



Warwickshire Community Health Services

June – August 2025

healthwatch
Warwickshire

Healthwatch Warwickshire Engagement

1st 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 **49 responses to our survey** from Rugby. 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

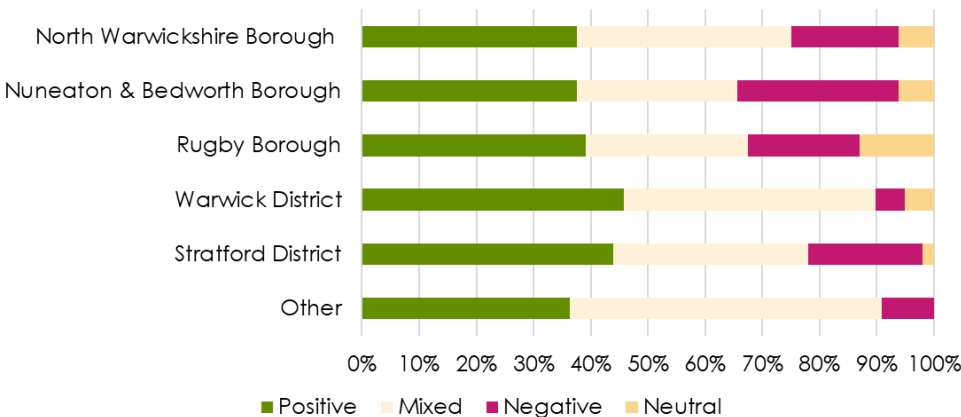
39% of respondents in Rugby told us **their experience of working with all professionals was positive**.

The most common place **where support was received in the last 12 months**, in all areas, was a GP. Hospitals were the second most common in all areas except in **Rugby**, where pharmacies were the second most common.

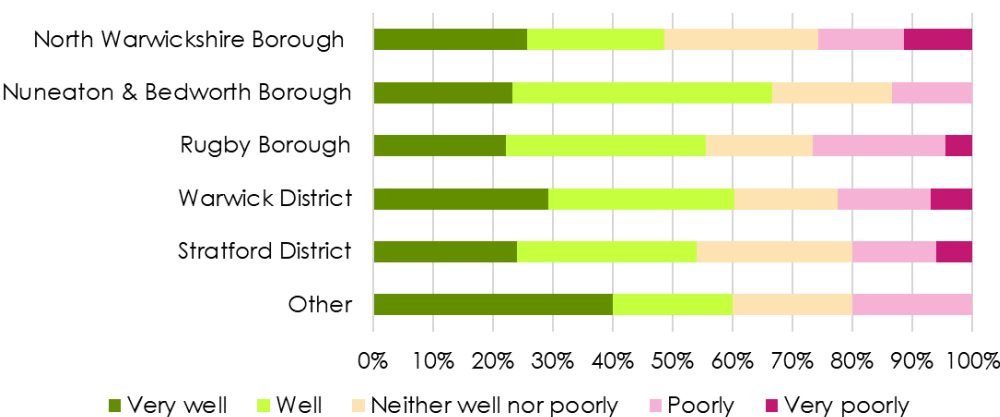
“The surgery now operates an online booking service. It works well and I’ve always had a timely reply.”

Rugby resident

Sentiment of responses about working with professionals



How well professionals worked with each other



Rugby Borough had the highest proportion (27%) of negative ('poorly or 'very poorly') responses.

“I was in UHCW, and afterwards my GP received information from them.”

Rugby 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 are:

Rugby:

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

"It took 6 months (July to December 2024) for the result of a 3-day cardiac monitor to be available at my GP. The result led to a referral to a cardiology consultant at UHCW in December, but the first appointment was not until June 2025. An Echo Cardiogram was arranged quite quickly with the appointment just 4 weeks later, however, in the meantime a follow-up appointment with the Consultant at UHCW has been received for April 2026."

Rugby resident

"I took my son to St Cross hospital and waited two hours to see someone. We were then sent to UHCW as there was no Dr in Rugby. We waited at the Walk in Centre for two more hours and were then told to go to A&E. We waited a further six hours in the foyer/outside during freezing weather as there was no room in the waiting room. We were waiting to see if my son had a fractured neck."

