



Warwickshire Community Health Services

June – August 2025

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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 **119 responses to our survey** from South Warwickshire. 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...

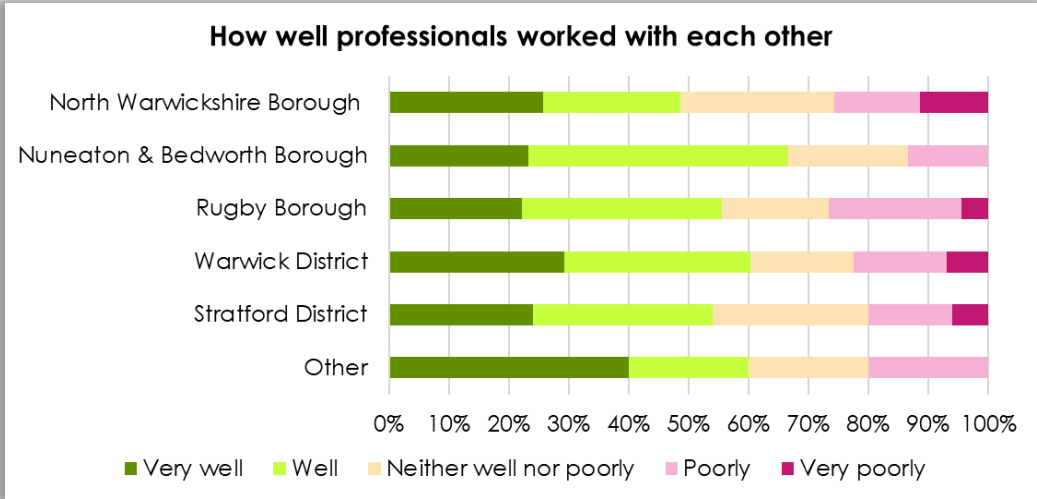
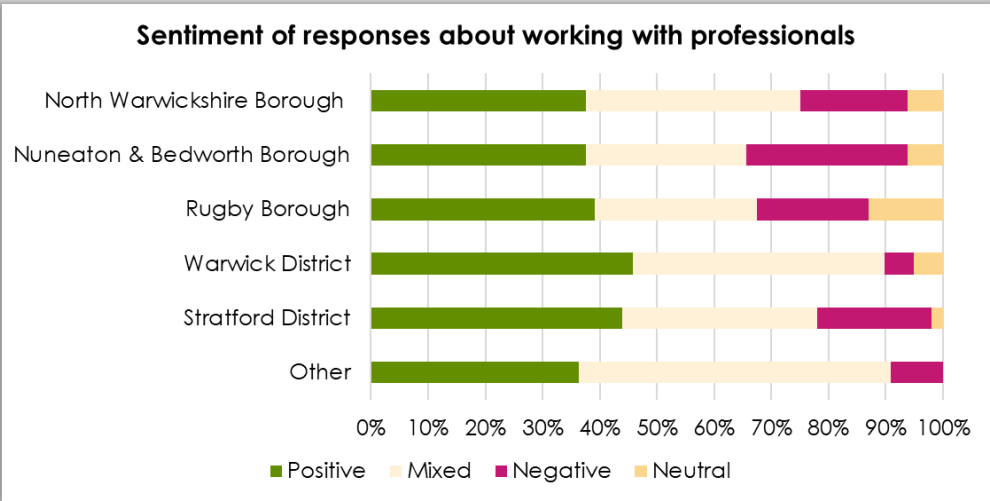
- I can see my GP when I need to, they listen to me, and they communicate well with the other people providing my care.
- The professionals involved in my care give timely and accurate feedback about my care.
- When I need multiple appointments with different professionals, they know about my care journey 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

49% of people in South Warwickshire 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.

Notably, we received a higher proportion of ‘positive’ comments about GPs from **Warwick District** and **Stratford District**, when compared to the other areas.



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

Warwick District 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. From this feedback, **the top three most suggested improvements for each area are:**

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

"I had a positive experience from the healthcare professionals, but the waiting between appointments can be very long." **Warwick District resident**

"Long waiting lists to get appointments. Difficult to get appointments and dependence on online booking with GP which is annoying."

