity** with us. We are aware when 'categorising' ethnicity, that the existing choices are not always suitable.

	Ethnicity of people providing feedback to HWW %	Comparative figures for Warwickshire %
White: British / English / Northern Irish / Scottish / Welsh	83.84	82.1
Asian / Asian British: Indian	4.29	4.1
Arab	3.07	0.1
White: Any other White background	3.07	5.9
White: Gypsy, Traveller or Irish Traveller	2.25	0.1
Black / Black British: Caribbean	0.82	0.8
Black / Black British: African	0.61	0.8
Mixed / Multiple ethnic groups: Asian and White	0.61	0.8
Asian / Asian British: Any other Asian / Asian British background	0.41	1
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background	0.41	0.5
Any other ethnic group	0.20	0.9
Asian / Asian British: Chinese	0.20	0.5
White: Roma	0.20	0.1

Who we heard from

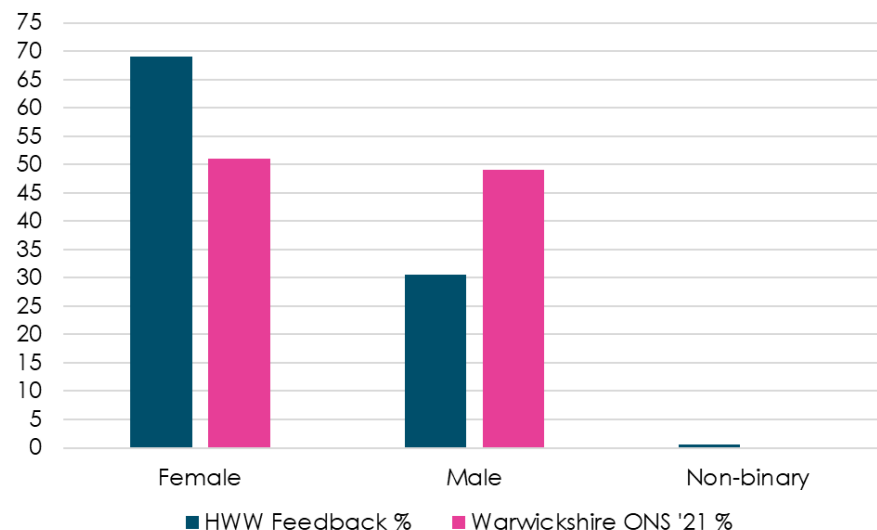
We ask people about their personal circumstances to help us ensure that we represent the people who live in Warwickshire.

- 629 people chose to share their **gender** with us. Two people told us they are non-binary.
- When asked 'Is your gender different to the sex you were assigned at birth?' 5 people said 'yes'.

Comparison of Place population with all HWW feedback and enquiries received



Gender comparison



173 people told us they have a **Disability**.

199 people told us they have a **Long-Term Condition**.

56 people told us they are a **Carer**.

6 told us they are **Ex-Armed Forces Veterans**.

8 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 11 Volunteers and 8 Board Directors. We said goodbye and thank you to Alison Wickens and welcomed Max Patel as a volunteer.

Board Directors activity this quarter:

- Attended two formal and one informal Board meeting
- Attended one Operations Committee meeting
- Attended Warwickshire North Place Executive
- Attended the Ellen Badger Hospital open day (see images)
- Attended South Warwickshire Place Partnership Board.
- Presented at SWPE, including links to current HWW work.
- Attended the HWE National Meeting.
- Attended the East & West Midlands Regional HW meeting.
- Attended the Joint Development Session for WCC Health & Wellbeing Board.
- Supported community engagement at Armed Forces Day



Volunteers' activity this quarter:

- Completed induction training.
- Attended the colleague walk and chat.
- Three Authorised Representatives carried out an Enter & View visit.
- Responded to the Pharmaceutical Services draft PNA.
- Signposted to a GP website, via social media.
- Supported community engagement at Armed Forces Day, and Lillington Health Hub Open Day

Colleague Development

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

In June we welcomed Kerrie Cook, as our temporary Admin Officer. Kerrie will be with us for 12 months.