Rugby resident

"I found there wasn't always clear communication between the hospital, my GP, and the district nurses. There were knowledge gaps or updates missing from what was happening. They need a better way to communicate changes. The patient or family always have to check if they're aware what has happened and what has changed."

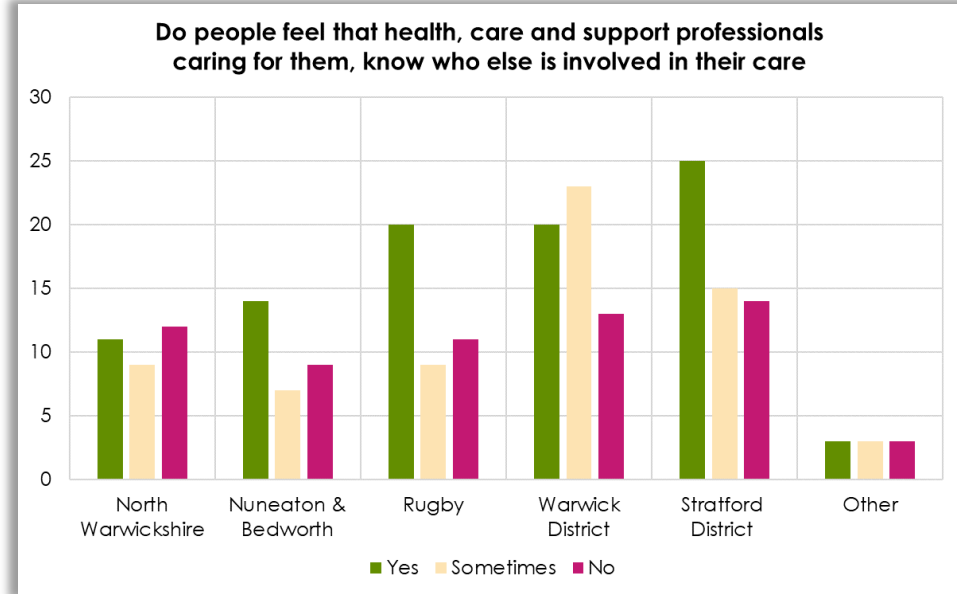
Rugby resident

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

50% of respondents in Rugby said 'yes', they feel that **health, care and support professionals caring for them, know who else is involved in their care.** 28% said 'no', and 22% 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.



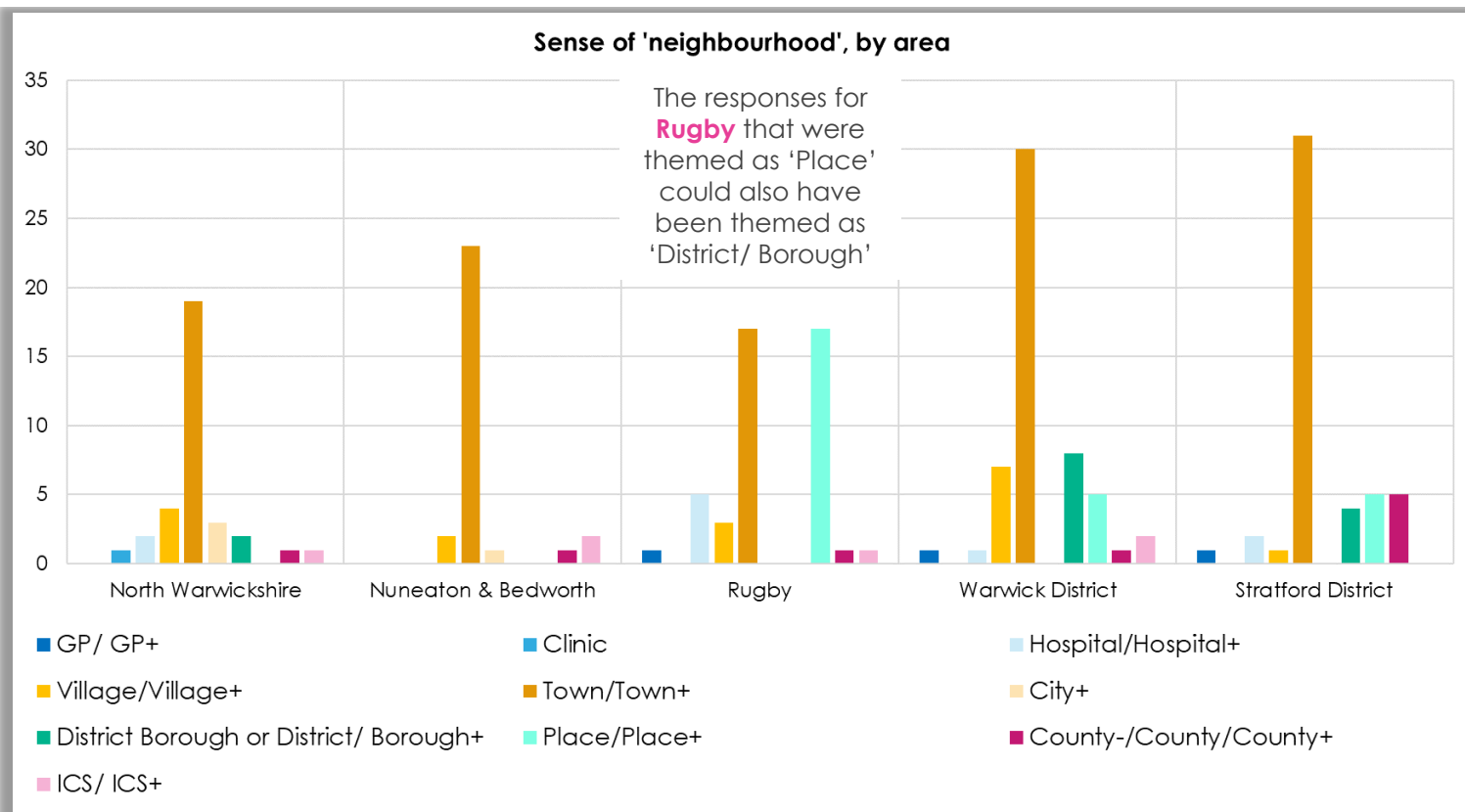
38% of respondents in Rugby told us they have **explained their circumstances many times, to different professionals.**

