

Quarterly Performance Report

Year 3 Quarter 1 November 2025 – January 2026



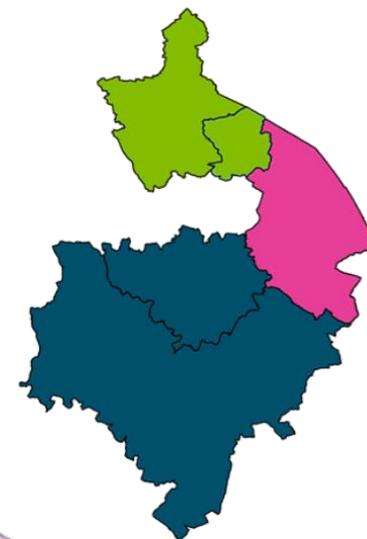
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Towns across Warwickshire

'Places' in Warwickshire



ICB Cluster:
Coventry & Warwickshire,
Herefordshire & Worcestershire

About Healthwatch Warwickshire

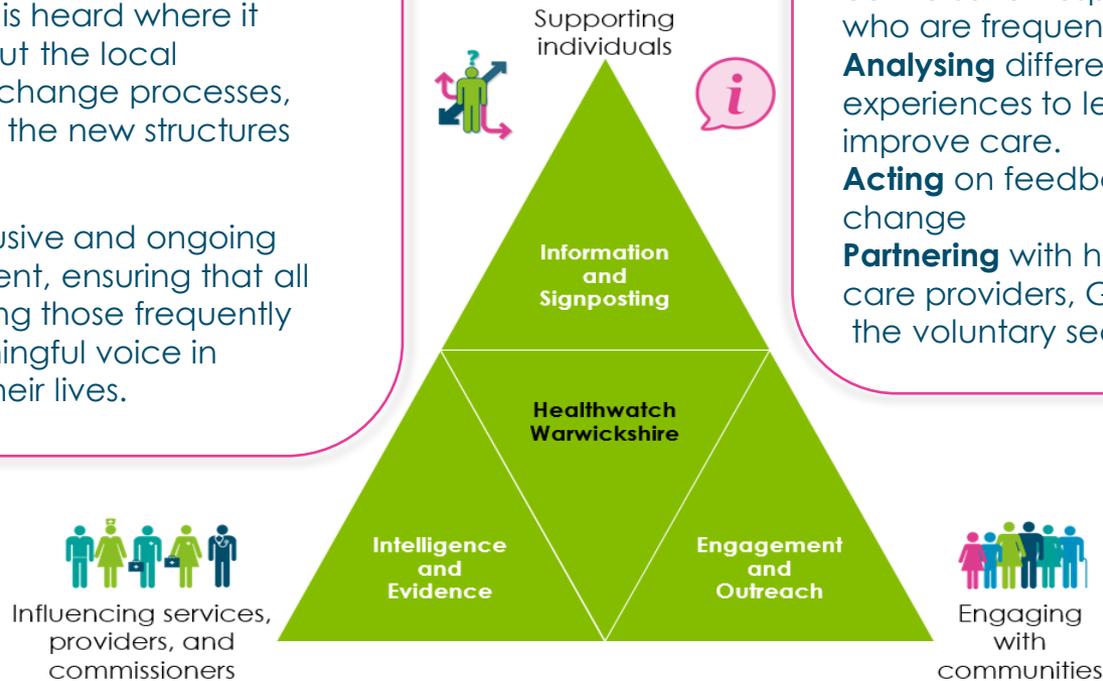
Healthwatch Warwickshire is your health and social care champion. If you use health services or need care, we want to hear about your experiences. We can also help you to find reliable and trustworthy information and support. Last year, we supported more than **52,000** people to have their say and get information about their care. Visit our [website](#) to find out more.

Healthwatch Warwickshire Priorities 2025-2026

- 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.



Local News

- The National Neighbourhood Health Implementation Programme (NNHIP) aims to give people easier access to the right care and support to help them to stay well. It will reduce trips to hospital that aren't needed, freeing up appointments and beds for those that need them most. UHCW developed a successful bid to the NNHIP, one of 43 chosen in the first phase, in partnership with the Coventry and Warwickshire Integrated Care Board, primary care colleagues, Coventry City Council and Coventry and Warwickshire Partnership Trust (CWPT). Coventry as one of the pilot areas will be allocated a programme lead who will work with existing local services to help achieve the three key shifts of the Government's 10-year Health Plan: hospital to community, analogue to digital and sickness to prevention. [Read more](#)
- Across Warwickshire, the Coventry and Warwickshire Integrated Care Board are continuing with plans to embed Integrated Neighbourhood Teams. [Read more](#)
- From December 1, 2025, health visiting and school nursing have been combined into one service (Warwickshire Child and Family Wellbeing), moving from SWFT to a new provider, HCRG Care Group, to support children and young people up to age 19 (or 25 for SEND). [Read more](#)

Strategic influence

This quarter, November 2025 to January 2026, we represented the people of Warwickshire at 19 strategic meetings. Outcomes included:

REGIONAL

Coventry and Warwickshire Integrated Care Board (ICB):

Our CE Promoted the inclusion of patient voice mechanisms in the Cluster Committee structure.

Cluster ICB Chief Executive:

CE of newly formed ICB Cluster, comprising NHS Coventry and Warwickshire ICB and NHS Herefordshire and Worcestershire ICB, met with representatives of HW Warwickshire, HW Coventry, HW Herefordshire, and HW Worcestershire. Agreed to hold regular joint sessions.

Midlands Perinatal Pelvic Health Service (PPHS) Working Group:

HWW presented our pelvic health terminology report, followed by a presentation from the C&W Pelvic Health Service saying how they had used it to improve their website. *“We were blown away by the depth and level of the report. It really made us realise that if HWW had done that much work then we had to meet those recommendations.”*

COUNTY

Public Health Team:

Presented HWW Boaters Access to Healthcare report, gave support for engagement on domestic abuse.

Adult Social Care and Health Overview and Scrutiny Committee:

Heard presentations on Direct Payments and Decommissioning of Gluten Free Prescriptions, asked how ICB/ NHS engagement through non-digital means could be ensured.