Stratford District resident

"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." **Stratford District resident**

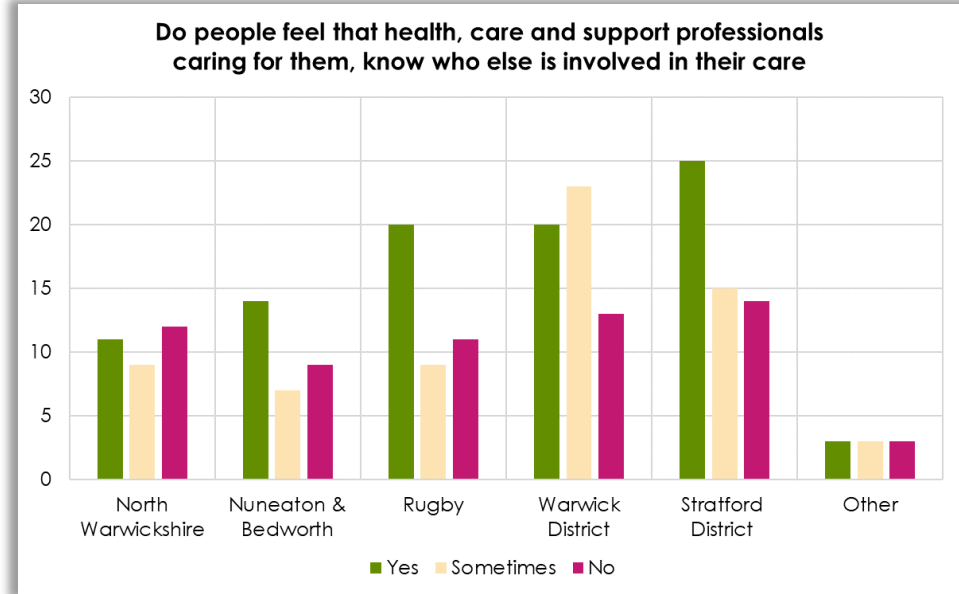
"Generally good but the separate and disconnected GP and hospital systems is a real pain. There needs to be better interoperability of system. For example, none of my hospital data is in the NHS app. It also says on the Nuneaton hospital site that I should receive a code to access but this never happened and I cannot get access." **Warwick District resident**

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

41% of people across South 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 34% 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 people across South Warwickshire told us they have **explained their circumstances many times, to different professionals**.

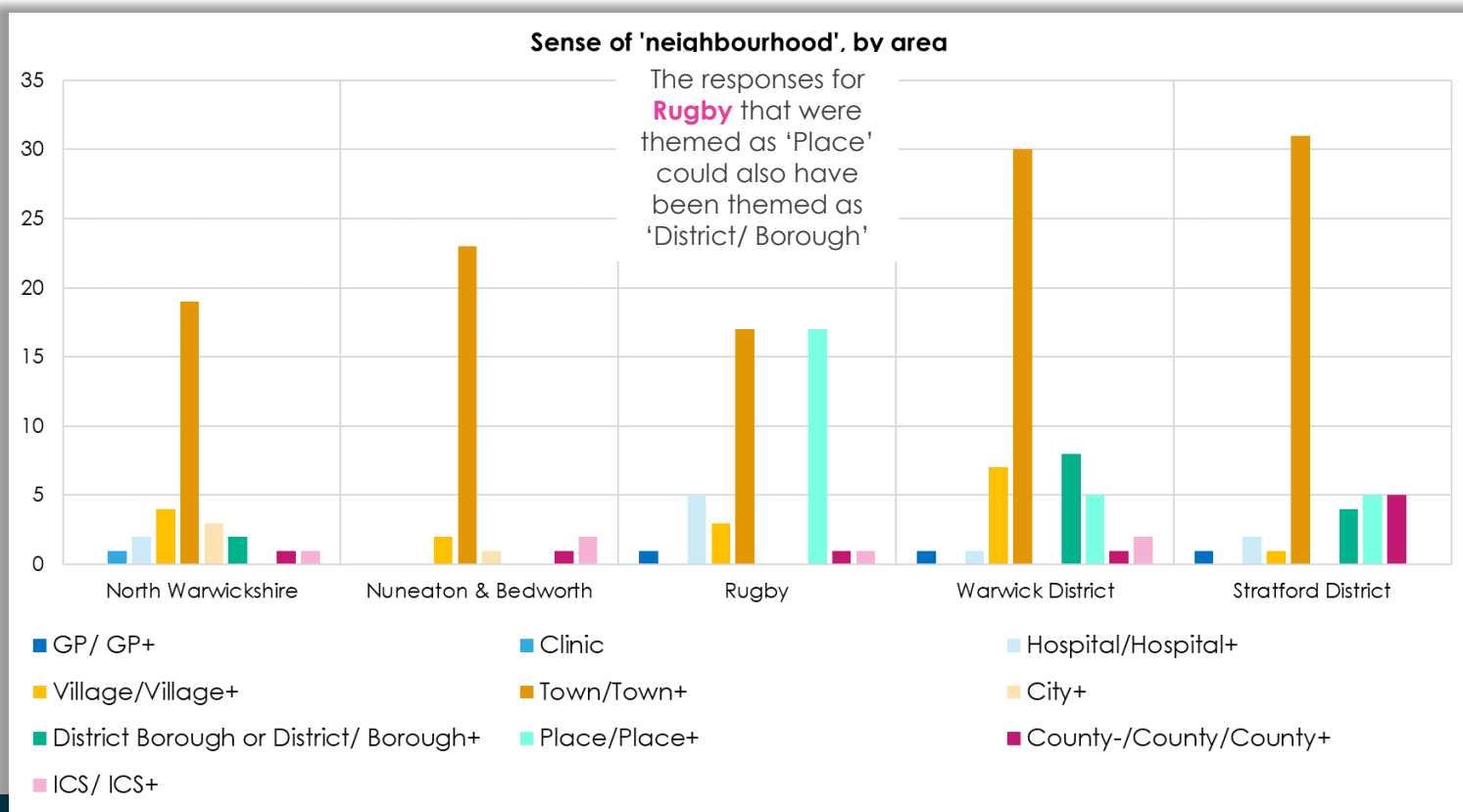
14% of people across South Warwickshire told us they **explained once and all the professionals knew their circumstances**.