16% of respondents in Rugby 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'.



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

"I travel 11 miles to attend clinic appointments for my neurologist and also for my urologist. This does cause problems as my mobility is only minimal, and I need help from my wife and neighbour to be able to attend."

Rugby resident

"I went to the doctors, and they sent me to hospital. I couldn't drive and my neighbours were away, so they sent an ambulance for me. The ambulance took me back - I am worried about the cost of this for the NHS."

Rugby resident

"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."

Rugby resident

"I've been to Coventry, Warwick, local GP, and a health centre in Rugby. I don't mind but parking at the hospitals (Warwick and UHCW) is insufficient and therefore stressful."

Rugby resident

"If I didn't have a car, or people to take me, I would have a job to get there. I live in a village, and it would take two buses to get to UHCW. Taxis cost a lot of money."

Rugby resident

"I travel to Coventry University Hospital for the Eye Department as no such services are available at St Cross."

Rugby resident

I find it easy to park my car or use public transport, to access health or community services, this makes it easier to travel further for the best care

Rugby Borough

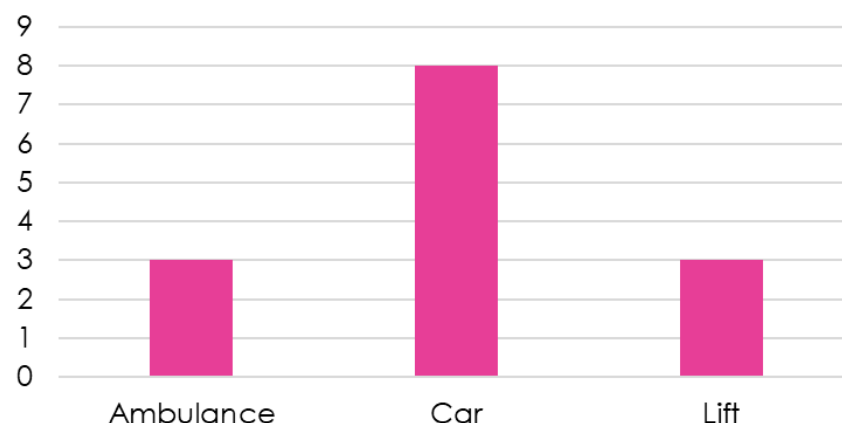
35 people (71% of responses from this area) told us they travelled for treatment or care.