Mental Health Care Collaborative:

Requested that HWW patient voice be included in a new Mental Health strategy by the Centre for Mental Health.

Children and Young People’s Overview and Scrutiny Committee:

HWW reports shared and referenced in discussions about autism assessments and communication methods with GPs.

Safeguarding Adults Board:

Heard about new safeguarding practice, and Change, Grow, Live (CGL) and CWPT partnership working.

Health and Wellbeing Board:

Contributed to debates on the Governance Review and the Joint Strategic Needs Assessment (JSNA) program.

Partnering for change

We worked with partners at 42 meetings this quarter, to support the people of Warwickshire to access the care they need.

CWPT Place Assessments

We took part in PLACE (Patient-led assessment of the care environment) assessments at four CWPT premises. These included Brooklands Hospital where we heard that last year's PLACE assessment led to an improvement in road surface, signage and the closing for refurbishment of one ward.

CQC

We provided anonymous feedback to assist with unannounced visits to care homes within Warwickshire.

Healthwatch England (HWE)

Healthwatch Warwickshire's feedback report on Veterans Access to Healthcare was featured by HWE in their online article to commemorate Remembrance Day.

Multi-sector partnership

Healthwatch Warwickshire were selected as a finalist, alongside two Primary Care Networks, the Canal & River Trust, emergency services, marinas, and local councils, for the 2026 Excellence in Healthcare Partnerships (EHP) Awards, in the Multi-Sector Partnership of the Year category. This recognises our work to improve access to healthcare for people living on boats.

Smoke Free Generation

After being invited to present at the HWW Young People's Mental Health and Wellbeing event in Rugby, they will be adding both vaping, and reduced nicotine information to their resources. Smoke Free generation shared a positive response to our HWW vaping survey.

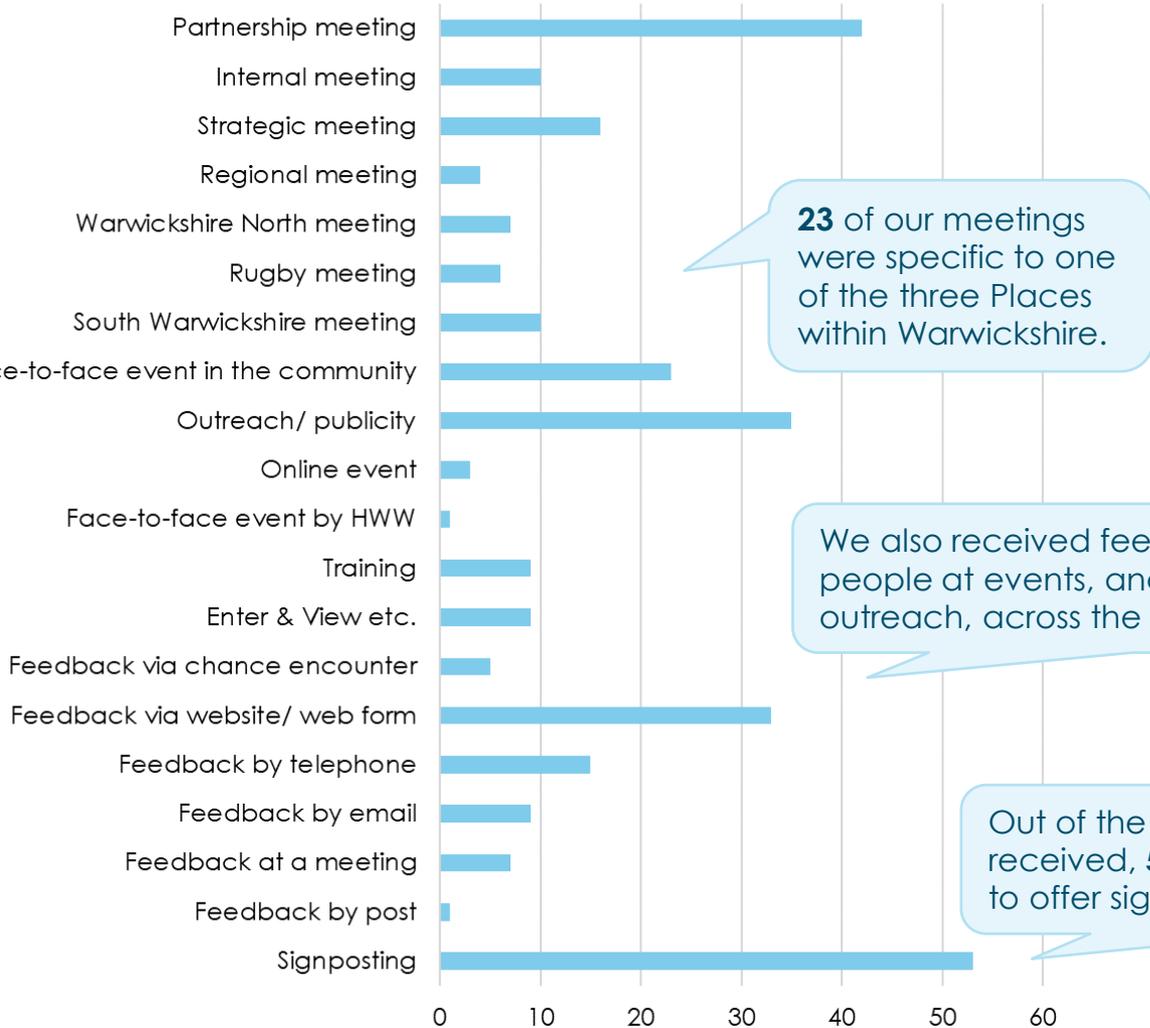
SWFT

HWW received recognition from the Clinical Support representative, at the SWFT Council of Governors. We were credited with the Coventry & Warwickshire pelvic health service website becoming more accessible to a range of users, thanks to the recommendations in our HWW Pelvic Health Terminology Report.

Our visibility in Warwickshire

Between November 2025 and January 2026, we recorded 675 activities.

Activities undertaken by HWW colleagues



476 people told us where they heard about HWW.

