

Ensuring patient voices lead to better care

Healthwatch Warwickshire
Annual Report 2025/26

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**Acting Chief Executive
Healthwatch England**
Chris McCann

“

The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people’s thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

A message from our chair

I am extremely proud of everyone involved with Healthwatch Warwickshire (HWW) for ensuring that, despite these unsettled times, we continue to deliver on our mission: *“To make sure that people’s experiences help make health and care better for everyone in Warwickshire.”*

It is remarkable that 45,512 people have turned to Healthwatch Warwickshire for clear advice and information – a powerful reflection of the value and trust placed in the work we do.

Over the past year, we have published 14 reports highlighting the improvements that people across Warwickshire would like to see from their health and social care providers. We have also continued to work closely with the NHS, local government, and voluntary sector organisations to help influence decisions that affect us all.

Page 6 of this Annual Report demonstrates *“A Year of Making a Difference.”* However, we continue to raise concerns about how the positive impact of Healthwatch Warwickshire will be sustained should we cease to exist. Who will signpost, who will listen, who will showcase and who will empower local people?

In my Chair’s report last year, I shared my intention to step down as Chair. However, given the ongoing uncertainty surrounding the future of Healthwatch, I have decided to remain in post to support our staff and volunteers in delivering their vital work.

Finally, I would like to extend my sincere thanks to the staff and volunteers of Healthwatch Warwickshire for their dedication, loyalty, and commitment during these challenging times.



HWW Chair
Liz Hancock

“We continue to raise concerns about how the positive impact of Healthwatch Warwickshire will be sustained should we cease to exist. Who will signpost, who will listen, who will showcase and who will empower local people?”

About us

Healthwatch Warwickshire is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

A society where every voice matters in health and care.



Our mission

To make sure that people's experiences help make health and care better for everyone in Warwickshire.



Our values are:

Listening to people and making sure their voices are heard.

Including everyone in the conversation – especially those who don't always have their voice heard.

Analysing different people's experiences to learn how to improve care.

Acting on feedback and driving change.

Partnering with care providers, Government, and the voluntary sector – serving the public as their independent advocate.

Our year in numbers

In 2025/2026 we supported more than 49,000 people to have their say and get information about their care. We employed 9 staff (FTE 6.12) and our work was supported by 20 volunteers.



Reaching out:

4,372 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

45,512 people came to us for clear advice and information on topics such as adult social care, discharge from hospital, and GP appointments. This includes through our social media channels and website.



Championing your voice:

We published **14** reports about the improvements people would like to see in areas like phlebotomy, community health, and NHS 111, Urgent Treatment Centres, Minor Injuries Units.

Our most popular report was 'Young People's Experiences of GP and Mental Health Services' highlighting issues relating to accessing these services.



Statutory funding:

We're funded via Warwickshire County Council. In 2025/26 we received £250,939, which is 2.9% more than last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in **Warwickshire**. Here are a few highlights.

Spring

We told a local NHS Trust that clearer communication to manage people's expectations of ADHD diagnosis is needed. We presented our interim HWW Young People's engagement findings, sharing that people on ADHD waiting lists, may chose private care and then find it difficult to get shared care agreements.

HWW assisted with redesign of an A&E space. Our feedback from patients with disabilities and neurodiversity experiencing long waiting times was shared, *"...I will make sure the appropriate points are incorporated into the new design wherever possible."* Project Manager for local NHS Trust.

Summer

Staff and volunteers provided feedback for the development of the local Pharmaceutical Needs Assessment (PNA) following our HWW Pharmacy Report. WCC told us, *"Thank you for supporting the PNA process, and for your invaluable input and guidance to get this over the line"*.

We highlighted issues including; suggestions for improving call handling for young people, online triage concerns, proof of address letters for refugees and asylum seekers, and availability of clinical psychologists to undertake learning disability assessments. We attended 12 different PPG and PCN meetings across the county.

Autumn

We highlighted the importance of proactively encouraging people who are not online to fill in the Public Health Warwickshire Health and Wellbeing Strategy 2026-2031 survey. We provided paper copies of the survey to members of the public to encourage completion.