The most common journey length we heard about from Rugby residents was from Rugby to UHCW.

19 people (54% of these) told us they had faced challenges.

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

Mode of transport used to travel for care in Rugby



"I have travelled to Walsgrave Hospital (UHCW) numerous times for treatment, investigations, and consultant appointments. Parking is horrendous and expensive."

Rugby resident



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.

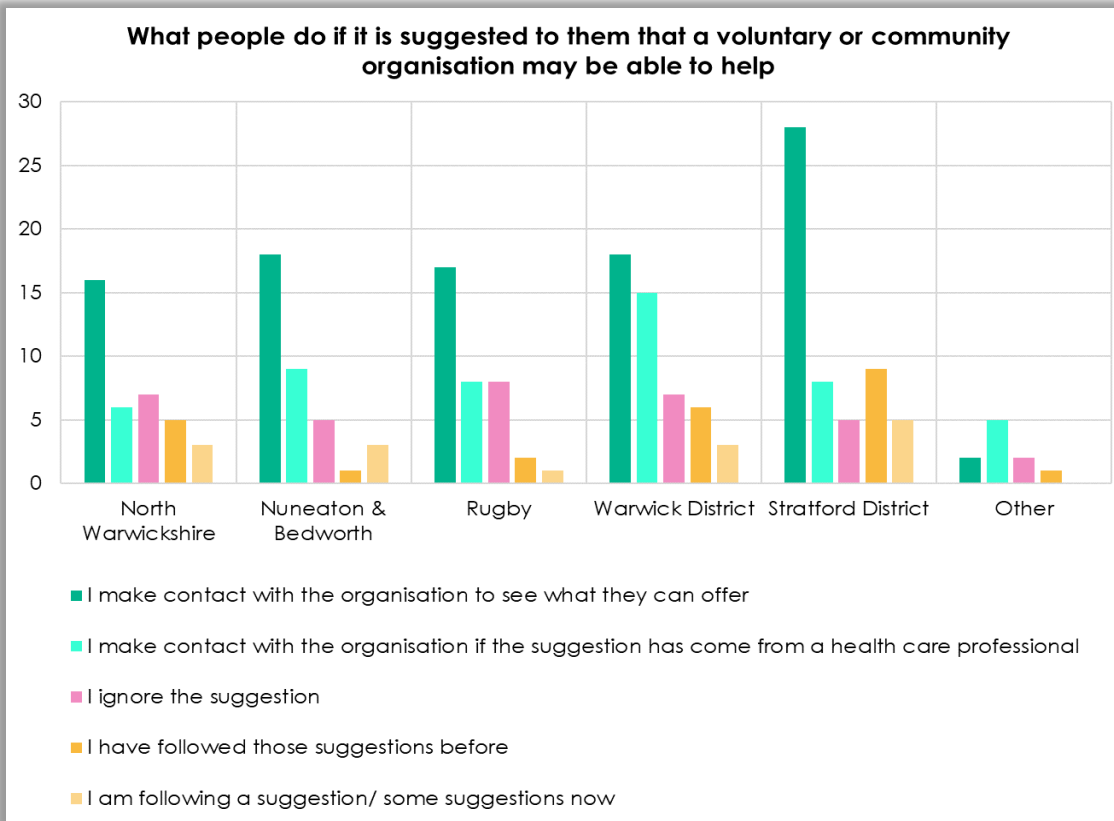
I visit hospital regularly. I am full of praise for St Cross, they do not have long waits, 10 out of 10 for St Cross. 7 out of 10 for UHCW. I live in Rugby and travel to UHCW by car. I have a blue badge, but it is impossible to get into the disabled car park. It is always full, and I can't walk well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

Rugby resident

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



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



35% of respondents in Rugby told us that, if it was suggested, **they would make contact with a voluntary or community organisation to see what they can offer.**

16% told us they would follow the suggestion **if it came from a health care professional.**

16% of respondents in Rugby told us they would **ignore a suggestion to seek help from a voluntary or community organisation.**

"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



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

For more information:

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

website: www.healthwatchwarwickshire.co.uk

telephone: 01926 422 823

email: info@healthwatchwarwickshire.co.uk

write: FREEPOST Healthwatch Warwickshire

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