

# The value of listening

Healthwatch Warwickshire  
Annual Report 2023–2024



**healthwatch**  
Warwickshire

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**"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."**

Louise Ansari, Chief Executive at Healthwatch England



# Message from our Chair

I am pleased to share with you the 2023–24 Annual Report for Healthwatch Warwickshire.

This year Healthwatch Warwickshire have strived to create more opportunities to engage with local people, especially those that are seldom heard, seeking their views, opinions, concerns and good news stories about health and social care. Our menopause survey and work with UK Armed Forces Veterans are great examples of the innovative ways we look to broaden our reach.

Our website highlights the diverse ways we engage but also offers a good resource for people wanting support or advice on health and social care matters. It states that our aim is “to be an accessible, trusted, independent source of advice – listening, and responding effectively, to express your voice on local health and social care issues.”

It is an honour to continue in the role of Chair of Healthwatch Warwickshire. The Board of Directors meet on a regular basis to discuss current activities and to ensure Healthwatch Warwickshire continues to meet its legal and statutory obligations. As Directors we also have the opportunity to represent Healthwatch at regional and national meetings. Our external relationships are important to the work of Healthwatch as we seek to share learning and influence decision makers. Our relationships with other local Healthwatch organisations and Healthwatch England help to drive forward change.

My thanks must also go to the staff and volunteers of Healthwatch Warwickshire who work hard to ensure that the voice of local people is heard not only throughout Warwickshire, but across the country.



**“Our external relationships are important to the work of Healthwatch as we seek to share learning and influence decision makers. Our relationships with other local Healthwatch organisations and Healthwatch England help to drive forward change.”**

Liz Hancock, Chair Healthwatch Warwickshire



# About us

## Healthwatch Warwickshire is your local health and social care champion.

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

### Our vision

A society where every voice matters in health and care.



### Our mission

To ensure people's lived experiences improve health and care 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.



# Year in review

## Reaching out:

**3,709 people**

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



**33,114 people**

came to us and also looked at our website for clear advice and information about topics such as mental health and the cost-of-living crisis.

## Making a difference to care:

We published

**8 reports**

about the improvements people would like to see in health and social care services.

Our most popular report was

**Menopause Services Report**

which highlighted the struggles people face finding suitable support with peri-menopause and through menopause.



## Health and social care that works for you:

We are lucky to have

**21 outstanding volunteers and Board members**

who we work alongside to make care better for our community.



We are funded via Warwickshire County Council.  
In 2023 – 24 we received

**£243,938**

which is 7% more than the previous year.









We currently employ

**8 staff**

who help us carry out our work.



# How we've made a difference this year

Spring	 <p>We hosted an Adult Social Care Online Forum, hearing personal experiences from 9 people, enabling them to share feedback directly with Warwickshire County Council Adult Social Care Services.</p>	 <p>We carried out engagement and a survey about dental care in Rugby, hearing responses from 436 residents, sharing the findings with the NHSE Dental Commissioning Team to help improve access for residents.</p>
Summer	 <p>We attended Gamecock Barracks Health Fayre, hearing from 45 members of the 'Armed Forces Community', strengthening our relationships in the area and assisting us to focus future work on appropriate issues.</p>	 <p>We attended Warwickshire Pride Festival, in Leamington, hearing from 71 members of the public, improving public knowledge while raising the profile of Healthwatch Warwickshire.</p>
Autumn	 <p>We hosted our 'State of Care in Rugby, Health and Social Care Forum', hearing from 120 people, both professionals and residents, about their views of local service provision, raising awareness with local councillors.</p>	 <p>We started a new, five-year contract to deliver the Healthwatch service across Warwickshire to help improve health and care for all residents.</p>
Winter	 <p>We published our Menopause Services Report, sharing the views of 314 local people with those who commission services and make decisions about care, highlighting the areas of most concern.</p>	 <p>We published our Quarterly Performance Report, on our website for the first time, showing local residents and partners, including Warwickshire County Council, the impact of our work.</p>

# Your voice heard at a wider level

**We collaborate with other Healthwatch and senior decision makers to ensure the experiences of people in Warwickshire influence decisions made about services at Coventry and Warwickshire Integrated Care System (ICS) level and more widely.**

This year we've worked with organisations across the Midlands to achieve:



## **Mental wellbeing of Carers, and others frequently ignored, to be considered.**

The West Midlands Combined Authority established an independent time-limited Commission of representative local people and services, 'to explore priority actions for improving mental health and reducing inequalities in the region'. At the launch of the report in 2023, our Healthwatch Warwickshire Chief Executive challenged the lack of reference to the mental wellbeing of carers in the report. This was agreed by the Commission and further work promised. Follow up discussions have been held between our Chief Executive and ADASS (Association of Directors of Adult Social Services), the outcomes of which will conclude in 2025.

