



# Warwickshire Community Health Services

June – August 2025

**healthwatch**  
Warwickshire

# Healthwatch Warwickshire Engagement

1<sup>st</sup> Core Principle guiding Integrated Neighbourhood Teams (INTs)

## **“Using lived experience (patient voice) and feedback to deliver fit for the future neighbourhood services.”**

Healthwatch Warwickshire are an independent service for everyone who uses health and social care in Warwickshire. Over the summer we have supported SWFT to inform the shape and delivery of INTs by engaging with the public to find out -

- How health and care providers are delivering services now. What are Warwickshire residents telling us about their experiences?
- How far are people travelling for health and community services? Do they face any barriers?
- Do health, care, and community & voluntary organisations currently communicate and work well together?

Full details of our findings, including a copy of the questions asked, is available at:

[Experiences of community services in Warwickshire | Healthwatch Warwickshire](#)

We heard **72 responses to our survey** from Warwickshire North. 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 findings back up what we hear during our general engagement activities.

# 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 more 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.

# I can see my GP when I need to, they listen to me, and they communicate well with other the people providing my care

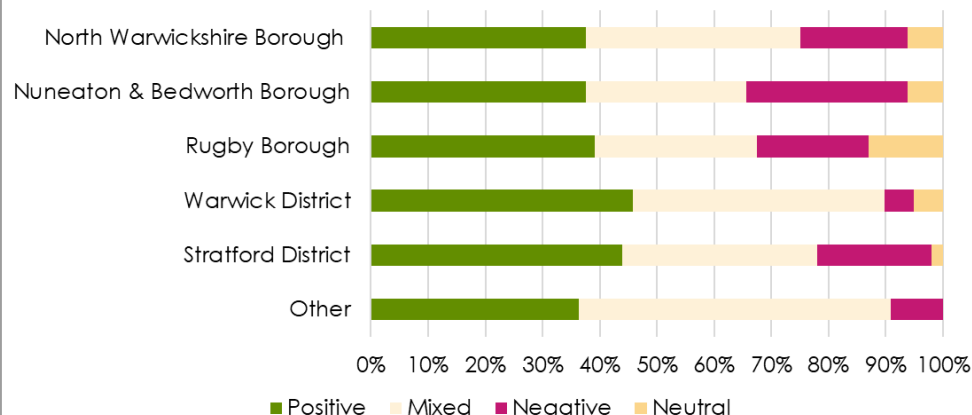
33% of respondents in Warwickshire North told us their experience of working with all professionals was positive.

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

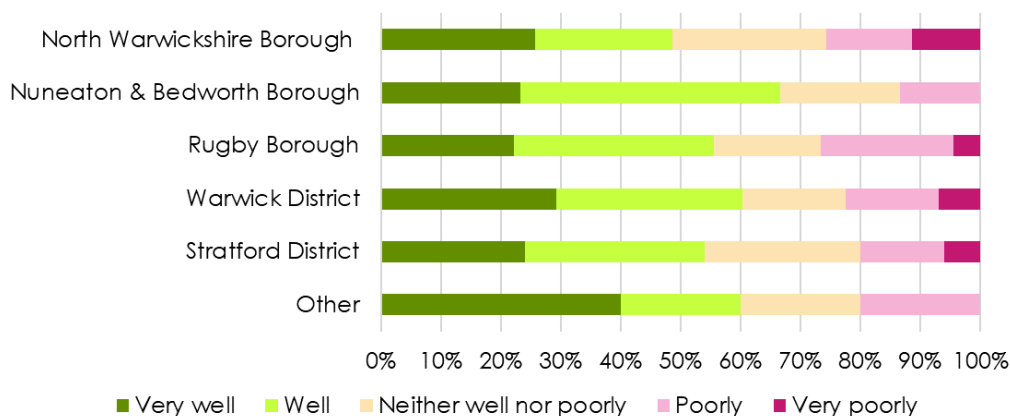
*"The staff at the memory clinic came and did two assessments after we were referred by my GP. They did home visits, which I was really grateful for."*

**Nuneaton & Bedworth resident**

Sentiment of responses about working with professionals



How well professionals worked with each other



North Warwickshire had the highest proportion (11%) of 'very poorly' responses

Nuneaton & Bedworth Borough had the highest proportion (67%) of positive ('well' or 'very well') 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**

# The professionals involved in my care give timely and accurate feedback about my care

People shared feedback on their experiences of health, care and community services they had accessed in the last year.