HWW assisted with the new 'Warwickshire Social Care and Support Practice Framework : How we aim to work with people'. The Head of Adults Practice and Safeguarding and Principal Social Worker for Adults said the document *"... has certainly been produced in part as a result of your work with us."*

Winter

Smoke Free Generation will be adding both vaping, and reduced nicotine information to their resources, after being invited to present at the HWW Young People's Mental Health and Wellbeing event in Rugby.

We sit on a Menopause Steering Group following our engagement and report on menopause support and care across Warwickshire. We have been invited to support a menopause awareness campaign as part of a wider organisational Menopause (and Menstruation) Action Plan (MAP).

Working together for change

We've worked with local partners to ensure people's experiences of care in **Warwickshire** are heard at the Integrated Care System (ICS) level, and that they influence decisions made about services in **Coventry and Warwickshire**.

This year we've collaborated with Healthwatch across **East and West Midlands** and have achieved the following:



A collaborative local network :

In support of the development of **Integrated Neighbourhood Teams**, we listened to 262 people share their experience of Community Services. Healthwatch Warwickshire staff presented local findings to each Place, to assist with decisions about geographies of the new Integrated Neighbourhood Teams.



A big conversation:

We have collaborated with **Warwick University/ Medical School** on several projects this year (PIPER, GpNet-0, CONCORD, ReSPECT). Our involvement focusses on the input of patient voice, and the promotion of co-production approaches with patients. Read more about the projects, and our involvement, on the HWW website [here](#).



Building strong relationships to achieve more:

We have worked with **Coventry and Warwickshire Partnership Trust (CWPT)** in several ways this year. CWPT are the lead organisation for mental health, learning disability & autism, and integrated children's services,

- We regularly attend the Patient Care Engagement Group enabling us to share anonymous patient feedback, including that people on ADHD waiting lists, may chose private care and then find it difficult to get shared care agreements, and suggesting that clearer communication to manage people's expectations of diagnosis is needed. We also presented feedback specifically from carers.
- Our staff took part in Patient Led Assessment of the Care Environment (PLACE) activities. Having taken part in last year's visits to Aspen, Woodloes, and St Michael's Hospital, it was evident that many improvements had been made since last year's recommendations.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in **Warwickshire** this year:



Creating empathy by bringing experiences to life

Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

Healthwatch Warwickshire's feedback report on Veterans Access to Healthcare was featured by HWE in their online article to commemorate Remembrance Day. Last year we engaged with local Armed Forces Veterans around their access to health care, leading to free health checks for veterans being made available in Warwickshire North.



Getting services to involve the public

By involving local people, services help improve care for everyone

We reported on the difficulties faced by patients who are digitally excluded, in our GP Online Triage report. We raised this with Patient Participation Groups (PPGs) in South Warwickshire, with one responding, *"The PPG has set up a wellbeing course and visited the local warm hub to provide accurate information to patients. They have trained volunteers to call up older patients and talk to them about how to access appointments and use the NHS app."*



Improving care over time

Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

We consistently aim to ensure patient voice is heard by those developing services in Rugby. This year we presented patient feedback at Rugby Citizens Assembly and undertook engagement around phlebotomy services leading in part to the review and improvement of phlebotomy services in St Cross Hospital.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Listening to Young People

Last year, we focussed our attention on young people. We heard feedback about a range of health and care services from over 800 young people (aged 16–25) and from organisations supporting them.

What did we do?

- Ran our sixth, seventh and eighth networking events for organisations supporting young people
- Reported on young people’s experience of [Mental health and GP services](#)
- Reported on young people’s experience of [Vaping](#)
- Collaborated with IMPACT to support 4 ‘[Young Inspectors](#)’ to tour and provide feedback on Warwick Hospital’s Children’s ward

Key things we heard from young people:

11%

told us that they did not know which GP surgery they were registered at or how to contact them

32%

told us that they find it difficult to make an appointment with their GP, often citing anxiety around communication

55%

of the feedback on mental health services was negative in sentiment

We heard from people who face challenges, particularly individuals who identified as neurodiverse or who had an Education, Health and Care Plan (EHCP).