## **Patient voices being heard across the region**

Our Healthwatch Warwickshire Chief Executive chairs the East and West Midlands Healthwatch Regional Network, leading on:



- Regular interaction with NHS England e.g., Plans for Emergency Care and Dental Care provision across the region.
- Collaboration with Healthwatch England e.g., consultation around policy development, relationships between local and national Healthwatch including how we work together for the benefit of people who live in Warwickshire.
- Increasing opportunities for local Healthwatch to collaborate and learn from each other



## **Representation of patient perspectives on national research projects**

Healthwatch Warwickshire are Accredited Partners, with Warwick Medical School, on four current research projects, with the National Institute for Healthcare Research (NIHR). Our purpose on all four projects, GP Net-0, PIPER (Patient Involvement, Participation and Engagement in Research), ReSPECT (Recommended Summary Plan in Emergency Care and Treatment), and the Applied Research Collaborative, is to ensure that patient perspective is properly considered throughout each project.



# Listening to your experiences

**Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.**



# Enhancing menopause services

**In response to feedback from Warwickshire residents, we ran a countywide survey to capture people's experience of care and support around the menopause.**

Working alongside local menopause support groups we heard from 314 people between September – December 2023. Whilst some people were happy with the care and support received, we heard issues around a lack of knowledge, support, follow up, or onward referrals from GPs. People described not knowing where to turn for support and needing to educate, and advocate for, themselves.

- Only **56%** of people were satisfied with the care and treatment they received around the menopause.
- **63%** of respondents told us they had been prescribed HRT. This is higher than both the 43% who felt well informed about HRT, and the 52% who felt comfortable to have a conversation about HRT with a health care professional.
- **Over 100** people told us that they were impacted by HRT shortages.

## How will people in Warwickshire benefit

- Greater attention is being focussed on the issues raised, particularly in North Warwickshire and Rugby where we were unable to locate any menopause support groups.
- Recommendations for improvements in menopause services are being submitted to the Integrated Care Board (ICB), including ensuring primary care staff are better informed, following our findings being shared with the Health Overview and Scrutiny Committee.
- All responses to "What would make menopause service better for you?" have been shared with the ICB programme manager for women's health who invited us to present our findings at the Women's Health Strategy Steering Group.
- Following our survey, we are partnering with Action Menopause Warwickshire to promote engagement and support for men during the menopause.
- We shared our report with the Coventry & Warwickshire GP training hub who have requested our input as they develop further menopause training for general practice.

**Read the report on our website, or follow the link below:**

**[What you told us about Menopause support in Warwickshire](#)**



"We hope that these findings will help Public Health leads and local healthcare commissioners to redress the obvious gaps in adequate and equitable NHS menopause support within primary care to enable all women to live their lives as well as possible through the menopause."

Action Menopause Warwickshire response to our report

# Improving infant feeding support

## Healthwatch Warwickshire joined the steering group for the Coventry and Warwickshire Integrated Care System's new breastfeeding and infant feeding strategy for 2024–2029.

The strategy aims to improve infant feeding practices from birth until 2 years old, for optimum health benefits.

- We promoted a Coventry and Warwickshire wide survey to capture feedback from new parents.
- We conducted targeted engagement in South Warwickshire due to the differences in provision of infant feeding services in that area.
- We presented our report of what we heard to the steering group, to inform the strategy.



**Read the report on our website or follow the link below:**

**[Breastfeeding and Infant Feeding Strategy](#)**

"Very well thought through, and super informative. This information will definitely help us form our strategy... Thank you for all your input into the project, it has been invaluable."

Response to our report from the Project Lead, Breastfeeding and Infant Feeding Strategy, Coventry and Warwickshire ICS

- We shared additional feedback from this engagement, with Warwick hospital maternity leads and to the infant feeding co-ordinator for Warwickshire Health visiting. Health visiting feedback was shared with staff, the service improvement and innovation manager, and senior managers at the Family Health Divisional board meetings.

