

Quarterly Performance Report February – April 2026



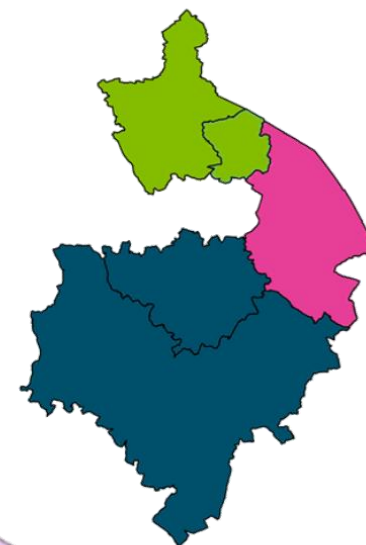
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Towns across Warwickshire

'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:

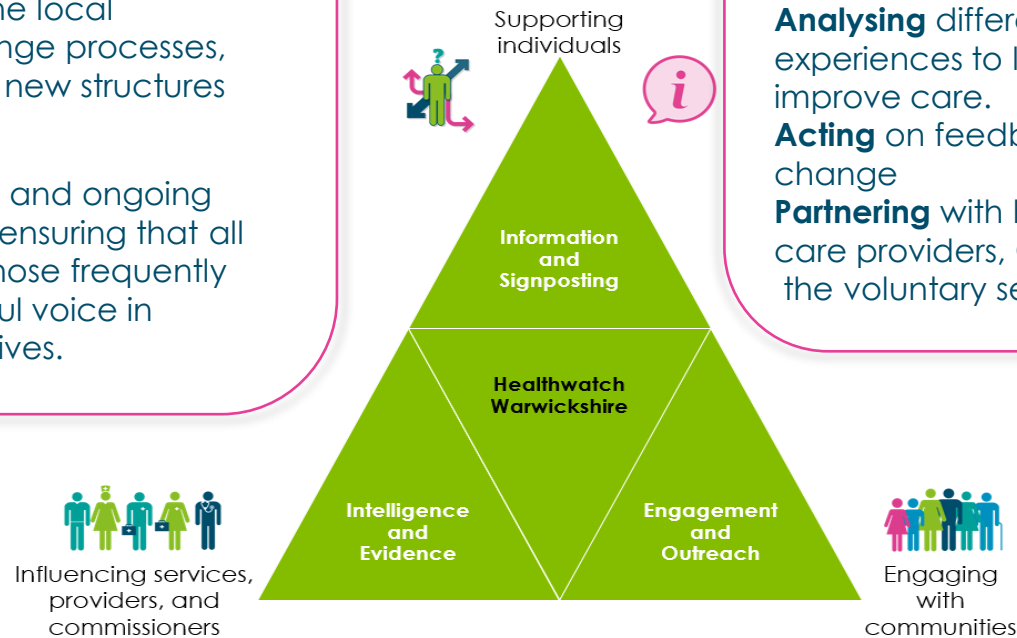
Listening to people and making sure their voices are heard.

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

- **Healthwatch closure transition planning**

This quarter we began sharing information about 'what is happening with Healthwatch?', as we start planning for the transition to ensure patient voice is still heard across the health and social care system in Warwickshire.

[Read more here](#)

- **'The future of patient voice: Learning from the Healthwatch model.'**

In March 2026, The King's Fund published their joint report on what the health and social care system stand to lose with the abolition of Healthwatch England and local Healthwatch around the country.

[Read more here](#)

- **Integrated Care Board (ICB) update**

The cluster of NHS Coventry & Warwickshire ICB with NHS Herefordshire & Worcestershire ICB, formed in October 2025, have appointed their senior leadership team. [Read more here](#)

Russell Hardy has been appointed as West Midlands Regional Chair for NHS England.

A Strategic Commissioning Committee has been established for the cluster ICB.

- **GP Net-0 Study**

Warwick Medical School, and partners, published their study on actions to assist with decarbonisation of GP surgeries, with Healthwatch Warwickshire supporting locally to share findings across the health and care system.

[Read more here](#)

Strategic influence

This quarter, February to April 2026, we represented the people of Warwickshire at 19 strategic meetings. Outcomes included:

REGIONAL

Care Collaborative Forum and Committee

HWW CE agreed to join the Single Point of Access working group.

He briefed on potential risks in the system, requested assurance about the role of patient voice and experience, and outcomes in the evaluation of quality. HWW CE also, gave input about the need for planned investment in the VCFSE if it is to meet the expectations placed on it.

Coventry & Warwickshire Menopause (and menstruation) Action Plan (MAP)

Discussed implementation of menopause and menstruation action plan for NHS providers. Focus to be on NHS staff. Actions: to draft a policy and plan protected training for GPs, pharmacy, GP Additional Roles and support staff.

COUNTY

WCC Adult and Health Overview and Scrutiny Committee (HOSC)

HWW Chief Executive emphasised the importance of ensuring that any changes to CWPT services affecting the patient journey be informed by the views of patients, carers, and the wider public. He advised that Healthwatch Warwickshire would take a close interest in the experiences of people accessing treatment under the revised arrangements and confirmed that any findings would be shared with CWPT. He noted that some residents had reported difficulties in doing so and emphasised the need to focus on these individuals, identifying where barriers exist to ensure people receive the care they need.

Best Start co-production steering group and Family Hubs workshops

Agreed Terms of Reference and meeting frequency. Heard presentation on timeline of Best Start Hubs project. Group is to lead strategically on co-production. Identified cohorts to engage with. Contributed to discussions on how to achieve the mandated improvements in 'good levels of development'. HWW suggested how to target families not currently in the system, linking in with those who are frequently ignored, using a variety of communication methods.

Partnering for change

We worked with partners at 51 meetings this quarter, to support the people of Warwickshire to access the care they need.