What difference did our work make?

–Coventry and Warwickshire Partnership Trust told us: *“We are planning a collaborative meeting to explore how we can work together to better engage with children and young people (CYP) across our services at CWPT. The aim is to ensure that CYP voices are meaningfully heard and embedded in service planning and improvement.”*

–The Chief Medical Officer of the ICB responded, *“Almost all of the issues highlighted in the report relating to the mental health and emotional wellbeing of children and young people are identified as areas to address, redesign or improve in our transformation plans and, in our plans, to recommission services for 2026 onwards.”*

–Warwickshire County Council’s Smoke Free Generation team told us *“These findings will contribute to a robust evidence base that is currently being developed into a local action plan to address this issue.”*

–Two GP Patient Participation Groups told us of their plans to engage with young people after hearing feedback on barriers to accessing GP practices.

Ensuring health information is understandable and accessible

Healthwatch Warwickshire supported the Perinatal Pelvic Health Service in the development of a new website.

We spoke with 57 people; to find out how well they understood the words used to describe female body parts relevant to pelvic and sexual health.

Key things we heard:

- Some words such as urine, bladder and uterus, were well recognised, others, such as perineum and anal sphincter, were not.
- People found functional descriptions and pictures an accessible way to understand



“I had confusion between the meaning of vulva and vagina. It has been good to learn what they mean.”

“I know some of these words in my own language but not in English. When you go to hospital it is difficult to describe when I don't know words for some of the body parts. I don't always want to have to use an interpreter. It is good to learn.”

What difference did this make?

Our [report](#) contributed to the development of a new [Perinatal Pelvic Health Service Website](#) including a translation function, clear explanations of terminology, anatomy and function, supported by visual aids. The report and website have been shared with the West Midlands Perinatal Pelvic Health Transformation Workstream.

We listened to new parents who shared their experience of support services to provide insight for the development of the Warwickshire Best Start Family Hubs.

Our [report](#) identified areas where communication could be improved.

We shared our findings with the **Best Start in Life Team, Warwickshire County Council** who told us; *“The feedback shared in this report offers helpful insight into what matters most to new parents and families, particularly around clear communication and navigating early years support.”*

What difference did this make?

HCRG Care Group, who provide the Health Visiting Service in Warwickshire from 1 Dec 2025, responded: *“We recognise that some families have found this information difficult to locate and are reviewing how it is presented to make it clearer.”*

Hearing from all communities

We're here for all residents of **Warwickshire**. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Visiting support groups including for refugee and asylum seekers, Dementia Cafes, Warm Hubs, and Food Banks.
- Taking part in community events for Gypsy Roma Traveller (GRT) history month, Armed Forces Day, Diwali, Warwickshire Pride, South Asian Heritage Month, Cancer Care Bus Tour, and Farmers Health.
- Attending training and conferences including Faith Forum Health and Wellbeing Events.



Improving access to health care for canal boat residents

Working with professionals in the primary care networks, local hospitals, emergency services, and the Canal & River Trust we wanted to help improve the health and social care experiences of the boating community. We heard from 57 people on canal towpaths, at local Marinas, and through our online survey. We invited services to better understand the specific needs and challenges of the boating community to improve access and care for all.

Key things we heard:

38% told us that they prefer to care for themselves when they become ill

77% prefer to use phone calls to communicate with healthcare providers

43% told us they experience difficulties in registering with a GP surgery as a temporary patient. They also expressed concerns about being deregistered before they had received their test results or completed treatment in the area.

“I don’t go to GP anymore; I don’t bother with them. No trust, no faith in the system. I can’t get access, and they are not prepared to listen. Self medicating is an easier option.”

Continuous Cruiser

“GP surgeries need to understand that constant cruisers do not have a home address but can be registered like a homeless person “

Continuous Cruiser

What difference did this make?