At an event	238
During outreach	213
Word of mouth-professional	5
Word of mouth-relative/ friend	4
Through their work	3
Social Media	2
Other	2

We also received feedback from a further **238** people at events, and **213** people during outreach, across the county.

Out of the **527** pieces of feedback we received, **53** of them led to HWW being able to offer signposting for information or support.

Engagement and Outreach

This quarter we engaged at 62 events or opportunities for outreach and publicity (37% of these were face-to-face). We gave 12 presentations. Our Engagement and Outreach work reached an estimated 1,387 people.

Farmer's Health Event

We attended a Rugby Livestock Market at Stoneleigh Park. Our aim was to understand how farmers access healthcare. Farmers reported that they don't go to the GP unless they are 'falling apart or something is hanging off'. Most prefer to 'self-medicate and hope for the best'. We heard 44 pieces of feedback from farmers.

Public Health Warwickshire

We presented about HWW functions and our recent findings on healthcare access for people who live on boats. There were around 50 people in attendance including medical students from the University of Newcastle. We were told our presentation 'highlighted the needs of a community that slips through the net when considering public health in general'. We answered questions around how to approach the GRT community.

Targeted engagement

This quarter we launched our survey to hear people's experiences of NHS 111 services, Urgent Treatment Centres, and Minor Injuries Units across the county. This followed a request from Rugby Health Improvement Forum to better understand the varied courses of action people take when they are ill.



HWW volunteer Will, at the PSA testing event in Henley, with Derek Ford from South Warwickshire Prostate Cancer Support Group, and Stratford Councillor Stuart Keighley.

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

Reports published this quarter

We published 7 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, The Patient Experience Library, and the NHS.

Listening to Young People: Vaping ([Read here](#))

Enter & View: Elmhurst Assisted Living and Care Facilities ([Read here](#))

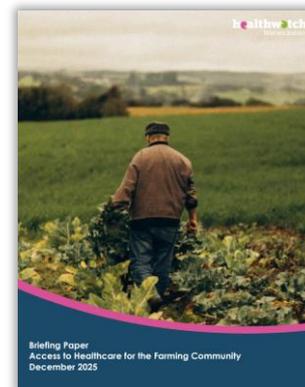
Young Inspectors Visit to Warwick Hospital ([Read here](#))

HWW Performance Report August–October 2025 ([Read here](#))

Men's Health: PSA Testing ([Read here](#))

Access to Healthcare for the Farming Community ([Read here](#))

Blood Taking and Testing Services (phlebotomy) ([Read 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...

Feedback from Southam Residents

- Communities and Social Inclusion Enabler, Housing, Revenues and Customer Services, Housing Services Stratford on Avon District Council.

General Feedback around Frailty

- Programme Manager, Co-ordination Cell, Strategy and service improvement, GEH.

Rugby specific phlebotomy findings

- The Patient Participation Group (PPG) Network in Rugby

Feedback from Bedworth Residents

- Area Manager-North, Warwickshire & Solihull CAVA, to assist with the Believe in Bedworth community engagement.

Young People: Vaping, Access to GP and MH Support

- WCC Children and Young People's Overview and Scrutiny Committee.

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/ Twitter:

1,704 Followers [Visit us on X](#)

Facebook:

666 followers [Visit us on Facebook](#)

Instagram:

224 Followers [Visit us on Instagram](#)

Threads:

31 Followers [Visit us on Threads](#)

Blue Sky:

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

LinkedIn:

We aim to start a new company Page next quarter.

Most popular posts: Information and link to our ongoing NHS 111, Urgent Treatment Centres, and Minor Injuries Units survey.

NEWSLETTER

Following our questionnaire to e-newsletter recipients and colleagues we made a few changes to our November 2025 edition.

We included a snapshot of local health and care system news, a summary of upcoming work and reports, as well as links to completed work.

The most popular new feature was the link to the local [events page](#) on the Healthwatch Warwickshire website.

There were 1,077 recipients of the e-newsletter last quarter.

WEBSITE

This quarter our website had 8 thousand views

The most popular pages were:

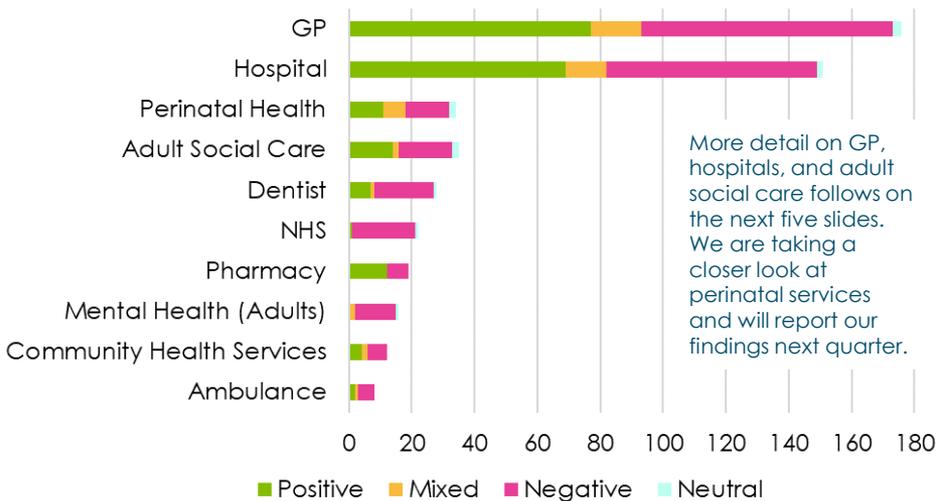
- Home page (1,711 views)
- News and Reports (934 views)
- Events page (235 views)



What we heard

Between November 2025 and January 2026, we received 527 pieces of feedback about local services.