South Warwickshire University NHS Foundation Trust (SWFT) Patient Experience Meeting

We shared feedback about the challenges faced by Blue Badge holders when parking. Following this, a new system has been implemented enabling Blue Badge holders to register their badge for the lifespan of the badge by visiting the Smart Parking website [here](#)

Warwickshire Gypsy, Roma, Traveller (GRT) Engagement Working Group

HWW gave an introduction presentation on our work. This included successes during engagement with the local boating community, and how this learning can be shared when working with GRT communities. We highlighted issues of access to health and care services that still remain unresolved for GRT communities.

Healthwatch England (HWE)

The HWE report 'The Public's Perspective: The State of Health and Social Care 2026' shared three experiences provided by HWW from patients. One focussed on mental health provision, and two on waiting for elective care. Read the full report [here](#).

Stratford District Transport summit

HWW presented feedback on the challenges of accessing health services from rural communities. These include increased anxiety, missed appointments or treatments, and delays to diagnosis. A task and finish group is continuing the work to develop recommendations for future improvements for patients.

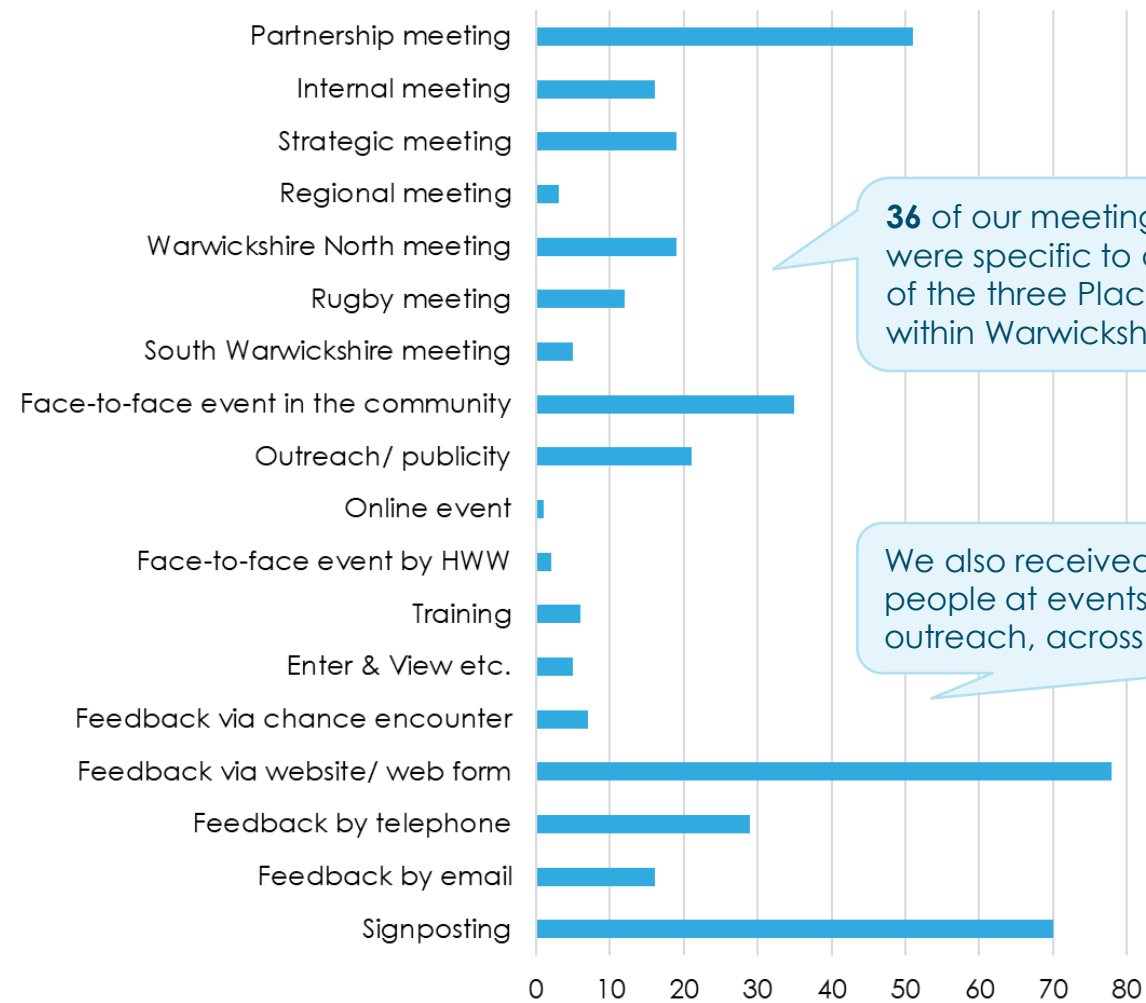
ICB Joint Commissioning for ADHD and Autism

Along with Healthwatch Coventry, we met with a representative of Cluster ICB Joint Commissioning to hear an overview of the Coventry & Warwickshire ICB transformation programme for ADHD and Autism. Following this we provided a response, including: *"We welcome the lifting of the pause on ADHD referrals for over 25-year-olds and the commitment to providing clarity for general practice regarding shared care. We are pleased to hear that further engagement work is planned in the co-production of the neurodevelopmental community hub, and we would welcome the opportunity to be involved in that and through the ongoing development of this programme."*

Our visibility in Warwickshire

Between February and April 2026, we recorded 897 activities.

Activities undertaken by HWW colleagues



36 of our meetings were specific to one of the three Places within Warwickshire.

We also received feedback from a further 354 people at events, and 231 people during outreach, across the county.

Out of the 732 pieces of feedback we received, 70 of them led to HWW being able to offer signposting for information or support.

595 people told us where they heard about HWW.

At an event	344
During outreach	220
Word of mouth-professional	10
Word of mouth-relative/ friend	9
Online search	4
Through their work	4
Other	3
Social Media	1

Engagement and Outreach

This quarter we engaged at 59 events or opportunities for outreach and publicity (63% of these were face-to-face). We gave 22 presentations. Our Engagement and Outreach work reached an estimated 1,362 people.

World Health Day Event

An event for the public coordinated by Everyone Active at the new Bedworth Physical Activity Hub. Professionals present included HWW, Nuneaton & Bedworth Primary Care Network, Warwickshire & Solihull Community and Voluntary Action (CAVA), Think Active, WCC Community Development Officers, and WCC Stop Smoking Service.