- Primary Care Networks (PCNs) in Warwickshire North created a training programme for admin staff, around temporary registration of patients at GPs.
- Think Active began providing shower facilities at council-run leisure centres.
- Police & Fire Service are carrying out “safe and well” checks and offering advice on boat security/ fire safety.
- Councils & Marinas are looking into improving signage and land access.

We made suggestions for improving access to care for healthcare providers, emergency services, voluntary & charity organisations, marinas, and local councils.

Read more about this on our [website](#)

Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year 2,898 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Listening to the experiences of people who contact us and supporting them to navigate the health and social care systems.
- Providing the most appropriate and up-to-date information people can trust, to help them resolve their issue. This includes sharing information on making complaints about health and social care services.
- Escalating concerns to local health and care providers and regulators.



Supporting people to improve their experience of health care

Improving hospital parking for Blue Badge holders

We heard from Geraldine and Ayesha, about blue badge hospital parking.

69 We shared feedback on Blue Badge Parking with South Warwickshire University NHS Foundation Trust (SWFT), who have now improved their process, enabling people to register their blue badge online

(<https://smartparkingnews.com/p/7EPK-BV7/swftbluebadge>).

Geraldine told us, "I am so pleased and I think I have already signed up a few days ago ready for my next appointment... Again, thank you, as this small change will have a huge impact on lots of people." Healthwatch

Warwickshire supported Maureen who told us, "I can't do that, I can't go online to register, I don't have a computer." We registered her on to the system and shared information about when this would need to be renewed. She told us,

"Until you have some kind of disability, people don't know what it is like. I previously did the wrong thing and was fined. You speak to someone and get comments like, 'You haven't done it properly', or 'Do it like this'. Well, I can't. Thank you so much."

Empowering people to improve support for children with diabetes

Denise called to update us about her grandchild.

69 "I called you, when my grandchild had just been diagnosed with type 1 diabetes. We, as a family, were still in shock, trying to make sense of it all, and frightened of what could have happened if it had gone on for any longer without being picked up. I felt very strongly that had the health visiting service been available to my grandchild they would not have lost so much weight and become so ill. Healthwatch Warwickshire listened to me, showed understanding and encouraged me to keep going. So, I contacted two local borough councillors, and they worked together and raised a question about access to health visitors at the local Health and Wellbeing Board. As a result, the Health Visiting Team have been in touch, and they want to do a monthly visit to our 'stay and play group' at the Town Hall. Thank you so much for listening and encouraging me. I got in touch with all the organisations you suggested. My grandchild now has an insulin pump and is getting on well. So, I wanted to call you, update you and thank you for your support and encouragement. I will let you know how we get on."

Showcasing volunteer impact

This year 13 fantastic volunteers have given their time and energy to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Collected experiences, and supported their communities to share their views, at events including Armed Forces Day, Warwickshire Pride, and Lillington Health Hub Open Day
- Gave feedback on local health and care services and responded to strategies including the Pharmaceutical Services draft Pharmaceutical Needs Assessment.
- Carried out enter and view visits at five local services to help them improve.



At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

“My volunteering experience with Healthwatch Warwickshire has been both inspiring and educational. Through community engagement and Enter & View activities, I have developed a deeper understanding of how vital public feedback is in shaping healthcare services. The team’s dedication to representing people’s voices has motivated me, and this role has significantly supported my career growth in the health and social care sector.”



Ali



Megha

“As a public health researcher, volunteering with Healthwatch Warwickshire has given me the opportunity to engage with the community and identify issues that matter to them, in the health and social care sector. Undertaking Enter and View visits enables us to evaluate formal care settings in a collaborative fashion, allowing for transparency, learning and improvement.”

“Following a working career with the NHS I am acutely aware of the need for good communication between users and suppliers of healthcare. I believe Healthwatch aids this communication and I feel pleased to be able to utilise my experience to this end.”