## 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)

*Too many patient information systems limits communication.*

### North Warwickshire resident

*"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 really could do with seeing a GP but it's impossible to make an appointment. I did try but then it was at a different surgery that I couldn't get to. From previous experience, I don't believe an appointment would be long enough to go through everything. On the rare occasion I have seen a GP, I have felt dismissed. When I finally got sent for tests, the results were nothing but symptoms I already knew I had. There was no actual diagnosis, no support, and no further action"*

### Nuneaton & Bedworth 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 stranger; 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**

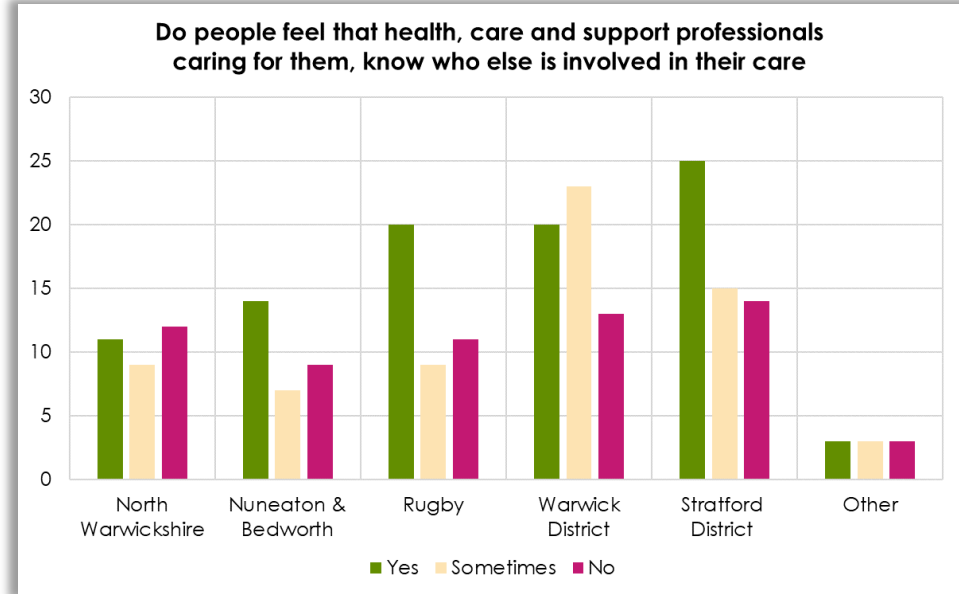


## When I need multiple appointments with different professionals, they know about my care journey so far

40% of respondents in Warwickshire North said 'yes', they feel that **health, care and support professionals caring for them, know who else is involved in their care**. 34% said 'no', and 26% said 'sometimes'.

Across Warwickshire, people who answered 'yes', told us that the 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.