Shipston Warm Hub at Ellen Badger Hospital, Rugby Dementia Event, Stratford Feel Good Fest etc.

HWW held an information stand, engaged with the public including around our NHS 111 survey, and handed out leaflets giving more information on the work and impact of HWW.

Department for Work and Pensions (DWP): Movement to Work Programme Open Forum

HWW spoke to young people about what helps them feel comfortable when sharing their views, where they prefer conversations to happen, what times and formats suit them best, and which topics feel most important right now.

A short briefing paper based on what young people told us, was shared with Coventry and Warwickshire Partnership Trust (CWPT) and other local partners.

The Big Conversation: Supporting Children and Young People Event

We spoke to people at our information stand about HWW, the projects we have done focussing on feedback from young people, and the Young People's Health & Wellbeing Networking Events we coordinate.

University Hospital, Coventry (UHCW) Outpatients

We undertook joint visits with Healthwatch Coventry to listen to the experiences of patients attending outpatient's appointments.

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

Reports published this quarter

We published four 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.

Healthwatch Warwickshire Performance Report
(Nov '25-Jan '26)

[Read the full report here](#)

Listening to New Parents (see image)

[Read the full report here](#)

Discharge to Assess Survey Findings (see image)

[Read the full report here](#)

Enter & View Report, Woodside Care Village

[Read the full report 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...

Transport and Travel to Hospital feedback from Stratford District residents

• Stratford District Transport Summit, led by Stratford District Council, chaired by Shipston Health and Wellbeing Partnership (SHWP).

Rugby focussed phlebotomy feedback findings

• Rugby Health Improvement Forum (RHIF)

Anonymous feedback on mental health services, with particular focus on young people and suicide risk

• Coventry & Warwickshire Partnership NHS Foundation Trust (CWPT) Patient Advice and Liaison Service (PALS) and Patient Care Engagement Group (PCEG)

Young People's feedback from Department for Work and Pensions (DWP) Movement to Work open forum

• CWPT, and Warwickshire North Primary Care Networks.

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:

1,694 Followers [Visit us on X](#)

Facebook:

674 followers [Visit us on Facebook](#)

Instagram:

228 Followers [Visit us on Instagram](#)

Threads:

29 Followers [Visit us on Threads](#)

Blue Sky:

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

LinkedIn:

32 connections, 8 followers
[Connect with us on LinkedIn](#)

NEWSLETTER

Last quarter 1,061 people received our newsletter.

The most popular link followed from the newsletter was to our website.

www.healthwatchwarwickshire.co.uk

The most popular articles were on :

- Volunteering with Healthwatch Warwickshire
- Our NHS 111, Urgent Treatment Centres, and Minor Injuries Units engagement and survey.

WEBSITE

There were 7.6 thousand visits to our website this quarter.

The most popular pages included:

- [Homepage](#)
- [Advice and information](#)
- [HWW Annual Conference](#)

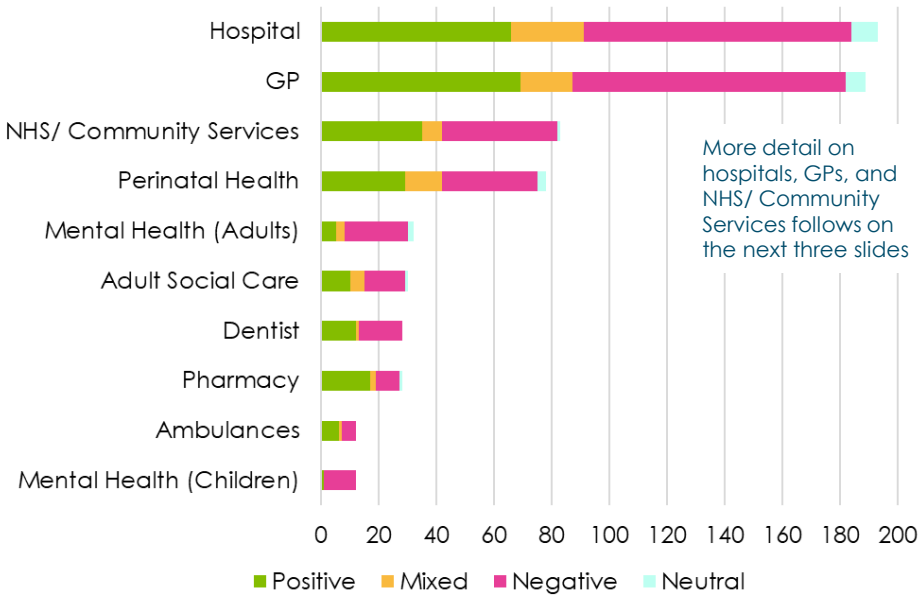


Some of our most popular digital communications this quarter were on our survey and engagement around people's experiences of NHS 111 services, Urgent Treatment Centres, and Minor Injuries Units. (see image) The report on our findings will be published next quarter.

What we heard

Between February and April 2026, we received 732 pieces of feedback about local services.

Feedback or enquiries by service (most common)



More detail on hospitals, GPs, and NHS/ Community Services follows on the next three slides