Will

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchwarwickshire.co.uk



01926 422 823



info@healthwatchwarwickshire.co.uk

Finance

We receive funding from the Department of Health and Social Care via **Warwickshire County Council**, under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Our draft figures for 2025/2026, subject to audit:

Income		Expenditure	
Annual grant from Government via WCC	£250,939	Expenditure on pay	£221,488
Additional income	£156	Non-pay expenditure	£12,374
		Office and management costs	£38,904
Total income	£251,095	Total Expenditure	£272,766

The deficit expenditure was planned and funded from reserves.

Future priorities

Over the next year, we will keep reaching out to every part of society, especially people who are most frequently ignored, so that those in power hear their views and experiences.

We will continue to work together with partners, with Warwickshire County Council and the Cluster Integrated Care Board to help develop a caring culture where, at every level, staff strive to listen and learn from service users, patients and carers to make care better.

Our top three priorities for the next year are:

- To ensure that the Transition Panels are impactful and able to make change happen.
- 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.

Message from our Chief Executive, Chris Bain:

"I seem to say every year that it is a time of great change in health and care. It has never been truer than it is now with the NHS Modernisation Bill proposing the abolition of Healthwatch. In those circumstances it is more important than ever that Healthwatch Warwickshire keeps a laser focus on the needs and aspirations of patients and public in Warwickshire.

We must work closely with our partners in the NHS, in Local Government, and the voluntary and community sector to try and ensure that there are robust engagement and co-production arrangements in place if the abolition of Healthwatch does happen. We will actively promote the Transition Panels as the most effective way of developing the engagement and co-production arrangements that will be needed.

In the meantime, as far as possible, it will be 'Business as Usual' for Healthwatch. We will continue to do all that we can for as long as we can for the patients, carers and public in Warwickshire. That is our mission and we will stay true to it."



**Chief Executive
Chris Bain**

Read about Healthwatch Warwickshire's involvement in Transition Panels [here](#)

Statutory statements

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

Healthwatch Warwickshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Board consists of eight members who work voluntarily to provide direction, oversight, and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met six times and made decisions on matters such as organisational budget and signed off Annual Accounts. The Board also signed off final reports from the Operations Committee, and the Finance & Audit Group. There were also meetings of the Operations Committee, Finance & Audit Group, Volunteer Forum, and Staff Team.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website, been contactable through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and circulate it to Warwickshire County Council, Cluster ICB, Warwickshire Integrated Care Board, our partners in the voluntary sector, and other local stakeholders.

Statutory statements

Responses to recommendations

There were no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us. We also take insight and experiences to decision-makers in Coventry and Warwickshire Integrated Care System. For example, we circulated our Listening to New Parents and Phlebotomy reports and presented our findings in meetings, took questions, including at the Adult Social Care and Health Overview and Scrutiny Committee, the Health and Wellbeing Board, and Place Partnerships. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Warwickshire is represented on the Warwickshire Health and Wellbeing Board by Liz Hancock, Chair and Chris Bain, Chief Executive. During 2025/26 our representatives have effectively carried out this role by, intervening on issues, sitting on working groups, and presenting our Annual Report.

Healthwatch Warwickshire is represented on the Warwickshire Adult Social Care and Health Overview and Scrutiny Committee and Warwickshire Adult Social Care and Health Overview and Scrutiny Committee Spokesperson's Group by Chris Bain, Chief Executive. During 2025/26 our representatives have effectively carried out this role by adding several items to the HOSC workplan and presenting our Annual Report.

Healthwatch Warwickshire is represented on Coventry and Warwickshire Integrated Care Board, and Cluster Integrated Care Boards by Chris Bain, Chief Executive. Our CE also represents HWW at the Strategic Commissioning Committee, Warwickshire Care Collaborative, Warwickshire Care Collaborative Forum, the JSNA Strategic Group. Staff member Caroline Graham represents HWW at the Mental Health Care Collaborative. In addition, our CE chairs the combined East and West Midlands Healthwatch Meeting.

We are also represented on: West Midlands Combined Authority Wellbeing Board, Warwickshire North Place Executive, South Warwickshire Place Executive, Rugby Health and Well Being Partnership, and the Warwickshire Safeguarding Partnership.

