



A quick guide to some of the common organisations / services you may come across and a brief snapshot of what they do:

PCN's - Primary Care Networks

Primary Care Networks are a key part of the NHS long-term plan to bring general practices together to work at scale.

LTP - Long Term Plan

The NHS Long Term Plan sets out the Government's key ambitions for the service over the next 10 years.

PPG's - Patient Participation Groups

Patient Participation Groups offer patients an opportunity to be involved with and support their local General Practice.

Health and Care Partnership Board

The Health and Care Partnership Board (formerly known as the STP) are the Board who have the responsibility for ensuring that the NHS 10 Year Plan works for Warwickshire.

Integrated Care Systems

In an integrated care system, NHS organisations, in partnership with local councils and others, take collective responsibility for managing resources, delivering NHS standards, and improving the health of the population they serve.

CCG – Clinical Commissioning Group

CCG's are clinically-led statutory NHS bodies responsible for the planning and commissioning (buying) of health care services for their local area.

Warwickshire has 3 CCGs: South Warwickshire CCG, Coventry and Rugby CCG and Warwickshire North CCG

PALS – Patient Advice and Liaison Service

You can find a PALS office at the hospitals. Their role is to be the link between patients and the hospital, usually working to resolve issues and to follow up complaints.

CQC – Care Quality Commission

The CQC is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

Ombudsman

An ombudsman is a person who has been appointed to look into complaints about an organisation. The service is free, independent and impartial.

The Parliamentary and Health Service Ombudsman investigates complaints about individuals who have been treated unfairly or have received poor service from a government department, a government agency, the National Health Service, NHS-funded services or other public body.

The Local Government Ombudsman deals with complaints about services funded by local authorities such as care homes amongst other things.

WITHIN WARWICKSHIRE:

SWFT – South Warwickshire Foundation Trust

South Warwickshire NHS Foundation Trust (SWFT) provides the hospital services to South Warwickshire from four hospitals:

Warwick Hospital

Leamington Spa Hospital

Stratford Hospital

Ellen Badger Hospital

SWFT also deliver out-of-hospital community services to the whole of Warwickshire.

STP, BHBCBV

Sustainable Transformation Partnership, Better Health Better Care Better Value.

These terms have now been replaced with Coventry & Warwickshire Health and Care Partnership - created to bring local health and care leaders together to plan around the long-term needs of local communities.

CWPT – Coventry and Warwickshire Partnership Trust

CWPT deliver a wide range of mental health and learning disability services for people of all ages. They also provide a wide range of community physical health services, inpatient, community and day clinics, as well as specialist services, to people in Coventry, Warwickshire and Solihull.

HOSC - Adult Social Care & Health Overview & Scrutiny Committee

This committee reviews and scrutinises the provision of public services in Warwickshire relating to adult social care services including social care to older people and people with disabilities, policies and services for safeguarding adults and any matter relating to the planning provision and operation of health services for adults and children in Warwickshire. This meeting is open to the public.

HWBB - Health and Wellbeing Board

The overall purpose of the Warwickshire Health and Wellbeing Board is to provide leadership and direction for the health and social care economy in the county leading to improving health and wellbeing of the local population and reducing health inequalities. The membership of the Board consists of members from Warwickshire County Council, district and borough councils, GP representatives from the GP led clinical commissioning groups, the Director of Adult and Children's Services, Director of Public Health, Healthwatch and provider representatives.

VoiceAbility

The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint about a National Health Service (NHS).

Contact VoiceAbility on 0300 222 5947