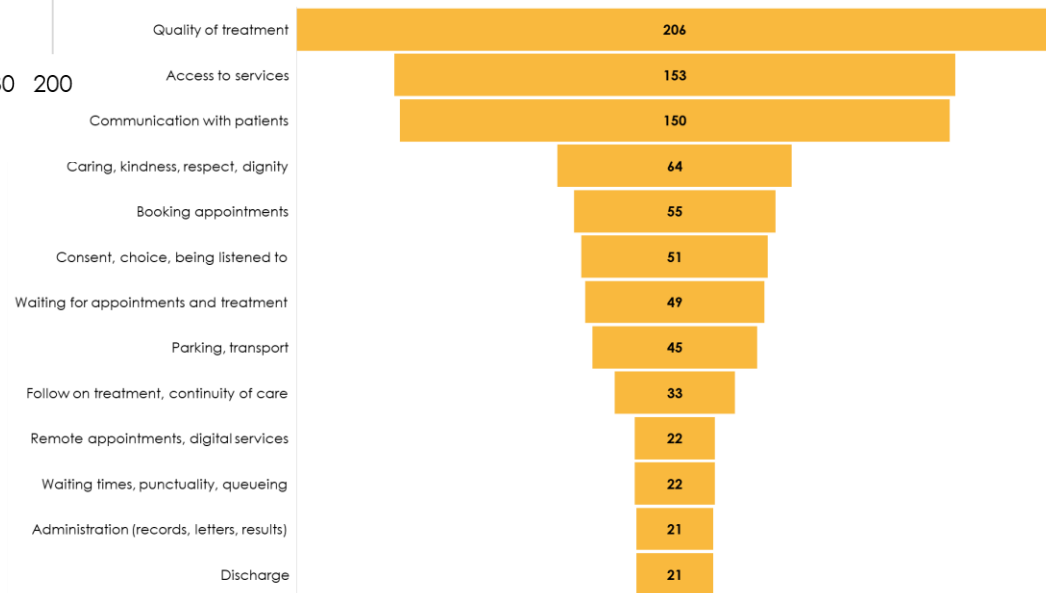
HWW often hear the most feedback about GPs and Hospitals across Warwickshire. We encourage people to tell us about their experiences, good and bad, in any health or care setting.

We categorise the feedback into themes.

"My health visitor said that if I want to weigh my baby then I should come here to the children's centre, but I don't know how to contact her. She said I could get in touch if my baby is unwell, but I don't know how."

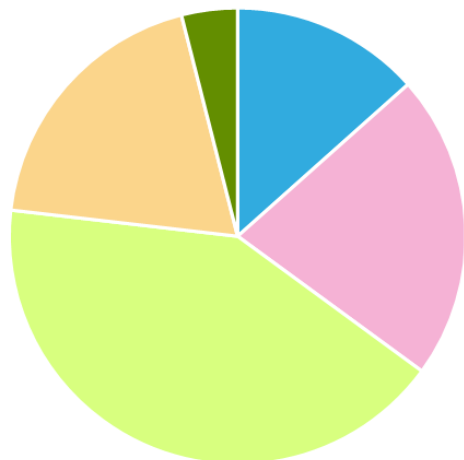
"Until we had a consistent community midwife, although still excellent care, it didn't feel as personal. Once we had a named midwife who we saw each week, she got to know us, and it was wonderful to have her support."

Most common themes discussed with HWW across all services



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 44 pieces of feedback about **CWPT** (Coventry & Warwickshire Partnership Trust) this quarter.

- 72% of this feedback was negative in sentiment.
- The majority of the feedback (50%) was about 'Community Mental Health Team (CMHT) and specialist MH services'
- People told us about issues accessing mental health support, particularly if they have other ongoing issues such as ADHD, or substance misuse.

We heard 13 pieces of feedback about **WMAS** (West Midlands Ambulance Service) this quarter.

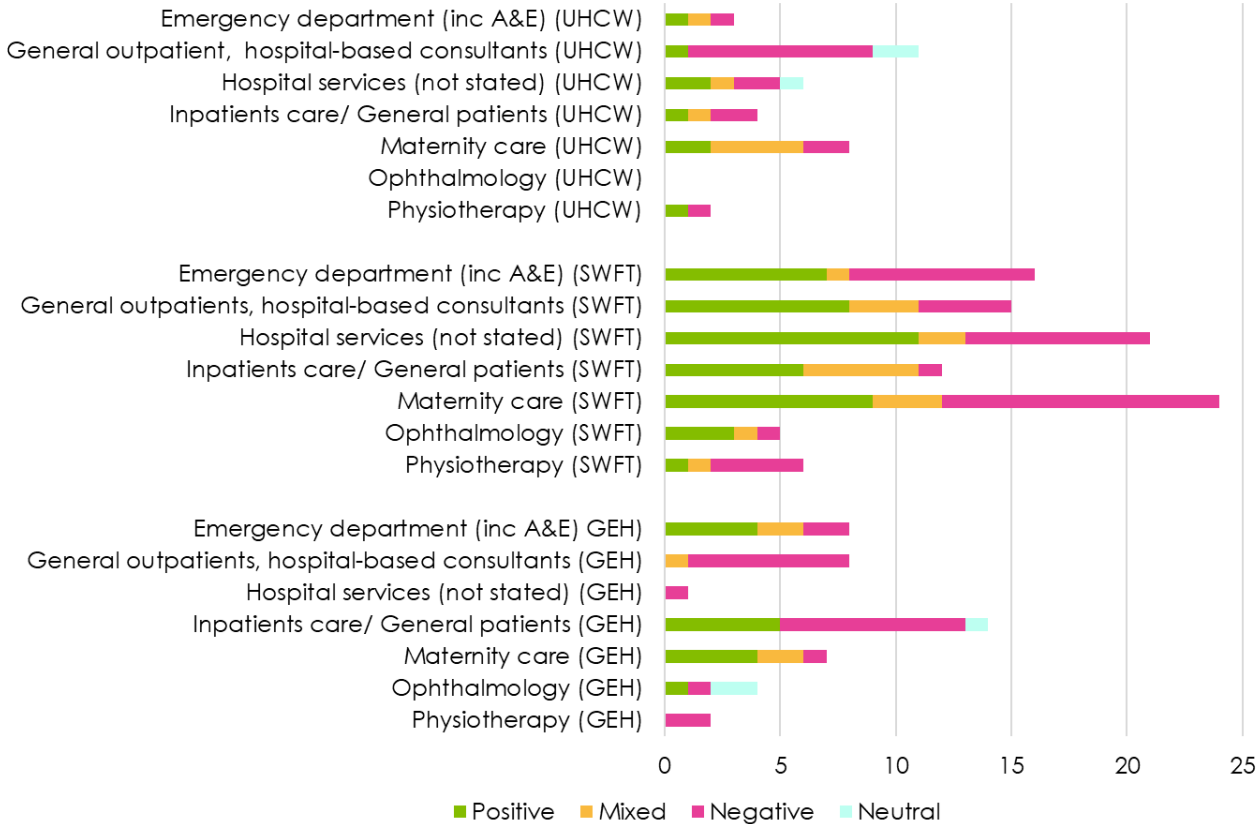
- 54% of this feedback was positive in sentiment.
- People told us about deciding to take family members to hospital themselves, as sometimes waiting times seemed too long.