### How will people in Warwickshire benefit

- Inclusive language will be used in the strategy so that all parents feel included and will benefit from the recommendations.
- A new, and so far, successful pilot service has been set up by the infant feeding team in South Warwickshire to provide more support and education for parents.
- The strategy aims to promote breastfeeding 'not just to pregnant mothers, but to people of all ages, genders and backgrounds.' and ensures 'that appropriate infant feeding support is available to all parents throughout their feeding journey, including young parents, those in low-income groups and marginalised communities.'

# Encouraging an open and listening culture across mental health services

In 2023, Coventry and Warwickshire Partnership Trust (CWPT) introduced a program of '15 Step Challenge' visits tailored for inpatient mental healthcare settings. The Healthwatch Warwickshire team supported this work by attending visits and sharing insights with the CWPT staff.

The involvement of Healthwatch Warwickshire (HWW) was driven by increasing public concerns about access to mental health support and the pressures faced by Coventry and Warwickshire Partnership Trust to meet growing demands.

Teams visited, assessed and gave feedback on each of the locations. The visits provided an opportunity to highlight the importance of external feedback. HWW gained insights into how mental health units operate and the challenges faced by staff.



"Everyone involved from Healthwatch have been brilliant. Their contributions have been very valuable and provided 'Fresh Eyes' and different perspectives to support our services to improve"

Debbie Brown, Assistant Director of Nursing at Coventry and Warwickshire Partnership Trust

**HWW colleagues visited:** psychiatric wards, rehabilitation and recovery units for people with enduring mental illness, a specialist centre for individuals with severe eating disorders, a centre for people with dementia, and a secure hospital providing inpatient assessment and treatment to children and adults with a learning disability or autism.

## How will people in Warwickshire benefit

- Residents and patients were able to share their experiences of care with us.
- The experience for people on the wards, visitors and staff, is improved by implementing the agreed-upon actions highlighted in a comprehensive report after every visit.
- An example of agreed-upon actions that was implemented: Waiting areas are more welcoming for visitors, and signposting is provided in different languages.



"It meant I could spend time with individuals, who wanted to tell me about their experience, whilst they were staying in one of the local mental health units"

Caroline, Healthwatch Warwickshire Engagement and Outreach Officer

# Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences are frequently ignored.

## Creating empathy by bringing experiences to life

**It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.**

Mel\* shared her concerns with us around care and treatment she received following a caesarean section. With her consent we contacted the Associate Director of Midwifery. Mel was put in touch with the Patient Experience Midwife and made suggestions that could have improved her experience. These included having more information in the folder that is left in the cubicle during the caesarean e.g., -what to expect the day after delivery-what to expect day 1 or 2 for feeding, and -what to do if you are struggling with breastfeeding on the ward.

\*not their real name



## Getting services to involve the public

**Services need to understand the benefits of involving local people to help improve care for everyone.**

After engaging with people at an independent living property we heard about barriers to them accessing vaccinations. We put the property manager in touch with the chair of the local Patient Participation Group (PPG), who arranged for a GP to visit and give vaccinations to 30 people in a single session. Residents and their families appreciated that vaccinations were completed in a timely fashion and much reduced the inconvenience of having to organise individual appointments. PPG members also met with residents to listen to their feedback about the medical centre and their queries will be taken to their next PPG meeting for follow up. The PPG will attend future events at the property so that residents have a voice when it comes to local patient services.



## Improving care over time

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

We continue to champion patient voice at Place Level, across the 3 places in Warwickshire. Staff and Board members attend Place Executives where wider decisions are made and Delivery Boards where actions are followed up, in both Warwickshire North and South Warwickshire. We are aware of developmental issues in Rugby Place, so held a 'State of Care in Rugby' event, bringing key decision makers, commissioners and providers of health and social services together to focus on challenges faced by the town. Representatives from University Hospital Coventry and Warwickshire (UHCW), and Rugby Borough Council, referenced the event when reporting to the Health and Wellbeing Board.







# Hearing from all communities

**Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.**

This year we have reached different communities by, for example:

- Attending health and wellbeing presentations, for the Hong Kong Community Resettlement Scheme, and a Syrian women's pregnancy health group, in Nuneaton.
- Improving our relationships with the Armed Forces Community, including attending health focussed family days, and engaging with veterans through our health survey.
- Attending the World Autism Event at Gurdwara Sahib, Leamington and Warwick, proving support information to be added to their website, and sharing details about our Adult Social Care event.