Feedback or enquiries by service type (most common)



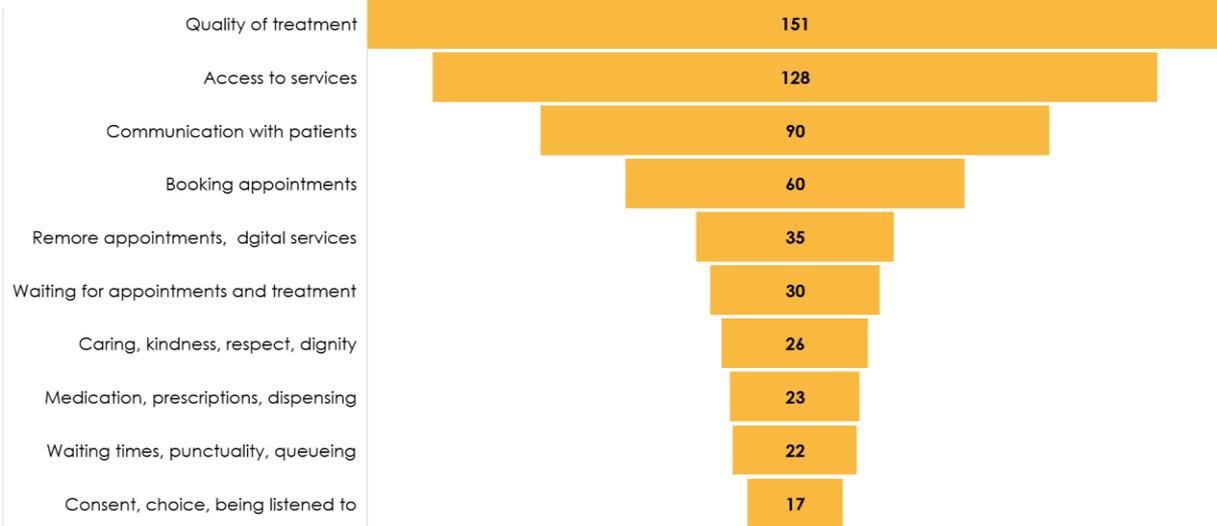
HWW often hear the most feedback about GPs and Hospitals across Warwickshire. We encourage people to tell us about their experiences, good and bad, in any health or care setting.

We categorise the feedback into themes.

"We are struggling to get an NHS dentist. Every time we try to get one, they are all full. My child will need a dentist soon and not sure how we will get them dental treatment. Big worry."

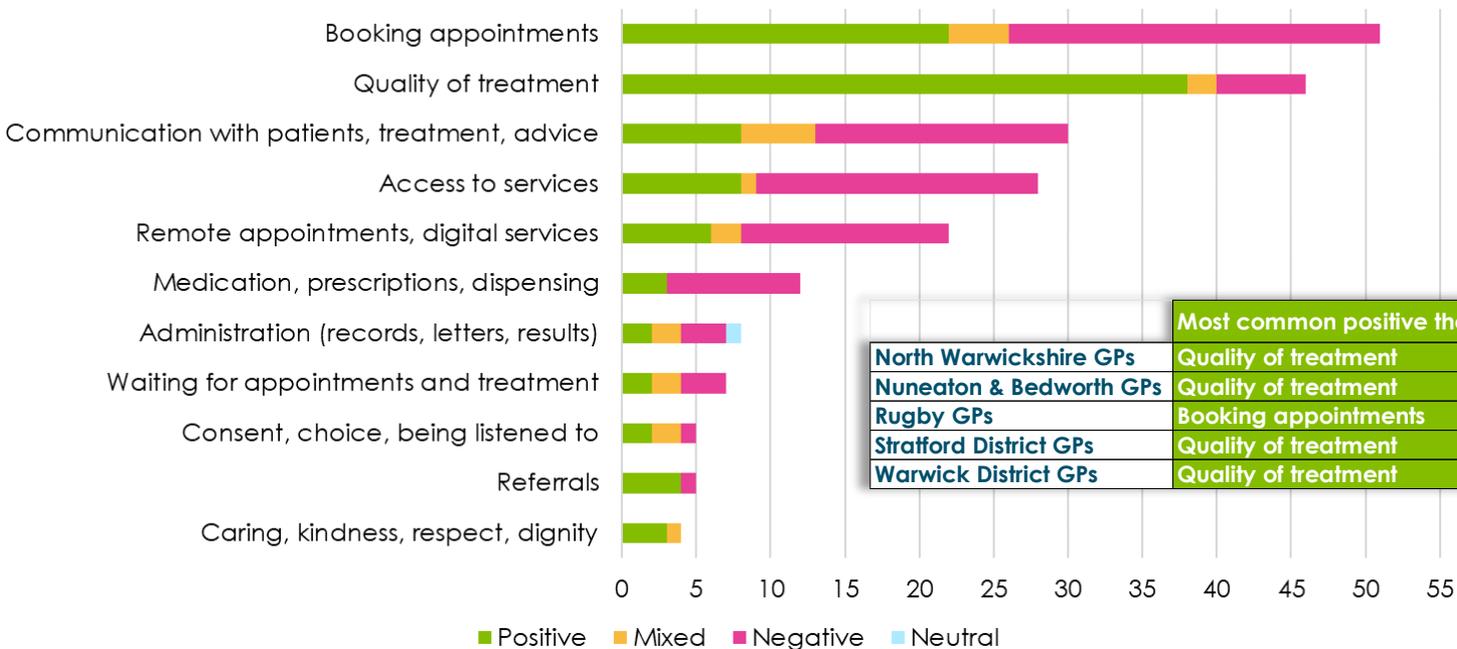
"I am homeless and have exemption for free NHS dental care but can't find a dentist who will take me. I've tried for years and just can't find one. I've pulled out 2 teeth over the years and last month I had another tooth abscess. The pain was unbearable and I couldn't get any dental help, so I pulled the tooth out myself as it was my only choice because no one helps, so you have to treat yourself."

Most common themes discussed with HWW across all services



What we heard about GPs

Most common themes discussed with HWW about GPs



"I have arthritis, the surgery is very kind to me. I am very happy with the service. It's easy to book an appointment. Medically they are very good."

	Most common positive themes	Most common negative themes
North Warwickshire GPs	Quality of treatment	Booking appointments
Nuneaton & Bedworth GPs	Quality of treatment	Booking appointments
Rugby GPs	Booking appointments	Access to services
Stratford District GPs	Quality of treatment	Access, booking, digital
Warwick District GPs	Quality of treatment	Communication with patients



What people told us:

- Trying to get a same day appointment is challenging.
- People feel pressure to contact their GP as soon as they open.
- Phone systems and online booking can be frustrating.
- People feel satisfied with care when GPs show an interest in them.
- If the same GP is seen each time, this is appreciated.
- When surgery staff work well together, and with other health care professionals, people feel satisfied.