"Our CAMHS psychiatrist told us to ring the crisis team when needed. My teenage child, tried to hang themselves. It took ages waiting on the phone. The crisis team spoke to them on the phone and that was it. They didn't notify CAMHS or our social worker or offer any help."

"NHS 111 called an ambulance for us, but they said it could take 6-8 hours, we couldn't believe how long the wait was so got a friend to take us to UHCW."

What we heard about Hospitals and NHS Trusts

Most common hospital services discussed with HWW this quarter



We heard 34 pieces of feedback about 'General outpatients and hospital-based consultants' this quarter.

59% of this feedback was negative in sentiment.

Negative feedback included concerns around poor communication with patients, and cancellation of appointments.

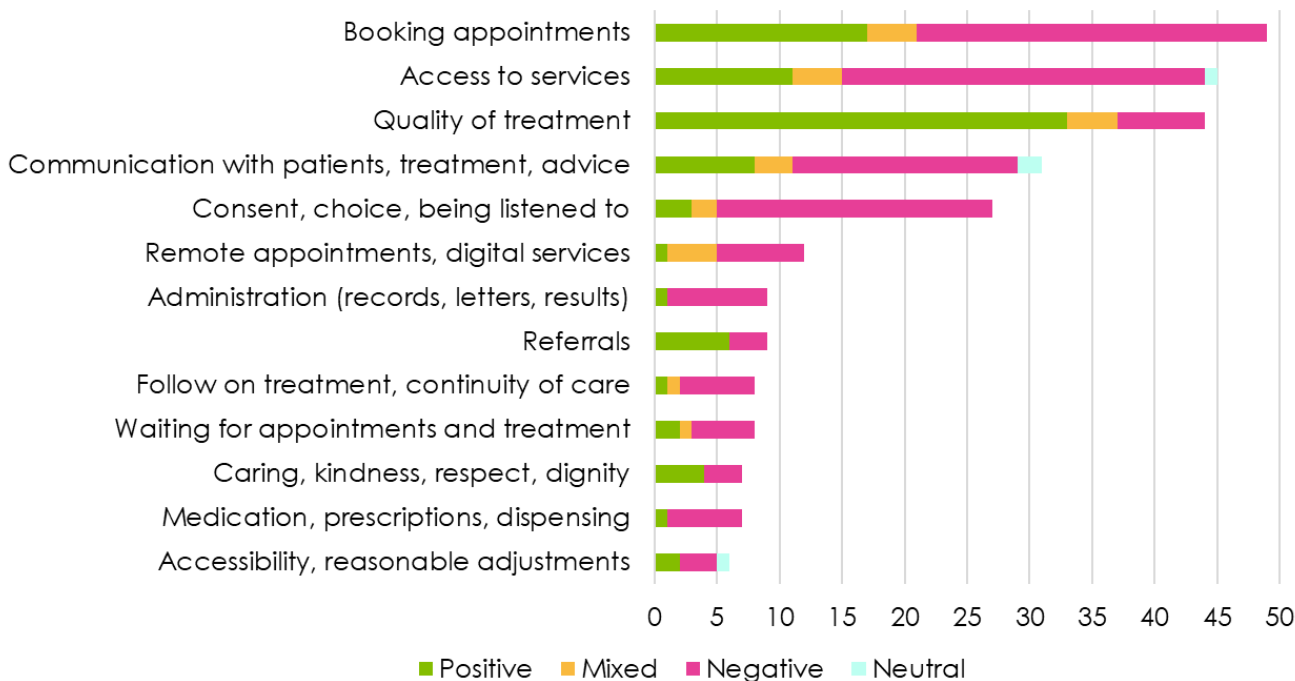
"It is very difficult to park at Warwick Hospital. You need to allow 30 mins to go round and round to find a space before your appointment. This is very stressful. Once inside the hospital the treatment is first class."

"My first appointment at GEH was for 15 minutes before the department opened, and I was unable to enter. For the second appointment, I received four letters confirming it and one cancelling it. I then received a report from the consultant showing the address where the 'cancelled' appointment was held. The consultant was based elsewhere. Get the administration correct to avoid waste and frustration. Clinically, all went well. "

"I'm under multiple consultants at UHCW for various health conditions which impact each other. They won't make decisions without speaking to the other teams. They tell me someone will get back to me then I don't hear anything."

What we heard about GPs

Most common themes discussed with HWW about GPs



Proportion of feedback shared with HWW, about GPs across Warwickshire



- North Warwickshire GPs
- Nuneaton & Bedworth GPs
- Rugby GPs
- Stratford District GPs
- Warwick District GPs

"They are great when you see the doctor, you just have to jump through hoops to get there. They were good when I was given a prescription from the hospital. I took it to the GP who sent it to Pharmacy to my Door, and it was delivered that afternoon."