# Improving adult social care

**HWW held an online focus group where people who use adult social care services were able to share their individual experiences of what it has been like for them trying to get support for themselves or people they care for.**

Responding to the feedback received, a Service Manager and Senior Social Worker, representing Warwickshire County Council (WCC), expressed gratitude to the attendees for their valuable input and outlined how WCC planned to use this information to improve services.



**"I'm one of the senior managers in Social Care and Support, and my role is to understand how we are doing and to lead on improvements. Hearing from people directly makes such a difference and it will really help us focus on what we need to do better."**

**Ian Redfern, Service Manager/Principal Social Worker, WCC**

In direct response to the insights heard during the online discussion, WCC undertook a revision of the information they provide about paying for adult social care. This updated information was then reviewed by Healthwatch Warwickshire (HWW) staff, volunteers, and participants of the online event, who provided further feedback. The Finance Team at WCC evaluated each piece of feedback about the financial information leaflet, resulting in additional revisions to the leaflet and updates to WCC's online resources on 'Paying for Social Care'.

HWW now provide a report of anonymous feedback every three months directly to the Adult Social Care Team at Warwickshire County Council, which is used to focus on areas for improvement. This confidential report is shared with WCC's Senior Management Teams and is accessible to all other WCC staff.

Additionally, regular meetings take place between HWW and WCC, and through open and honest communication, both organisations strive to improve the quality of adult social care services in the local community.

## How will people in Warwickshire benefit

- The Adult Social Care Team are listening to, and acting upon, people's experiences of trying to get support for themselves, and those they care for.
- Written information relating to paying for adult social care services has been simplified.
- Better ways to communicate with members of the public will be discussed and agreed before WCC share and embed the expectations across their teams.





## Advice and information

**If you feel lost and don't know where to turn, Healthwatch Warwickshire is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint, or finding a support organisation– you can count on us.**

### **This year we've helped people by:**

- Providing up-to-date information people can trust, by staying informed and attending regular training sessions.
- Helping people access the services they need, sometimes by signposting to other organisations.
- Assisting people to prepare for medical appointments by sharing our [HWW BRAINS](#) leaflet and discussing how to get the most out of your time with a health care professional.
- Sharing information about Voice Connect and the NHS App, following the closure of the Prescription Ordering Direct (POD) telephone service in North Warwickshire.

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## “My parent needs help to put in eye drops after surgery.”

Lewis\* contacted us concerned that his relative, a resident in a retirement property in South Warwickshire, would not be able to administer their own eye drops following cataract surgery. This may have delayed the surgery indefinitely. Healthwatch Warwickshire (HWW) were alerted that training for care workers for the task of administering post-operative eye drops was not currently available from district nurses. HWW liaised with Warwickshire County Council and have helped to facilitate the appropriate training. Four care workers were signed up initially, and the training is being offered more widely.

\*not their real name

### What changed?

- **Care staff are now trained for the task of administering post-operative eye drops and the person they support can proceed with the surgery they need to improve their vision.**

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## “I need help to contact my GP online, and to order repeat prescriptions digitally.”

Enquirers often tell us they struggle to access digital services like the NHS App or their GP surgery’s website and would appreciate support. Healthwatch Warwickshire contacted Warwickshire Rural Community Council (WRCC) to ask if this is something that could be addressed at Warm Hubs.

We had this response: “Following your email about tech support sessions for Warm Hubs I’m pleased to let you know that Warwickshire Library Services have now restarted their ‘Tea and Tech’ sessions that were popular last year, and I’ve already suggested some in our network. If you could let me know which hubs were particularly interested in having this support, I’ll pass on the information.”

### What changed?

- **Training in basic digital skills has been re-instated at some warm Hubs for members of the public, to assist with digital access to GPs and prescriptions.**
- **Healthwatch Warwickshire staff have provided an information page on our website and talked people through how to get on to the NHS App.**





# Volunteering

**We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.**

**This year our volunteers:**

- Attended events across the county to promote Healthwatch Warwickshire and support their communities to share their views.
- Undertook 15 Steps Challenge visits at local mental health care venues, and took part in investigations and Enter & View visits to Care Homes
- Gave feedback on the 'Coventry and Warwickshire Palliative and End of Life Care Strategy'.
- Provided feedback to Coventry and Warwickshire Partnership Trust on the draft dementia strategy.
- Supported staff at the Diabetes Wellness Day, EcoFest, and Warwickshire Pride Festival.
- Supported new volunteers with Enter & View training.