Statutory statements

Enter and view

Location	Feedback form the Registered Managers
Linden Grange Care Home	"We felt this visit was very independent, a fresh pair of eyes and very honest." Julie Hopkins
Castle Brook Care Home	"We found the unannounced Healthwatch visit to be a positive and valuable experience. The team were polite, professional, and focused on identifying opportunities for improvement rather than simply finding faults. It was reassuring to see them spend significant time speaking with residents and families to gain a genuine understanding of their experiences. Their feedback, particularly regarding activities, was constructive and has helped us identify actions to further enhance our service. We believe it is always beneficial to receive an external perspective, and we appreciate the insight and guidance provided during the visit." Kate Bradshaw
55 Daventry Road Residential Care Home	The experience was great and we were grateful for the feedback." Patryk Golebiewski
Elmhurst Assisted Living and Care Facilities	"Thank you for the feedback, it is lovely! All staff have access to a copy, and I am sure they will read it and be proud." Anne- Marie Tacey
Woodside Care Village	"Both Mathew and I would like to thank you again for such a wonderful visit, and for your report, which we are very proud of. We are both happy for the report to be published. " Lorraine Herbert & Mathew Mapanzure

We chose to carry out Enter and View visits to these homes because they had not been visited by the Care Quality Commission (CQC) for several years. The visits to Linden Grange, Castle Brook and Woodside Care Village were unannounced. Daventry Road and Elmhurst were given a week's notice because we felt it would be better for the residents to know we would be there. The visiting teams ranged in size from two to six representatives. Full reports from each visit are available on our website.

The Coventry & Warwickshire Integrated Care System website, 'Happy Healthy Lives' now lists good practice in care homes that we shared.



**Enter & View and Central Services Lead
Robyn Dorling**

Thank you

Public

We would like to thank members of the public who have taken the time to contact us about their experiences of health and care services in Warwickshire whether that was through our information and signposting service, providing feedback through our surveys, by social media, or email. Every contact is appreciated and makes sure we are looking at the issues that matter most to you. Our express thanks to participants in our 'Canal Boat Residents', 'Listening to Young People: Vaping', 'Men's Health: PSA Testing', 'Access to Healthcare for the Farming Community', 'Phlebotomy', 'Discharge to Assess', and 'NHS 111/ Urgent Treatment Centres/ Minor Injuries Units' Surveys.

Partners and key stakeholders

We would like to thank local partners and key stakeholders for their continued support in ensuring that patient/carer/public voice is heard in decisions that affect them.

Board, Volunteers and Staff

We give our thanks to all our Board Directors for their continued support and direction. During the year we said thank you and goodbye to Board Director Jane Bryan and welcomed new Board Director Georgina Charles.

We would like to express our sincere thanks to our volunteers for their continued help and support. This year we welcomed new volunteers Megha Nivsarker and Ali Raza.

We welcomed new staff member Kerrie Cooke, who joined us as Temporary Admin Assistant.

Colleagues March 2026



David Alexander
Volunteer



Chris Bain
Chief Executive



Georgina Charles
Board Director



Kerrie Cooke
Staff



John Copping
Board Director



Robyn Dorling
Staff



Vina Fatania
Staff



Mike Flaxman
Board Director



Caroline Graham
Staff



Liz Hancock
Board Chair



Len Harvey
Board Director



Su Jenkins
Volunteer



Deborah Key
Staff



Shabina Khalifa
Staff



Lesley Miller
Staff



Kate Morrison
Board Director



Megha Nivsarker
Volunteer



Collette O'Connor
Volunteer



Jackie Prestwich
Volunteer



Ali Raza
Volunteer



Tanisha Reddall
Staff



Maggie Roberson
Volunteer



Jerry Roodhouse
Board Director



Sue Roodhouse
Volunteer



Will Ryder
Volunteer



Dilys Skinner
Volunteer



Sue Tulip
Volunteer




Robin Verso
Board Director



Anita Vig
Volunteer

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