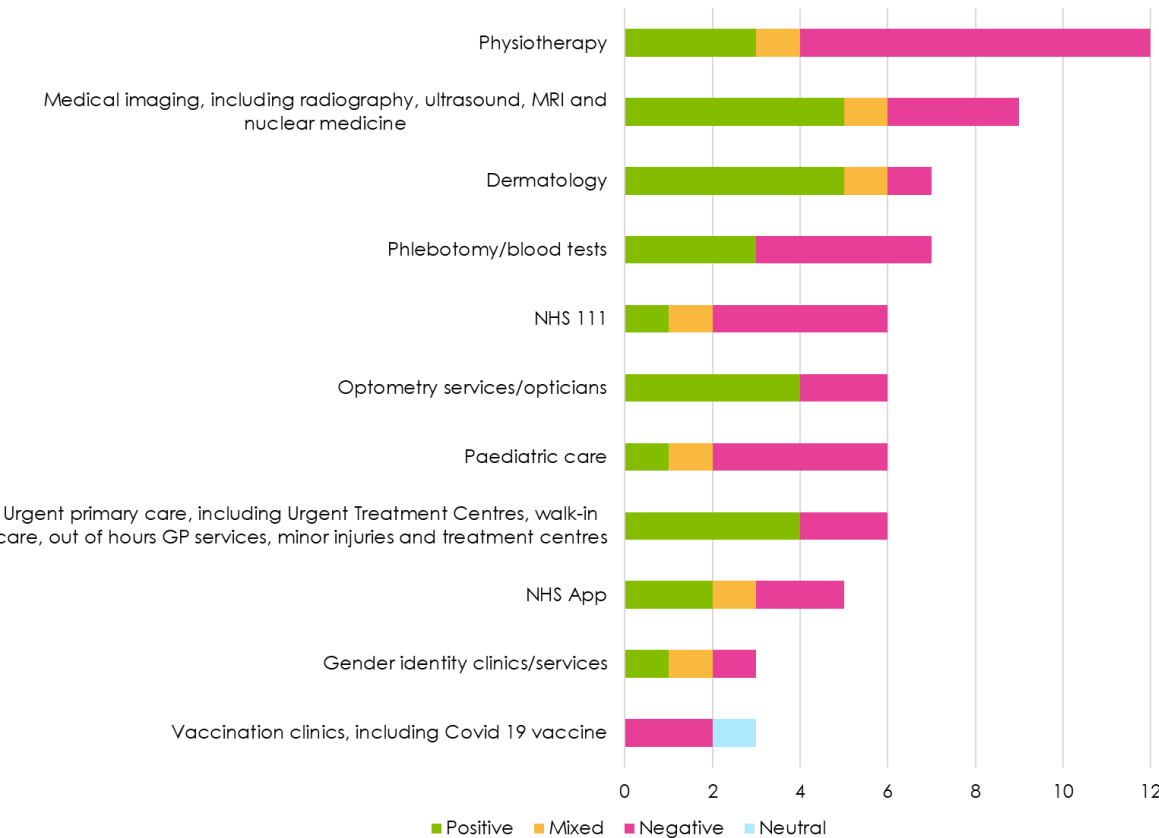
"I didn't feel listened to by the GP. He was dismissive of my health concerns. They shouldn't judge you based on how you look on the outside, they should look at what the causes are of what is happening to me on the inside."

"They are good, you phone and usually you can get an appointment the same day. Last time I went, they had a new GP, she didn't make me feel like I was in the way."

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

What we heard about NHS/Community Services

Most common NHS/ Community Health Services discussed with HWW this quarter



Community health services can be delivered directly to people in their own homes, care homes, community clinics, centres, schools, and via digital platforms.

People tell us they appreciate appointments being made that are convenient to them, if possible.

"I was seeing the physio at George Eliot for my hips. They sent me an appointment for 9am. I can't use my bus pass at that time. I had to pay for a taxi to take me. It costs £5 each way. I asked to be referred to the physiotherapists at Atherstone Memorial Hall instead."

People tell us they are more satisfied with services when staff are pleasant and helpful.

"The radiologist was lovely; he took his time to explain to my Autistic grandson what was going to happen during the MRI."

People tell us they sometimes feel fobbed off.

"I used to be seen (by a physio) every 6 weeks, now they give you a printout and tell you to do it at home. They don't show you what to do so you don't know if you are doing it right or wrong."

"I have eye appointments every 6 or 12 months and was due one in April. I have to chase it myself as I haven't heard anything. I know it is up to me to look after my own health, but I feel dismissed as an older person."

Focus on Warwickshire North

292 people gave us feedback about services in Warwickshire North this quarter. We attended 34 meetings, outreach or events.

This quarter:

- Met Head of Patient Experience & Volunteering, to discuss patient feedback about George Eliot Hospital (GEH), the feedback included urgent concerns, dressings in A&E, and parking charge issues.
- Engaged with communities whose voices are frequently ignored including Gypsy, Roma, Travellers (GRT), refugees and asylum seekers, young people, and faith groups.
- Attended the North Warwickshire & South Leicestershire College Jobs Fair hosted by Jodie Gosling MP.
- Heard from a college student: **“Healthcare staff should visit college sessions so we can learn how to access services ourselves. We don't know what to do.”** and passed this and other feedback to CWPT and, Primary Care Networks (PCNs) in Warwickshire North for action.
- Shared anonymous patient feedback with PCNs and the NHS.
- Held a stall, alongside a HWW volunteer, at the Bedworth World Health Day Event.



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

[Image credit](#)



Visiting North Warwickshire & South Leicestershire College Jobs Fair



Shabina, Engagement & Intelligence Lead (Warwickshire North)

Next quarter: Attend: Network Equality Meeting, Nuneaton & Bedworth Refugee & Asylum Seeker Support (NABRASS), GRT Engagement Group, and GEH Patient Forum. Undertake engagement at: Dementia Café, Stay and Play, Inini Refugee & Asylum Drop-In Session, and Farmers Healthcare Event.

Focus on Rugby

167 people gave us feedback about services in Rugby this quarter. We attended 23 meetings, outreach or events.

This quarter:

- Spoke to parents at four Baby & Toddler groups, and a Young Carers Group about their experiences of emergency care.
- Attended a meeting to discuss homelessness provision, possible ways to support the new homelessness strategy, and raise concerns on loss of nurses at homelessness support organisations.
- Met with staff from Deaf Community Independence CIC, Coventry & Warwickshire Association for the Deaf, and Coventry & Warwickshire British Sign Language Interpreting to jointly plan hospital feedback events for Deaf people.
- Heard from 11 people who said they are struggling to find a dentist, ***“It is so difficult to get an NHS dentist in Rugby, you constantly have to call around to check and one day they have spaces but so many people are looking that they go so quick, so you miss the opportunity.”***



Vina, Engagement & Intelligence Lead (Rugby)

Next quarter: Attending: Rugby Health Improvement Forum, Rugby Health and Wellbeing Partnership. Undertaking engagement at: Act On Energy community event, Mental Health Awareness Week events at local colleges, hospital feedback events for Deaf people.