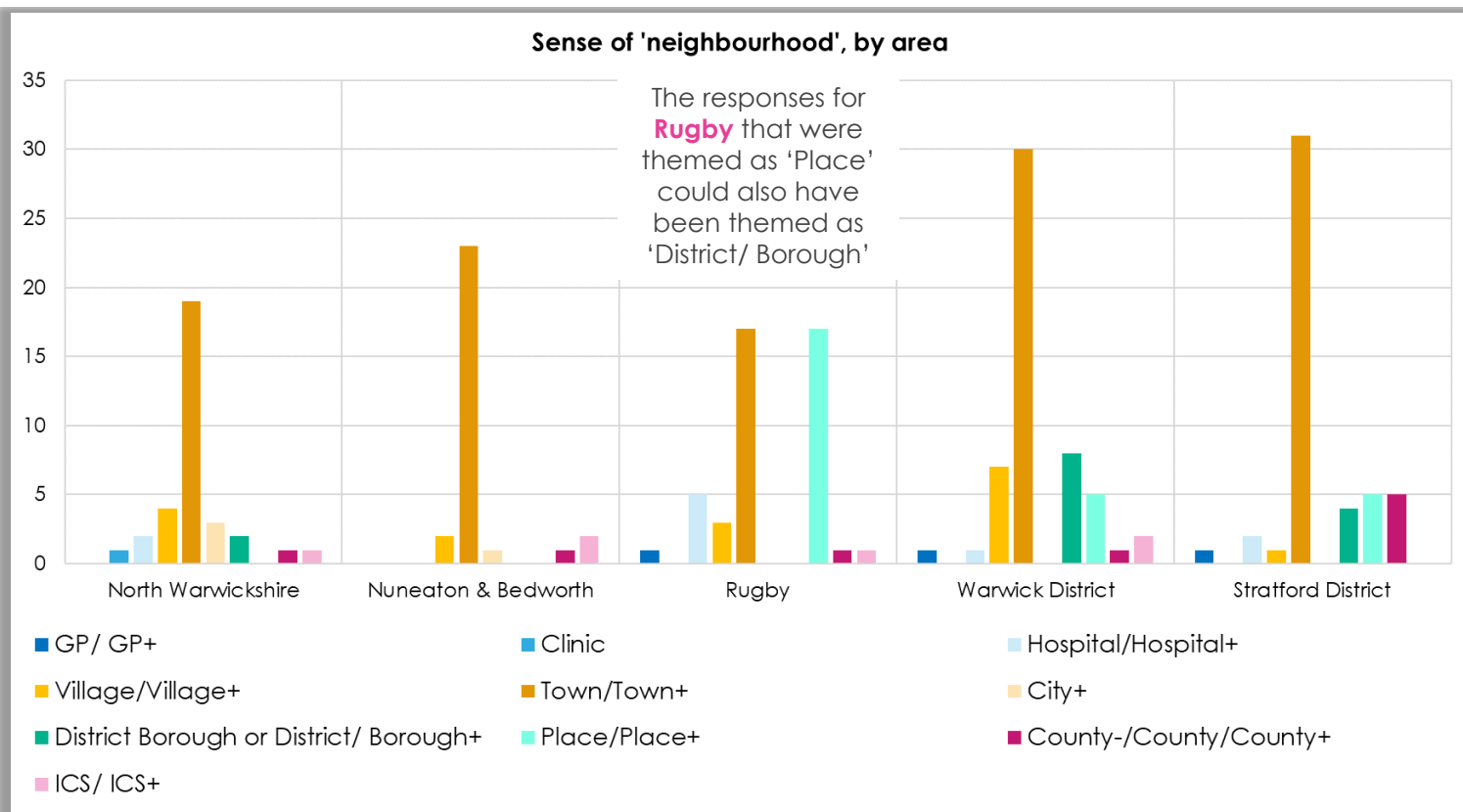
36% of respondents in Warwickshire North told us they have **explained their circumstances many times, to different professionals**.

22% of respondents in Warwickshire North told us they **explained once and all the professionals knew their circumstances**.

# I only need to travel as far as my nearest town, for my most frequent appointments

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'.**





## When I need to travel for more specialised care, it is only to the nearest/ most appropriate place

"We are in Bedworth and sometimes have to go to the other side of Coventry for services. There are local ones, but we are sent much further away. I don't drive so I have to take the person on the bus but these are not always reliable so we might have to pay for a taxi. This is expensive for the disabled person and not easy. We could walk to local services."

**Answering on behalf of people, aged between 18-80, in Bedworth, who they care for and support professionally.**

"Buses can only be used for free after a certain time so appointments which are early in the day are expensive to get to."

**North Warwickshire resident**

"I don't drive. I can get the bus when I am doing well with my mental health, when I am not doing well then, I struggle due to anxiety."

**Nuneaton & Bedworth resident**

"I have to travel to Selly Oak hospital for my legs. I am meeting my MP to ask why the service was stopped at George Eliot. I don't mind travelling on two trains with my mobility scooter. Some people can't manage that so I would like the service to be closer."

**Nuneaton & Bedworth resident**

"I no longer drive so I have to catch a bus from Coleshill to Atherstone, then Atherstone to Nuneaton Town Centre, there's no direct bus to George Eliot from Atherstone. Then I have to catch another bus from Nuneaton Town Centre to George Eliot. It can take all day just to get to and from one appointment. It's exhausting."

**North Warwickshire resident**

# 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

**We asked 'Have you travelled for your treatment or care? Did you face any challenges?'**

## North Warwickshire Borough

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

19 people (63% of these) told us they had faced challenges.

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. Family members may not live nearby. Mobility issues are a problem, even for those who are able to use public transport.