"It is all online and not everyone is online. If I phone up, I am told I have to call the next morning, and it took me weeks to get an appointment. There is a priority for people who use the internet."

What we heard about Hospitals and 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)

We heard 17 pieces of feedback about **CWPT** this quarter.

- 65% of this feedback was negative in sentiment.
- People told us about long waits to access services, and unpleasant experiences of inpatient care.

We heard 8 pieces of feedback about **WMAS** this quarter.

- 63% of this feedback was negative in sentiment.
- People were concerned about what they felt were long waits for ambulances to arrive.

This quarter we heard from 637 people through our 'Blood taking and testing (phlebotomy)' survey. [Read full report here](#)

- In all areas, respondent's overall experience of blood taking and testing (phlebotomy) services was mainly positive.
- Warwickshire North residents feel there is a lack of blood taking services available at GP surgeries or George Eliot Hospital.
- Rugby residents feel there is an over reliance on blood taking services at St Cross Hospital.

	Most common blood taking venue respondents told us about in each area
North Warwickshire	Community Centre/ Hall 47%
	Lesiure Centre 28%
Nuneaton & Bedworth	CAVA / Newtown Centre 56%
	Community Centre/ Hall 24%
Rugby	St Cross Hospital 91%
	GP/ Health Centre 4%
Warwick District	GP/ Health Centre 56%
	Warwick Hospital 41%
Strafford District	GP/ Health Centre 69%
	Strafford Hospital 31%
Other	Community Centre/ Hall 50%
	CAVA / Newtown Centre 25%

What we heard about Hospitals and NHS Trusts

Most common hospital services discussed with HWW this quarter



We heard 23 pieces of feedback about 'Emergency Departments (inc. A&E)' this quarter.

61% of this feedback was negative in sentiment.

Negative feedback included concerns around cleanliness, reasonable adjustments, access to sustenance, and waiting times being longer than expected.

"I took my child to A&E . Wait time was 2 hours , later changed to 5 hours then to 7, 8, 9 hours. Nurse came out and said 'only 1 doctor available to treat 30 patients'. Nothing went well."

14 people shared their experiences with us about 'General outpatients, hospital-based consultants.'

57% of this feedback was negative in sentiment.

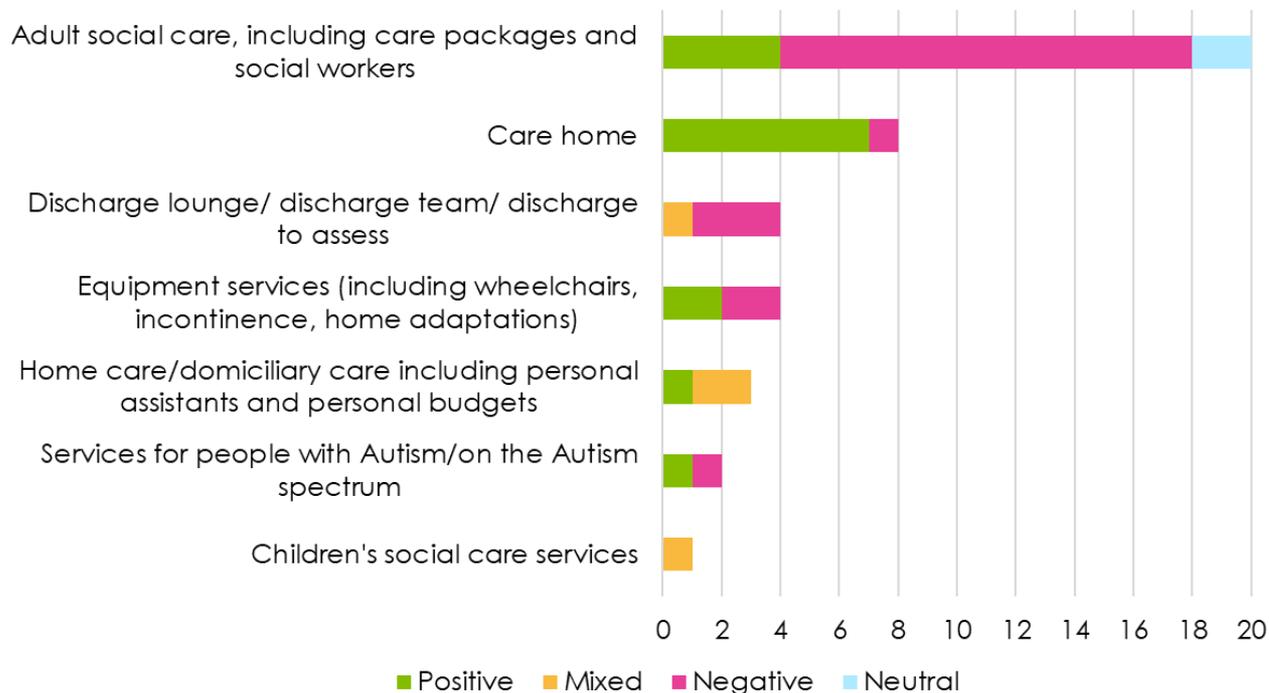
People told us about concerns with long waits between appointments, cancellations, and poor communication.

"My sister has been back and forth for months now getting tests between George Eliot Hospital and UHCW. The results/ letters are not being sent to her GP. UHCW can't access her notes at GEH and vice versa."

What we heard about Adult Social Care

Every 3 months we provide anonymous feedback to Warwickshire County Council's Adult Social Care Team about feedback we have heard.

Sentiment of feedback on Adult Social Care services



"I haven't found social workers very helpful. They are supposed to support and help but all they do is say they will look into it and never get back to you. The triage social worker can't help so you explain everything for no reason as nothing happens, no one calls you back."

"The care home is quite good at communicating with families but ultimately, they need more staff. It can take a while to answer the call bell. It has been a positive change that they are using less bank staff. They are kind there. Their activities program is really good."