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

[Image credit](#)

Focus on South Warwickshire

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



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

This quarter:

- Shared feedback from Stratford District residents about difficulties with transport and parking for health appointments, at the Stratford District Transport Summit.
- Visited six baby and toddler groups in South Warwickshire to listen to new parent's feedback. Shared the feedback with the Best Start for Warwickshire Team, Maternity and Neonatal Voices Partnership and Warwickshire Health Visiting Service.
- Held a stall to hear feedback and provide information at the Stratford Feel Good Festival wellbeing event.
- Engaged with the community at Lillington Community Pantry, Brunswick Hub, South Warwickshire Colleges, Action Menopause Warwickshire meeting, Stratford Hospital, and Ellen Badger Hospital.
- Shared feedback on Blue Badge Parking with SWFT, who have improved their process. The enquirer said, ***"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."***



Visiting Shipston Warm Hub at Ellen Badger Hospital



Caroline,
Engagement & Intelligence
Lead (South Warwickshire)

Next quarter: Visits and engagement planned at South Warwickshire colleges, Lillington Health Hub Community Event, Kenilworth Library, Young Carers group in Sydenham, ILEAP (charity supporting people with additional needs across South Warwickshire) Group in Kenilworth, and Foodbanks.

Information and signposting

This quarter, we provided information and signposting to 70 people. Some people were signposted to more than one organisation. We provided 87 signposts.

Signposted to	Number
GP	15
Support organisation	13
Integrated Care System/ Board (ICS/ICB)	11
South Warwickshire University NHS Foundation Trust (SWFT)	10
Warwickshire County Council (WCC)	9
George Eliot Hospital NHS Trust (GEH)	8
University Hospitals Coventry & Warwickshire NHS Foundation Trust (UHCW)	6
NHS	4
Private Care Company	4
Coventry and Warwickshire Partnership NHS Trust (CWPT)	2
Dentist	1
Healthwatch	1
Parliamentary and Health Service Ombudsman	1
Pharmacy	1
Queen Elizabeth Hospital Birmingham	1

"This information is great, thank you so much!"

"I've found, in the link that you've sent me, all the information so thank you very much for your help. I've called my GP and now I'm waiting for their call back."

"Thank you so much. I really am so grateful. You have no idea of the bother you have saved me."

Our impact in Warwickshire

Providing accurate pharmacy opening time information

“The website says the pharmacy is open all day, but it is shut now (for lunch) so I can’t get my prescription.”

Following this feedback during an in-person visit to Stratford Hospital, Healthwatch Warwickshire confirmed opening hours with the pharmacy, and noted that when ‘Stratford Hospital Pharmacy’ is searched online, the first result is the website: ‘AccessAble - Your Accessibility Guide’. HWW contacted them and they responded:

“Good afternoon, thank you for your email regarding the incorrect opening hours on the Stratford Outpatient Pharmacy guide. I’ve now updated the opening hours and added a note to advise that the pharmacy closes for 30 minutes at around 13:00. I’ve also included the website link you provided.”

The correct times are shown on the SWFT Website.

Assisting with online access to parking

“The disabled car parking is often full at Warwick and there are only 5 disabled spaces at Ellen Badger.”

HWW told the enquirer that she can now register her blue badge online to save having to take it into the hospital to get free parking after an appointment.

“I can’t do that, I can’t go online to register, I don’t have a computer.”

HWW registered the individual on to the system and shared information about when this would need to be renewed.

“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 patients to book suitable appointments

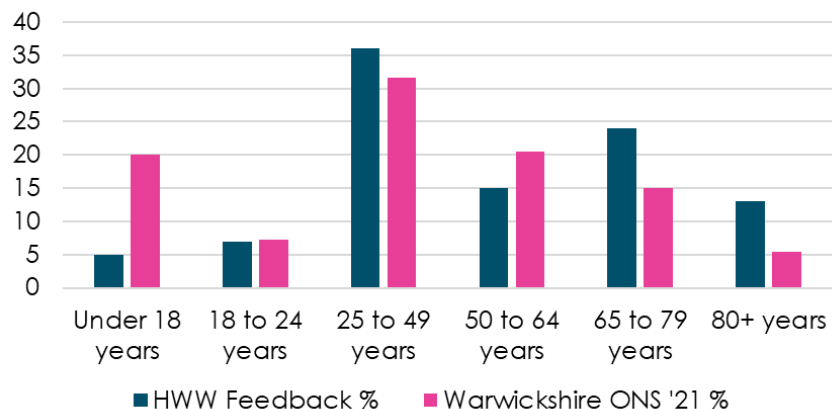
“You have to go through the wringer it’s a nightmare to make and get an appointment. You can’t call the surgery; you have to go through the online form. I can’t cope with it. I have Autism. I’d rather curl up in my home than contact the GP surgery.”

HWW advised the enquirer of new government guidance on being able to book appointments face-to-face or over the telephone. A GP surgery cannot insist that appointments are only booked online. HWW encouraged the enquirer’s support worker to speak to the surgery about the guidance, and how to support the enquirer with booking future appointments. HWW will speak to the PCN/ Surgery about alternative ways of booking appointments.

Who we heard from

We heard feedback from 732 people between February and April 2026. We also heard from 230 people through our 'NHS 111, Urgent Treatment Centres, and Minor Injuries Units' survey, plus 8 people on our 'Discharge to Assess' survey.

Age Group Comparison



- 698 people chose to share their **age** with us.

Not all figures are shown for Warwickshire

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

- People identifying as 'Any other White background' include European, Dutch, Ukrainian.