"As a seasoned resident and retired Practice Nurse, with an interest in health and the provision of health care, I became a volunteer with Healthwatch Warwickshire 7 years ago.

Recently I supported staff at an event focussed on Diabetes, one of my areas of special interest. We offered constructive listening and support to those wishing to talk about problems they were experiencing. This was useful to individuals and enabled issues to be highlighted for Healthwatch Warwickshire to raise concerns at the appropriate level.

I was a member of the interview panel for a recent recruitment to the staff team. I had previous experience of interviewing mainly teachers, as a retired school governor. Assisting with recruitment for this post at Healthwatch Warwickshire was a very enlightening and positive experience.

I appreciate the supportive training that is offered to me as a volunteer. It is vital that we are fully aware of the complexities of projects being undertaken, and the usefulness of their outcomes. I feel that volunteers have a real value within the organisation."



Maggie,  
Healthwatch  
Warwickshire  
volunteer.



"Ending a career in industrial management and management consultancy, I became that weekend a mental health carer. Through a Warwickshire County Council (WCC) course for new carers, I came into contact with carers, service users, providers and the commissioners of Mental Health (MH) services across Warwickshire. I shortly helped form a social enterprise of active carers, financed by the MH Regional Development Unit in Birmingham, becoming their lead facilitator of partnership projects around the region. I was later contracted by WCC, through Springfield Mind, to 'empower' carers across Warwickshire. These activities led to an invitation to join 'Warwickshire LINK', the body that preceded Healthwatch Warwickshire, where I act as a Board member. I tend now to work on projects involving carers of all types and currently with WCC to help them work in 'co-production' with users of their care services."



John,  
Healthwatch  
Warwickshire  
Board  
member.

## Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.



[www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk)



01926 422 823



[info@healthwatchwarwickshire.co.uk](mailto:info@healthwatchwarwickshire.co.uk)





# Finance and future priorities

To help us carry out our work we receive funding through Warwickshire County Council under the Health and Social Care Act 2012.

## Our income and expenditure (subject to audit)

Income		Expenditure	
Annual grant from Government	£243,938	Expenditure on pay	£196,872
Additional income	£4,392	Non-pay expenditure	£17,377
		Office and management fees	£37,177
<b>Total income</b>	<b>£248,330</b>	<b>Total expenditure</b>	<b>£251,426</b>

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### **Additional income is broken down by:**

- £3,942 received from NHS Dental Commissioning Team on behalf of Coventry and Warwickshire Integrated Care Board for work on the HWW Rugby Dental Engagement project.
- £450 received from Warwick Medical school for work on the ReSPECT Project. (Evaluating the integration of the Recommended Summary Plan for Emergency Care and Treatment into primary care and its impact on patient treatment and care).

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## **Next steps**

**Over the next year, we will keep reaching out to every part of society, especially people who find it most difficult to get their voices heard, so that those who make decisions about the provision and commissioning of services hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

### **Our top three priorities for the next year are:**

- Improving care over time for all individuals, groups and communities across Warwickshire.
- Enabling continuous engagement with local people by building trusting relationships and being responsive to their needs.
- Strengthening the Healthwatch Warwickshire Team by training and supporting existing volunteers and encouraging new volunteers.

“This is a time of great change in health and care services. The transition towards Integrated Care Systems has asked the NHS and Local Government to create new, more complex, structures and different ways of working. Healthwatch has, in turn, had to adapt our approach to working with our partners in the health and care system.

Our priorities clearly recognise that service changes may take longer in this environment; that local people and communities may find it challenging to engage with changing services; and that we need more volunteer input if we are to rise to these new challenges.”

Chris Bain, Chief Executive, Healthwatch Warwickshire







# Statutory statements

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

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

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# The way we work

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

Our Healthwatch Warwickshire Board consists of eight members who work on a voluntary basis 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 2023/24, the Board met six times. There were also meetings of the Operations Committee, Finance & Audit Group, Chair & Vice Chairs Strategy, Volunteer Forum, and Staff Team.

Discussions at these various meetings lead to recommendations being taken to the Board for consideration. E.g., Agreement to submission of tender for new Healthwatch Warwickshire contract and signed off the final tender document agreeing to the terms of the new contract. Application for Silver Award by the Armed Forces Employer Recognition Scheme. Agreement to carry out the Veterans Health Survey.