- Updated HWW web page: [How your feedback on Adult Social Care makes a difference | Healthwatch Warwickshire](#)
- This quarter we have been writing a report to share feedback we have heard around 'Discharge from hospitals'. This report will be published next quarter and will include findings from our survey on the Discharge to Assess scheme.

Focus on Warwickshire North

144 people gave us feedback about services in Warwickshire North this quarter. We attended 26 meetings, outreach or events.

This quarter:

- Selected as finalists in the Excellence in Healthcare Partnerships Awards 2026, in the Multi-sector Partnership Project of the Year category, for our work on Ensuring Healthcare Access for Canal Boat Residents. Joint submission with Nuneaton & Bedworth PCN and North Arden PCN.
- Attended the Nuneaton & Bedworth PCN Integrated Neighbourhood Team Workshop.
- Visited Warm Hubs, Parish Councils and libraries to hear people's experiences of health and care.
- Provided feedback on patient's experiences of Rehabilitation Services at the Stakeholder Event for Warwickshire North.
- Attended Coleshill Jobs Fair hosted by the Coleshill Partnership Trust in partnership with DWP. Attended by approximately 70 local residents and residents from surrounding areas.
- Presented an introduction of HWW at the Levelling Up Pilot for Mancetter South & Ridge Lane meeting.



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

[Image credit](#)



Shabina, Engagement & Intelligence Lead (Warwickshire North)

Next quarter: Attending engagement events to hear people's experiences of NHS 111 services, Urgent Treatment Centres and Minor Injuries Units. We are also collecting feedback from parents of children aged 0 - 5 years, around health visiting and connected services.

Focus on Rugby

62 people gave us feedback about services in Rugby this quarter. We attended 19 meetings, outreach or events.

This quarter:

- Attended Rugby Health Improvement Forum, where HWW were asked about people's experience of NHS111, and Urgent Treatment Centres, leading to our survey.
- Organised HWW Young People's Mental Health and Wellbeing Professionals Networking Event.
- Visited Rugby College and Children & Families Centres to ask about people's experiences of NHS 111, Minor Injuries Units, and Urgent Treatment Centres.
- Attended Rugby PPG Network meeting, to discuss findings from our Phlebotomy Report, specific to Rugby.
- Attended Hope 4 drop-in clinic, to speak to homeless people about their experiences of accessing healthcare.



Vina, Engagement
& Intelligence Lead
(Rugby)

Next quarter: Attending engagement events to hear people's experiences of NHS 111 services, Urgent Treatment Centres and Minor Injuries Units. We are also collecting feedback from parents of children aged 0 - 5 years, around health visiting and connected services.



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

[Image credit](#)

Focus on South Warwickshire

249 people gave us feedback about services in South Warwickshire this quarter. We attended 31 meetings, outreach or events.



Place Plan, on Happy Healthy Lives website
Image credit

This quarter:

- Collaborated on the Young Inspectors report for McGregor Ward, Warwick Hospital. Reported in '[Warwickshire World](#)'. At SWFT Patient Experience Group meeting MacGregor ward staff spoke about how they would create an action plan based on the feedback. *"Really privileged to have the young inspectors come in to visit and evaluate."*
- Following feedback *"The Samaritans have done a lot for me; they should give the numbers out on cards at the food banks."* HWW provided Samaritans leaflets and HWW Right to Access Primary Care (RAP) cards to Stratford foodbanks.
- Visited Dementia Cafes, Warm Hubs and food banks to hear people's experiences of health and care.
- Visited a PSA testing session, with our volunteer Will, run by The Graham Fulford Charitable Trust (GFCT) and Stratford District Council (SDC). We gathered feedback from 50 people and reported on our findings to the ICB, GFCT, SDC, and prostate cancer support groups. (see image)
- Attended the Kind Food Kind Communities event in Lillington.



Derek Ford from South Warwickshire Prostate Cancer Support Group



Caroline, Engagement & Intelligence Lead (South Warwickshire)

Next quarter: Invited to sit on steering group for a menopause awareness campaign as part of a wider organisational Menopause (and Menstruation) Action Plan (MAP). Attending engagement events to hear people's experiences of NHS 111 services, Urgent Treatment Centres and Minor Injuries Units. We are also collecting feedback from parents of children aged 0 - 5 years, around health visiting and connected services.

Information and signposting

This quarter, we provided information and signposting to 53 people. Some people were signposted to more than one organisation. We provided 68 signposts.

Signposted to	Number
Support organisation	14
Warwickshire County Council (WCC)	12
GP	8
NHS	7
South Warwickshire University NHS Foundation Trust (SWFT)	7
Coventry and Warwickshire Partnership NHS Trust (CWPT)	6
George Eliot Hospital NHS Trust (GEH)	4
Healthwatch	3
Birmingham Women's Hospital	2
Gov.uk	2
Care Quality Commission (CQC)	1
Integrated Care System/ Board (ICS/ICB)	1
Parliamentary and Health Service Ombudsman	1

"Thank you, I'll call you back to let you know how I get on."

"Thank you so much for the quick response. I have not contacted PALS yet so appreciate the reference. I will take you up on the offer of including you in cc on the email."

"I really appreciate those contact details. I will be using that. I find it overwhelming at times and I really appreciate your support."

Read more about how our support had a positive impact on the people of Warwickshire later in this report...

Our impact in Warwickshire

Improved communication with GPs

Following a visit to Kenilworth warm hub where we heard feedback about Abbey Medical Centre moving to an online triage system, we contacted the Abbey PPG lead to pass on the feedback and discuss the issues. This quarter at the SWPE meeting we heard; *“Following feedback from Healthwatch Warwickshire about misinformation in the community about the implementation of an online triage system at our GP surgery, the PPG has set up a wellbeing course and visited the local warm hub to provide accurate information. They have trained volunteers to call up older patients and talk to them about how to access appointments and use the NHS app.”*

Menopause training and action plan

Following our engagement and report on menopause support and care across Warwickshire, we are sitting on Blooming Stratford Menopause Steering Group and have been invited to support a menopause awareness campaign as part of a wider organisational Menopause (and Menstruation) Action Plan (MAP). We continue to share our menopause reports with healthcare professionals.