Training attended	Outcome of attending
HWE: Safeguarding Patient Data, run by Digital Care Hub	Further understanding of the role of local Healthwatch organisations, providing practical guidance on how Healthwatch can safeguard patient data, adhere to regulations, and ensure trust in healthcare services.
HWW: Volunteer Induction	Understanding of expectations, and benefits, of volunteering with HWW
HWE: Disability awareness workshop	Disability inclusive approaches to community engagement in a healthcare setting. Best approaches for championing the voices of disabled people
NHS: Involving patients in quality improvement	Hearing how NHS staff involve patients in improvements and how Waiting Well Calls can be accessed for their departments.
Recovery and Wellbeing Academy: why people self-harm	Understand how to support someone that self-harms. Links to further support.
HWE: Qualitative Analysis.	Overview of different qualitative data collection methods and guidance on coding and identifying themes.
Various providers: Understanding AI	Preparation for potential use of Artificial Intelligence (AI) within health and care settings.
ADHD Foundation: Understanding and supporting ADHD Warwickshire.	A comprehensive overview of the traits of ADHD and the challenges faced by young people.

Looking Forward

Our plans and commitments for the next quarter.

July

- HWW Formal Board Meeting
- Prevention Network Meeting
- WCC HWBB and Executive
- PIPER Study Collaborators Research Team Meeting
- C&W ICB Meeting
- East & West Midlands HW meeting
- JSNA Strategic Group

August

- Warwickshire Pride Festival
- Community Services Engagement Report published
- ICB Quality, Safety and Experience Committee
- HWW Informal Board meeting
- Warwickshire Collaborative Forum
- Publish Enter & View report

September

- HWW Volunteer Forum
- HWW Formal Board meeting
- Warwickshire Care Collaborative
- WCC HWBB, and Development Session
- C&W ICB meeting
- East & West Midlands HW meeting
- Mental Health Collaborative meeting
- C&W System, shared learning event
- WCC HOSC meeting
- ICoN meeting

October

- HWW Informal Board meeting
- PIPER Study Collaborators Research Team Meeting
- ICB Quality, Safety and Experience Committee
- Coventry & Warwickshire System Quality Group
- Warwickshire Care Collaborative Development Session

Finance

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

The below are figures from the financial year, April 2024 – March 2025.

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

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

Glossary

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

Acronym	Term	Acronym	Term
CASS	Community Autism Support Service	PALS	Patient Advice and Liaison Service
CCC	Coventry City Council	PNA	Pharmaceutical Needs Assessment
CQC	Care Quality Commission	QSEC	Quality, Safety and Experience Committee
CWHWF	Coventry and Warwickshire Health and Wellbeing Forum	RAP	Rights to Access Primary Care Project
CWPT	NHS Coventry and Warwickshire Partnership Trust	PCN	Primary Care Network
GEH	George Eliot Hospital	PPG	Patient Participation Group
HOSC	(Adult Social Care and) Health Overview and Scrutiny Committee	SWPE	South Warwickshire Patient Engagement Forum
HWBB	Health and Wellbeing Board	SWGP	South Warwickshire General Practice Federation
HWC	Healthwatch Coventry	SWFT	NHS South Warwickshire University Foundation Trust
HWE	Healthwatch England	UHCW	NHS University Hospital Coventry and Warwickshire
HWW	Healthwatch Warwickshire	VCFSE	Voluntary, Community, Faith and Social Enterprise
ICS	Integrated Care System	WCAVA	Warwickshire Community and Voluntary Action
ICB	Integrated Care Board	WCC	Warwickshire County Council
ICP	Integrated Care Partnership	WRCC	Warwickshire Rural Community Council
JSNA	Joint Strategic Needs Assessment		
LMC	Local Medical Committee		
NHSE&I	National Health Service England & Improvement		

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