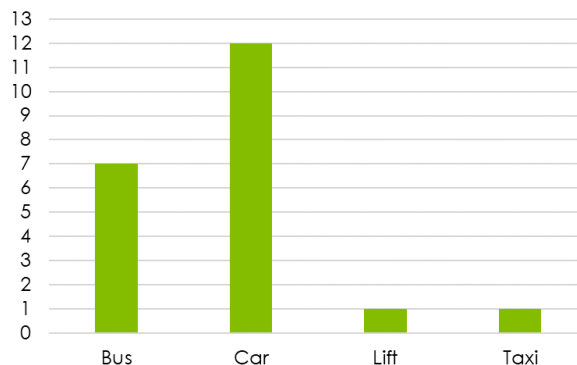
## Nuneaton & Bedworth Borough

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

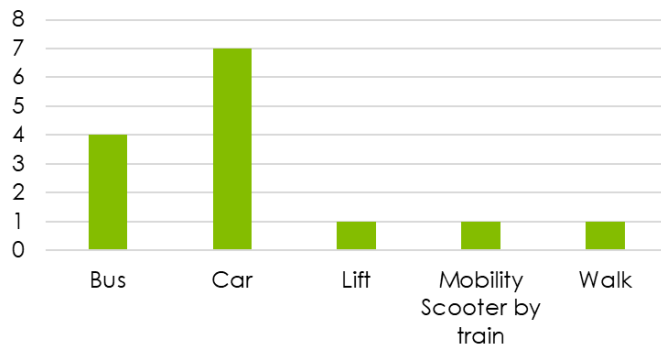
14 people (61% of these) told us they had faced challenges.

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

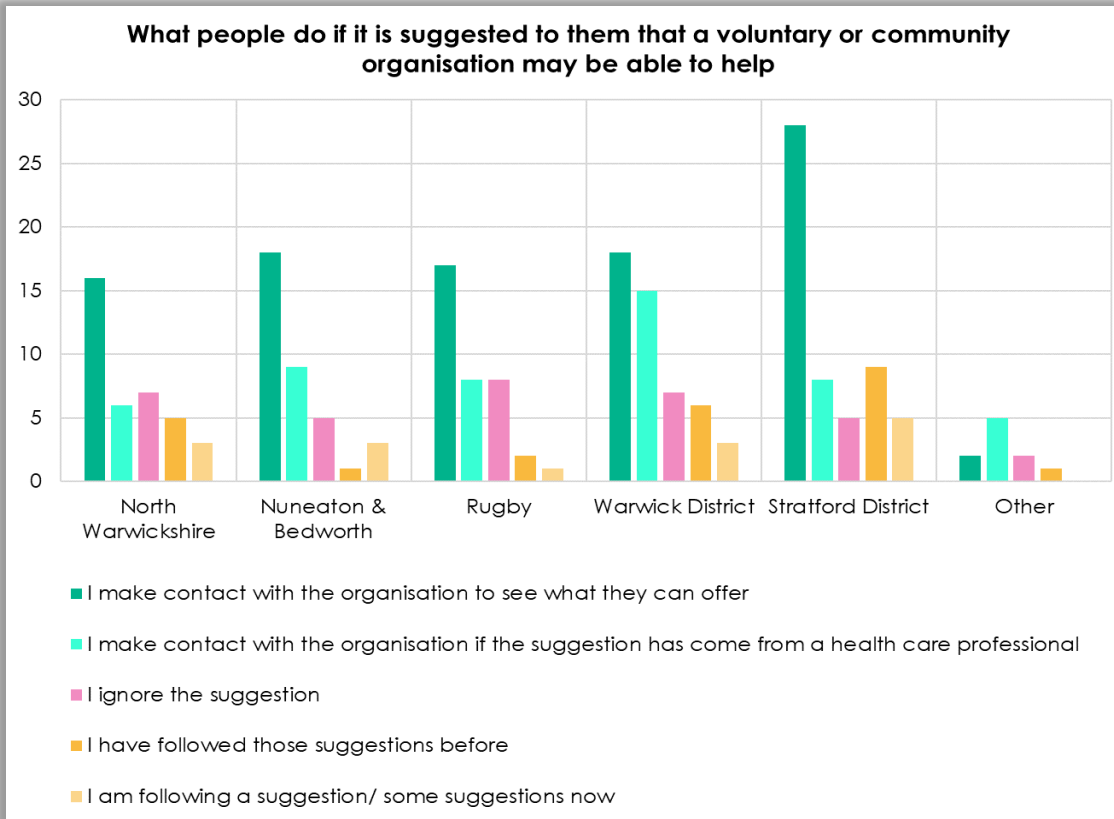
Mode of transport used to travel for care in North Warwickshire



Mode of transport used to travel for care in Nuneaton & Bedworth



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



47% of respondents in Warwickshire North told us that, if it was suggested, **they would make contact with a voluntary or community organisation to see what they can offer.**

21% told us they would follow the suggestion **if it came from a health care professional.**

17% of respondents in Warwickshire North told us they would **ignore a suggestion to seek help from a voluntary or community organisation.**

*"Beeline - Excellent but recently struggling with volunteer drivers and so they are not always able to help."*

**North Warwickshire resident**

*"Dementia Next Steps Fair has helped me find organisations that can help me manage mum's care needs."*

**Nuneaton & Bedworth resident**



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

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