Assistance with adult social care financial issues.

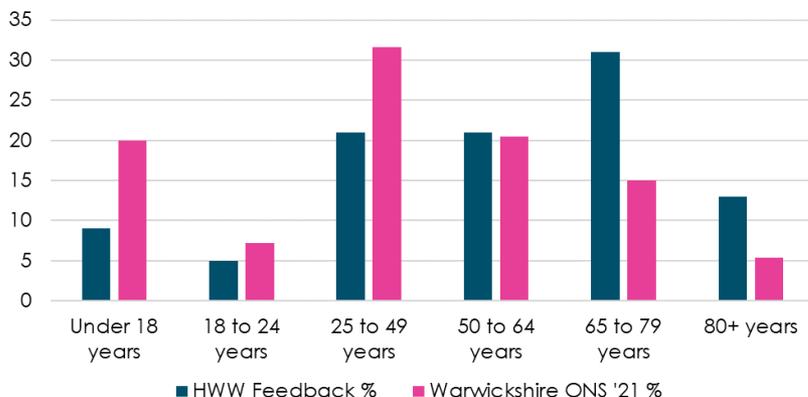
An enquirer told us: *“I have been in a financial dispute with the council for 5 years. I have basic PIP, carers allowance and universal credit that is it. I need a specially adapted wheelchair, and walker so can't get these second hand, because they have to be appropriate to my needs. Citizens Advice spent about 2-4 hours a week for 3 weeks with me and sent off the paperwork by recorded delivery, to the council's debt department, linked to the finance department. I haven't heard anything since, no acknowledgment. I am still getting bills, and the debt is going up. I struggle to communicate over the phone and am unable to retain information, so I said the wrong thing previously. The council think I have money, but I don't. and I am borrowing money to pay for these as I am considered fully fit (I am not). I get overwhelmed sometimes and then I can't do anything.”*

The individual asked HWW to see if WCC could provide confirmation of receipt of the paperwork. We raised the issue with a service manager in customer relations at WCC. We received a response saying: *“I have passed this onto a senior manager within the charging team. I have been advised they have spoken with the customer directly.”*

Who we heard from

We heard feedback from 527 people between November 2025 and January 2026. We also heard from 132 on our Listening to Young People: Vaping survey, 47 through our Men's Health: PSA Testing survey, 44 on our Access to Healthcare for the Farming Community survey, and 637 on our Blood Taking and Testing Services (phlebotomy) survey.

Age Group Comparison



- 1,137 people chose to share their **age** with us.
- 1,076 people chose to share their **ethnicity** with us. We are aware when 'categorising' ethnicity, that the existing choices are not always suitable.

Not all figures are shown for Warwickshire

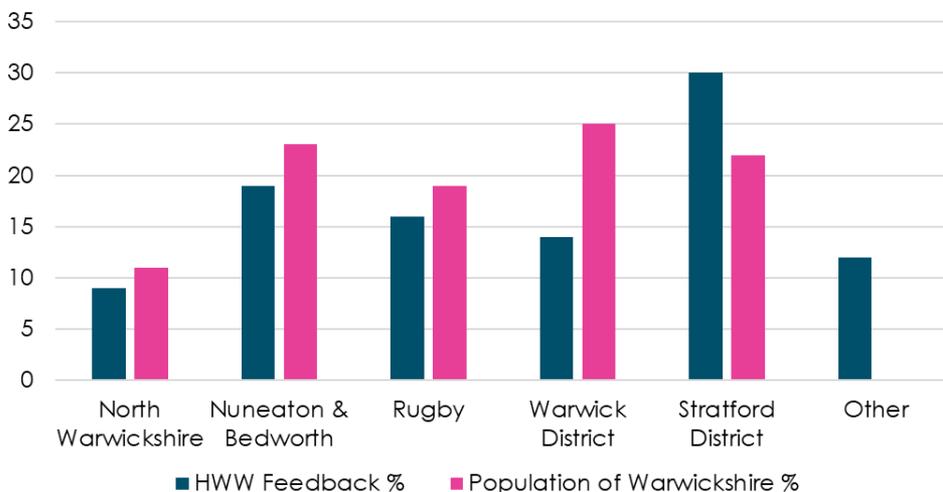
Ethnicity of people providing feedback to HWW %	Comparative figures for Warwickshire %
White: British / English / Northern Irish / Scottish / Welsh	84
Asian / Asian British: Indian	6
White: Any other White background	3
Black / Black British: African	1.3
Asian / Asian British: Pakistani	0.9
Any other ethnic group	0.8
Asian or Asian British – Any other Asian or Asian British Background	0.7
Asian / Asian British: Chinese	0.6
Mixed / Multiple ethnic groups: Black Caribbean and White	0.5
White: Irish	0.5
Black / Black British: Caribbean	0.4
Mixed / Multiple ethnic groups: Asian and White	0.4
Asian / Asian British: Bangladeshi	0.2
Any other Black or Black British	0.1
Arab	0.1
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background	0.1
Mixed/ Multiple ethnic groups – Black African and White	0.1
White: Roma	0.1

Who we heard from

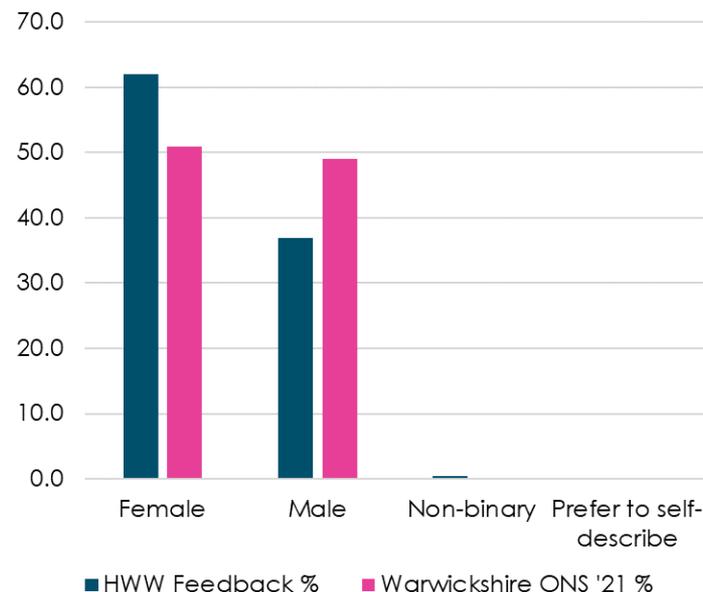
We ask people about their personal circumstances to help us ensure that we represent the people who live in Warwickshire. We began gathering experiences about NHS 111, Urgent Treatment Centres and Minor Injuries Units through our survey, we will report on these demographics next quarter, along with Discharge to Assess responses