We ensure wider public involvement in deciding our work priorities by listening to feedback and concerns from residents and acting upon them.

## **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 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending 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, present it to the Warwickshire Adult Social Care and Health Overview and Scrutiny Committee, and Warwickshire Health and Well Being Board, as well as emailing it to many of our partner organisations. The report will also be available in print as requested.

## **Responses to recommendations**

No providers failed to respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so, 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 that have been shared with us.

In our local authority area, for example, we take information to Warwickshire Adult Social Care and Health Overview and Scrutiny Committee, and Warwickshire Health and Well Being Board, the Joint Strategic Needs Assessment, the Place Executives and the Care Collaboratives.

We also take insight and experiences to decision-makers in the Coventry and Warwickshire Integrated Care System. For example, the Coventry and Warwickshire Integrated Care Board, the Quality Safety & Experience Committee, the Integrated Care Partnership, West Midlands Combined Authority, Warwick Medical School and the Mental Health Care Collaborative.

We also share our data with Healthwatch England to help address health and care issues at a national level.

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## Enter and view

This year, we made one Enter and View visit. We made five recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
Kenilworth Grange Care Home	Looking at dementia care across Warwickshire care homes.	Shared our <a href="#">report</a> , including 5 recommendations, with the care home Manager and on our website.

We collaborated closely with the Care Quality Commission (CQC) and Warwickshire County Council to ensure that the feedback we received from individuals was used to assist inspections and contract monitoring processes. 83 people told us about their experiences in care homes during this period.

- Any significant concerns were escalated to the Care Quality Commission (CQC), the independent regulatory body for health and social care in England.
- Feedback and concerns were communicated to the team responsible for overseeing Warwickshire County Council's contracts with care homes.
- We cooperated with the CQC by providing requested information for all their care home inspections in Warwickshire.
- We conducted six investigations and one unannounced visit as part of our Enter and View programme.
- Additionally, we relayed feedback to the CQC regarding issues raised with us about GP practices.
- We raised two concerns about hospital services, which were subsequently followed up by CQC inspectors.

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## Healthwatch representatives

Healthwatch Warwickshire is represented on the Warwickshire Health and Wellbeing Board by Liz Hancock, Chair and Chris Bain, Chief Executive. During 2023/24 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 2023/24 our representatives have effectively carried out this role by adding several items to the HOSC workplan.

Healthwatch Warwickshire is represented on Coventry and Warwickshire Integrated Care Partnership and Integrated Care Board by Chris Bain, Chief Executive. Our CE also represents HWW at the Quality Safety & Experience Committee, the Integrated Care Partnership, West Midlands Combined Authority, Warwickshire Care Collaborative, Warwickshire Care Collaborative Forum, and the Mental Health Care Collaborative.

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

# Thank you

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**We would like to express our gratitude to everyone who has taken part or contributed to our work this year.**

## 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 dental, LGBTQ+, Deaf and maternal mental health 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.

# Goodbyes

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## Board, Volunteers and Staff

We give our thanks to all our Board Directors for their continued support and direction. During the year we said goodbye to one director, Paul Tolley, our HWW Chair thanked him for his long service, including as the Chair of the Operations Committee, as he formally resigned.

We would like to express our sincere thanks to our volunteers for their continued help and support. This year we said goodbye to Gill Fletcher with many thanks for her dedication and welcomed new volunteer, Collette O'Connor.

We said goodbye and best wishes to valued staff member Carla Searle, as she moved into her new and challenging role with Birmingham University.





# Board, Volunteers and Staff March 2024



## Board Directors left to right:

Top row: Liz Hancock, Robin Verso, John Copping.  
Middle row: Jerry Roodhouse, Gita Patel, Leonard Harvey.  
Bottom row: Mike Flaxman, *Paul Tolley*, Kate Morrison



## Volunteers left to right:

Top row: Anita Vig, David Alexander, Sue Tulip, Sue Roodhouse.  
Middle row: Alison Wickens, Dilys Skinner, Maggie Roberson, Lalitha Webb.  
Bottom row: *Gill Fletcher*, Su Jenkins, Terry Bennett, Jackie Prestwich.



## Staff left to right:

Deborah Key, *Carla Searle*, Caroline Graham, Chris Bain, Vina Fatania, Tanisha Reddall, Robyn Dorling

# healthwatch

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