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

"I live in Warwick and need to take the bus to UHCW. It takes 2 hours there and back - could I not have been seen in Warwick?"

Warwick District resident

"I had to travel to London for one appointment, So the cost of train fare, tube fare was a strain on my financials, also had to use a day annual leave and my work policy is only 2 hours allowed off for a medical appointment... I had to delay appointment by 3 months to wait for new annual leave cover to kick in."

Warwick District resident

"Buses are OK, one an hour, but I have a bad knee, and you have to walk at the other end. I don't drive. I use VASA and I know my driver. If I go to talking therapies or physio, I use VASA or a taxi. VASA is a God-send. The furthest I travel is Warwick hospital."

Stratford District resident

"I was sent to different hospitals for X-ray and consultant. I don't drive so my husband took me. I couldn't have easily got to see consultant on public transport."

Stratford District resident

"The town I live in or the surrounding villages (I think of as my neighbourhood). 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

"Was a half hour drive for a specialist appointment and parking was difficult. The appointment did have to be in person, but it would be nice if it was closer to home."

Warwick District resident

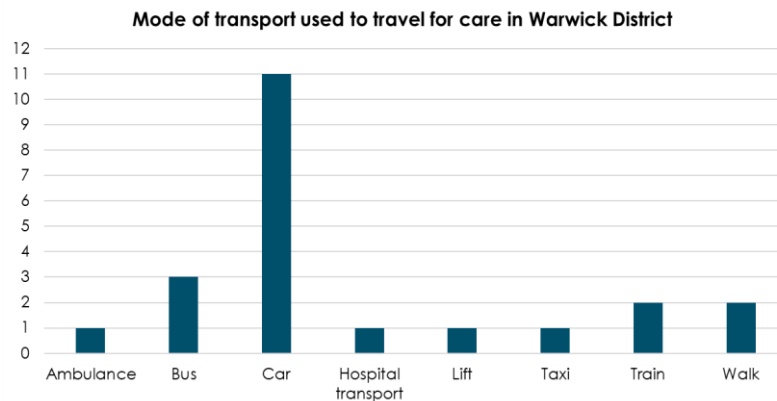


I find it easy to park my car or use public transport, particularly buses, to access health or community services, this makes it easier to travel further for the best care

We asked ‘Have you travelled for your treatment or care? Did you face any challenges?’