	Ethnicity of people providing feedback to HWW %	Comparative figures for Warwickshire %
White: British / English / Northern Irish / Scottish / Welsh	79	82.1
Asian / Asian British: Indian	7	4.1
White: Any other White background	5	5.9
Asian or Asian British – Any other Asian or Asian British Background	1.3	1
Black / Black British: African	1	0.8
White: Irish	1	0.9
Any other Black or Black British	0.7	0.2
Any other ethnic group	0.7	0.9
Asian / Asian British: Bangladeshi	0.7	0.1
White: Gypsy, Traveller or Irish Traveller	0.7	0.1
Mixed / Multiple ethnic groups: Asian and White	0.5	0.8
Arab	0.3	0.1
Asian / Asian British: Pakistani	0.3	0.5
Black / Black British: Caribbean	0.3	0.8
Mixed / Multiple ethnic groups: Black Caribbean and White	0.3	0.8
Asian / Asian British: Chinese	0.1	0.5
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background	0.1	0.5
Mixed/ Multiple ethnic groups – Black African and White	0.1	0.2
White: Roma	0.1	0.1

Who we heard from

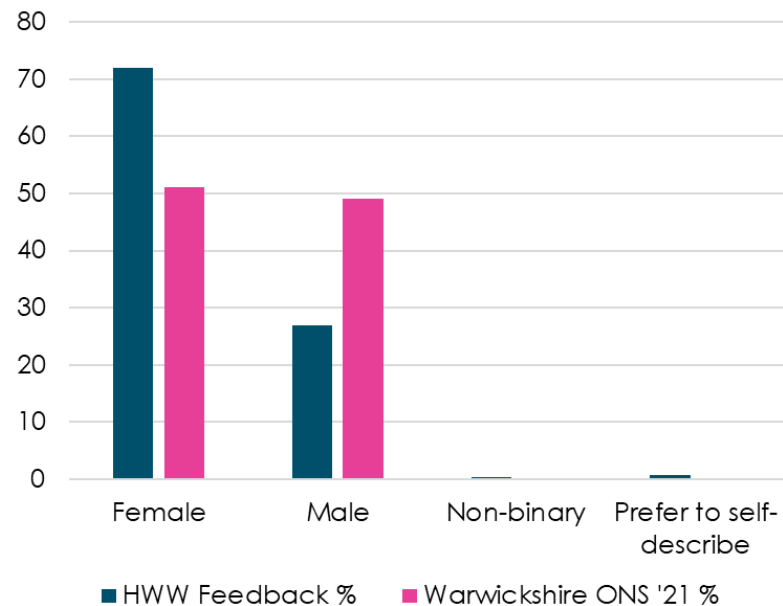
We ask people about their personal circumstances to help us ensure that we represent the people who live in Warwickshire.

- **738** people chose to share their **gender** with us. Two people told us they are non-binary, and six people told us they prefer to self – describe.
- When asked ‘Is your gender different to the sex you were assigned at birth?’ **15** people said ‘yes’

Comparison of Place Population with all HWW feedback and enquiries received



Gender Comparison



- **75** people told us they have a **Disability**.
- **946** people told us they have a **Long-Term Condition**.
- **50** people told us they are a **Carer**.
- **6** people told us they are **Ex-Armed Forces Veterans**.
- **24** 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 11 Volunteers and 8 Board Directors.

Board Directors activity this quarter:

- Participated in one formal and two informal HWW Board Meetings.
- Attended meetings held by Healthwatch England including pre-publication briefing on the 'Learning From Healthwatch' King's Fund report.
- Represented HWW at the Warwickshire North Health & Wellbeing Partnership.
- Attended the Voluntary, Community, Faith, and Social Enterprise (VCFSE) Collaborative Event hosted by CAVA. (see image)



HWW Chair, Liz Hancock, with HWW staff at the VCFSE Collaborative Event

Volunteers' activity this quarter:

- Participated in a HWW Volunteer Forum.
- Attended the Coventry and Warwickshire ICS Research Engagement Network (REN) Showcase.
- Participated in the World Health Day Event in Bedworth. (see image)
- Listened to local residents at engagement events across the county.
- Attended a HWW formal Board Meeting as a new Volunteer Representative.
- We said goodbye, and best wishes for the future, to Max Patel,
- Attended Support and Supervision sessions with HWW staff.



HWW volunteer Dilys, with staff member Shabina, at the World Health Day 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: 'Using design to engage your audience'	Updates on accessibility and appropriate means of communication
'Safeguarding Adults and Children'	Information on safeguarding pathways, making referrals, and signs to look out for.
Education Learning Academy: 'Confidence in Leadership 101'	How to improve confidence within yourself to focus on solutions not problems.
Workplace Wellbeing Award, Lucy Bishop: Supporting Women in Perimenopause and Menopause'	Perimenopause/ Menopause awareness and how it affects diet and lifestyle.
Peer to peer learning provided by HWW: 'Online Focus Groups'	How to run a successful online focus group, using a previous successful HWW event as a guided example.

Looking Forward

Our plans and commitments for the next quarter.

April 2026

- WCC Adult Social Care and Health Overview and Scrutiny Committee Meeting
- CONCORD Workshop
- Integrated Care Delivery Forum

May 2026

- HWW Volunteer Forum
- Publish HWW NHS 111, Urgent Treatment Centres, Minor Injuries Units, findings report
- Publish GP Net-0 materials
- WCC Health & Wellbeing Board
- HWW Formal Board Meeting
- Cluster ICB Meeting
- HW Regional Meeting (Chair and Secretariat by HWW)
- Care Collaborative Forum
- ICoN Meeting

June 2026

- HWW Annual Conference
- Strategic Commissioning Committee, Cluster ICB
- HWW Volunteer Walk
- WCC Adult Social Care and Health Overview and Scrutiny Committee Meeting
- Publish HWW Annual Report
- HWW hospital feedback events for Deaf people

July 2026

- HWW Formal Board Meeting
- Strategic Commissioning Committee, Cluster ICB
- WCC Health & Wellbeing Board
- Cluster ICB Meeting
- Care Collaborative Forum

Finance

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

Income		Expenditure	
Annual grant from Government	£250,939	Expenditure on pay	£221,488
Additional income	£156	Non-pay expenditure	£12,374
		Office and management fees	£38,304
Total income	£251,095	Total expenditure	£272,166

These figures for the financial year ending 31 March 2026, are subject to audit and adoption by the HWW Board.

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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