- **1,189** people chose to share their **gender** with us. One person told us they are non-binary.
- When asked 'Is your gender different to the sex you were assigned at birth?' **24** people said 'yes'

Comparison of Place Population with all HWW feedback and enquiries received



Gender Comparison



- **41** people told us they have a **Disability**.
- **93** people told us they have a **Long-Term Condition**.
- **43** people told us they are a **Carer**.
- **1** person told us they are **Ex-Armed Forces Veterans**.
- **12** 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 13 Volunteers and 8 Board Directors.

Board Directors activity this quarter:

- Attended two Formal, and one Informal Board Meetings.
- Attended HWW Operations Committee Meeting.
- Met individually with staff members to discuss future of HWW.
- Attended the WCC Health and Wellbeing Board Development session.
- Met with HWE to discuss future of local HW.
- Attended South Warwickshire Place Partnership Board?
- Attended HWW festive gathering (see image).



Volunteers and Board at HWW festive gathering

Volunteers' activity this quarter:

- Two new volunteers, Ali and Megha (see images), joined HWW this quarter.
- Attended WCC Health and Wellbeing Board meeting.
- Undertook an Enter & View visit to a local care home.
- Attended HWW festive gathering (see image).
- Attended HWW update on Coventry & Warwickshire Integrated Care System.
- Supported staff at engagement events in South Warwickshire (see image), and North Warwickshire.
- Attended HWW preparation for next Enter & View visit.
- Attended the HWW professional networking event for young people's mental health and wellbeing.



Ali (L) and Megha (R)



Caroline and Ali at Orbit Event

Colleague Development

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

Training attended	Outcome of attending
HWE: How to write for the media	Provided a framework for writing a response to an article, a letter to the editor, and a press release.
WCC Sexual Abuse Co-ordinator: Spotlight on sexual abuse in the over 60's	Recognising signs and dealing with abuse of residents or staff at care homes.
WCC: Enhanced MECC (Making Every Contact Count) Training	Using communication skills to improve the lives of any professional contact.
Warwickshire Police: Working with the GRT Community	Recognising signs of abuse, including modern-day slavery.
Coventry City Council: Digital inclusion as a wider determinant of health	Appreciating how local organisation define digital inclusion.
HWW: Coventry & Warwickshire Integrated Care System update	Staff and volunteers gained insight into the workings of, and recent changes within, the local health and care system.
HWW: Introduction to Enter & View	Staff and volunteers prepared for an upcoming local E&V visit.
WPH: Young People's Mental Health Awareness Training	How to approach young people to discuss mental health

Looking Forward

Our plans and commitments for the next quarter.

January

WCC H&WBB
Development
Session and
Meeting

Warwickshire Care
Collaborative
Meeting

ICoN Meeting

C&W and Hereford
and Worcester joint
ICB Meeting

Mental Health
Collaborative
Meeting

Warwickshire
Collaborative
Forum

East & West
Midlands Regional
HW Meeting

February

HWW Volunteer Forum

Applied Research
Collaborative WM
Executive

SWFT and GEH Boards

HWW and HWC joint
meeting

NHS C&W ICB QSEC

WCC HOSC

Warwickshire
Collaborative Forum

HWW Informal Board
Meeting

Meeting with GP Net-0
project leads

March

WCC HWBB

VCFSE Collaborative Conference

ICoN Meeting

Cluster ICB

East and West Midlands Regional
HW Meeting

Mental Health Collaborative
Meeting

Warwickshire Collaborative Forum
& Committee

HWW Formal Board Meeting

Concord Workshop

Cluster Strategic Commissioning
Committee

April

WCC HOSC

Warwickshire
Collaborative
Forum

HWW Informal
Board Meeting

Cluster ICB
Strategic
Commissioning
Committee

Finance

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

The below is a forecast outturn for the current financial year, April 2025 – March 2026.

Income		Expenditure	
Annual grant from Government	£250,939	Expenditure on pay	£221,508
Additional income	0	Non-pay expenditure	£11,614
		Office and management fees	£37,898
Total income	£250,939	Total expenditure	£271,020

Glossary

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

Acronym	Term
CASS	Community Autism Support Service
CCC	Coventry City Council
CQC	Care Quality Commission
CWPT	Coventry and Warwickshire Partnership NHS Trust
GEH	George Eliot Hospital NHS Trust
HOSC	(Adult Social Care and) Health Overview and Scrutiny Committee
HWBB	Health and Wellbeing Board
HWC	Healthwatch Coventry
HWE	Healthwatch England
HWW	Healthwatch Warwickshire
ICS	Integrated Care System
ICB	Integrated Care Board
ICP	Integrated Care Partnership
ICoN	Involvement Co-ordination Network
INT	Integrated Neighbourhood Teams
JSNA	Joint Strategic Needs Assessment
LMC	Local Medical Committee

Acronym	Term
NHSE	National Health Service England
NIHR	National Institute for Health and Care Research
PALS	Patient Advice and Liaison Service
QSEC	Quality, Safety and Experience Committee
RAP	Rights to Access Primary Care Project
PCN	Primary Care Network
PPG	Patient Participation Group
SWPE	South Warwickshire Patient Engagement Forum
SWGPF	South Warwickshire General Practice Federation
SWFT	South Warwickshire University NHS Trust
UHCW	University Hospitals Coventry and Warwickshire NHS Foundation Trust
VCFSE	Voluntary, Community, Faith and Social Enterprise organisations
WCAVA	Warwickshire & Solihull Community and Voluntary Action
WCC	Warwickshire County Council

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