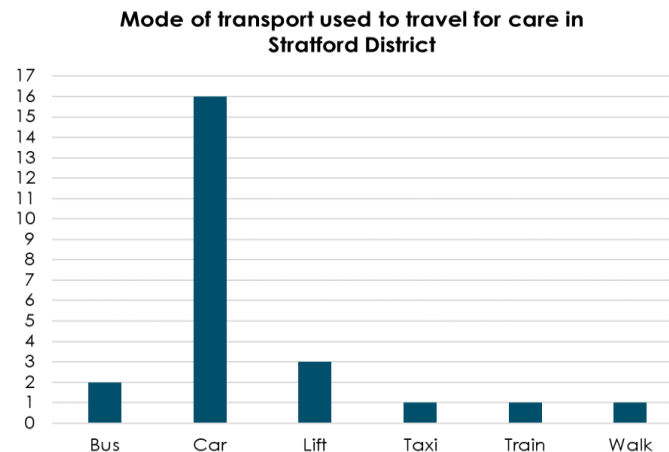
Warwick District

43 people (68% of responses from this area) told us they travelled for treatment or care
30 people (70% of these) told us they had faced challenges.
The most common challenge facing people in this area relates to parking, specifically at Warwick Hospital.



Stratford District

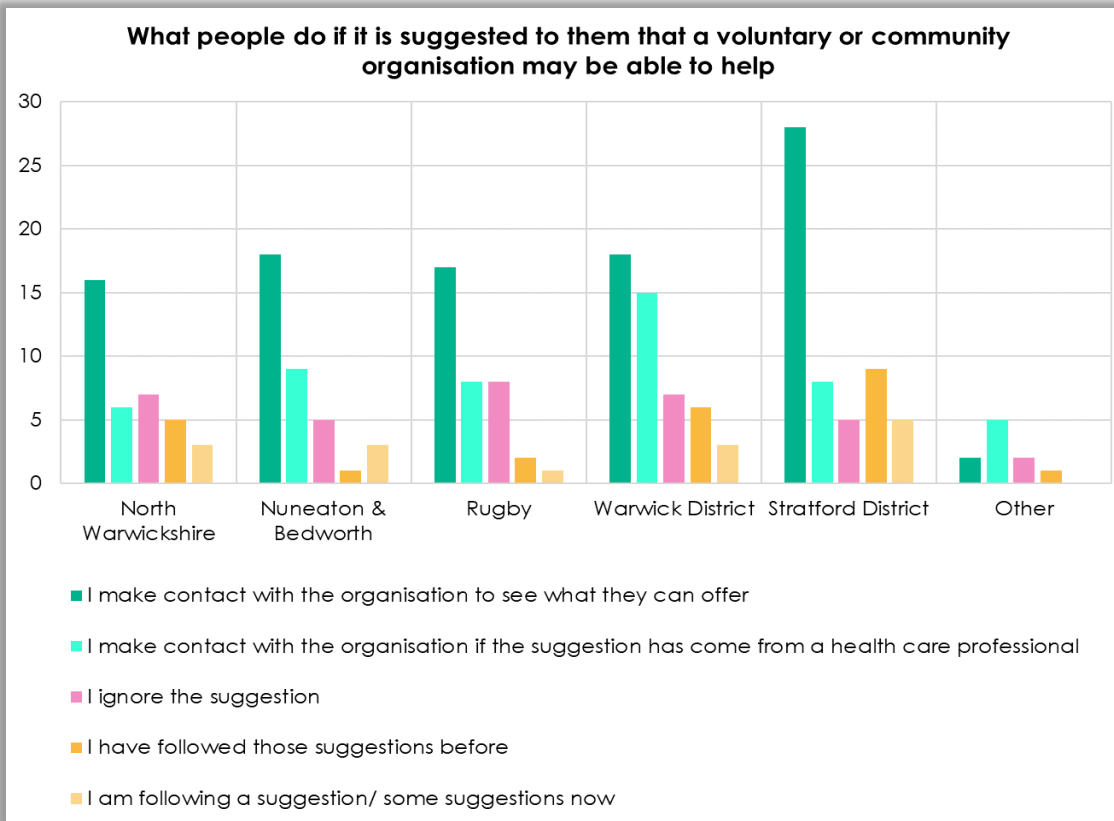
44 people (78% of responses from this area) told us they travelled for treatment or care
29 people (66% of these) told us they had faced challenges.
The most common challenge facing people in this area relates to parking, specifically at Warwick Hospital. We also heard about the reliance on other people to provide lifts, including community transport organisations, and challenges around public transport.



“As a non-driving wheelchair user, all transport is a challenge.”

Stratford District resident

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



39% of people across South Warwickshire told us that, if it was suggested, **they would make contact with a voluntary or community organisation to see what they can offer.**

19% told us they would follow the suggestion **if it came from a health care professional.**

10% of people across South Warwickshire told us they would **ignore a suggestion to seek help from a voluntary or community organisation.**

"It would be helpful to have support for management of long-term health issues or support for preventative measures, through whatever providers, professional or otherwise."
Stratford district resident



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

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