

# Quarterly Performance Report

Year 1 Quarter 4 (new contract)

## August – October 2024



Answering the global conditions through wo

and 20

**healthwatch**  
Warwickshire

Healthwatch is your health and social care champion. If you use GPs and hospitals, dentists, pharmacists, care homes or other support services, we want to hear about your experience.

We have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care.

We also help people to find reliable and trustworthy information and advice.



Talk to us...

Have your say

Contact us at:  
www.healthwatchwarwickshire.co.uk  
Telephone: 01926 422823  
Email: info@healthwatchwarwickshire.co.uk

Your feedback matters

# VOICE counts

Have your say about health and social care in Warwickshire

**healthwatch**  
Warwickshire

01926 422 823  
www.healthwatchwarwickshire.co.uk

# Contents

- [About Healthwatch Warwickshire](#)
- [Strategic influence](#)
- [Partnering for change](#)
- [Our visibility in Warwickshire](#)
- [Engagement and outreach](#)
- [Reports published this quarter](#)
- [Digital communications](#)
- [What we heard](#)
- [Focus on PLACE](#)
- [Information and signposting](#)
- [Our impact in Warwickshire](#)
- [Who we heard from](#)
- [Our Board and Volunteers](#)
- [Colleague development](#)
- [Looking forward](#)
- [Finance](#)
- [Glossary](#)

# 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 helped 28,298 people to have their say or get the support they need. Visit our [website](#) to find out more.

## Healthwatch Warwickshire Priorities 2024-2025

- 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.

## Our aims are:

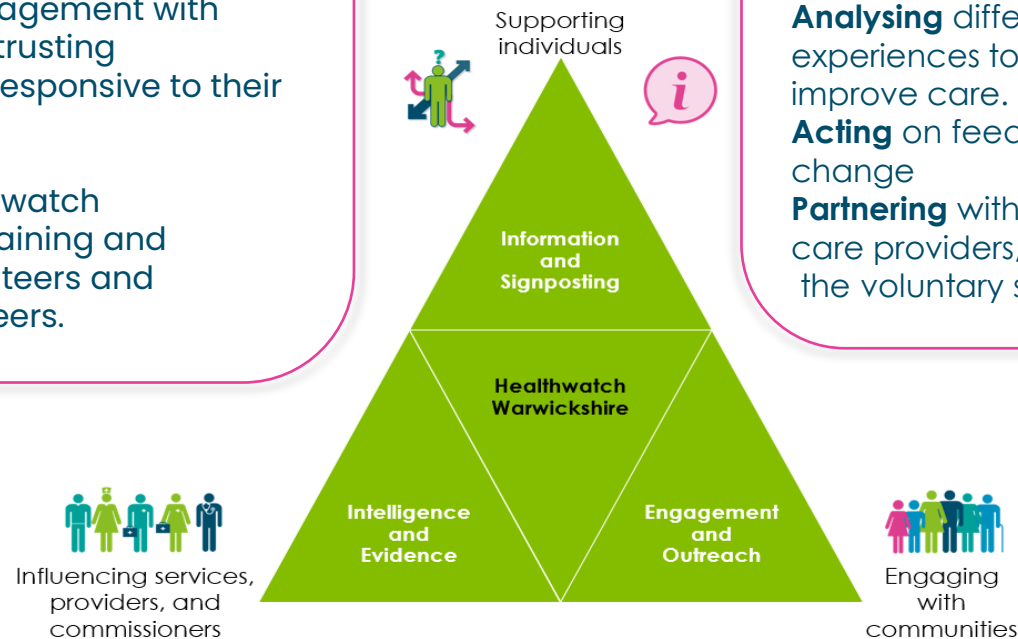
**Listening** to people and making sure their voices are heard.

**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.



# Strategic influence

This quarter, August to October 2024, we represented the people of Warwickshire at 13 strategic meetings. Outcomes included:

## Women's Health Strategy Meeting

HWW Menopause Report suggested as a starting point for feedback from service users. Acting system Lead for Coventry & Warwickshire ICB said: "*the HWW report on menopause care is really interesting and I recommend others take a look if they haven't seen it!*"

## NHSE summit on Oncology, Coventry and Warwickshire.

Coventry & Warwickshire NHS trusts are moving towards a networked delivery model for oncology care. HWW discussed patient engagement and shared common themes from our feedback.

## HOSC Spokespersons Meeting

CE advised that HWW pharmacy reports and the HWW Veteran's Health report would be available by November. He publicised the men's forum on menopause, giving "an opportunity for men to discuss the survey findings on providing support, both in the workplace and at home."

## WCC Adult Social Care & Health Overview and Scrutiny Committee (HOSC)

CE agreed to continue monitoring patient's experiences of NHS 111, regarding Community Mental Health Transformation. CE raised concern about provision of primary care across Rugby, and dentistry in Stratford.

## Warwickshire Care Collaborative Forum

Received briefings on the Population Health Management approach, the Adult Social Care Strategy, and the LTC Strategy. CE agreed to contribute to the Integrated Urgent Care Workshop to be held in November.

## WCC Health and Wellbeing Board (HWBB)

CE presented the HWW Annual Report, the HWBB Chair asked that the Board consider how it responds to, and addresses, matters of concern highlighted around: mental health services, NHS Dentistry, and Community Pharmacy and how else it will commit to using this information to inform the HWBB work, particularly for each 'Place'.

## WCC Children and Young People's Mental Health and Emotional Well-Being Services

Shared feedback with commissioners on young people's mental health and neurodiversity services to support their work towards the recommissioning of CAMHS/RISE.

REGIONAL

COUNTY

# Partnering for change

We worked with partners at 49 meetings this quarter, to support the people of Warwickshire to access the care they need.

## UHCW

HWW shared pharmacy report and heard an update on PALS. Discussions around St Cross ward closure, discharge, and the availability of social care packages.

## CWPT

Discussions with several CWPT representatives to decide on most appropriate forum for sharing HWW patient feedback.

## SWFT

Review of Perinatal Pelvic Health Services. HWW offered to engage with FIGs (Frequently Ignored Groups) when SWFT has identified them.

## GEH

Discussion around how HWW can support the GEH Community Engagement Officers in reaching into communities. Invitation to attend the Community & Faith Leaders Meeting on a regular basis.

## Canal & River Trust

Collaboratively produced a survey for use in discussions with canal boat dwellers during engagement sessions at Hawkesbury Junction in Warwickshire North.

## ICB Gynaecology Network

Shared our Menopause Report and information about collaboration with Action Menopause Warwickshire. HWW to attend inaugural event in December.

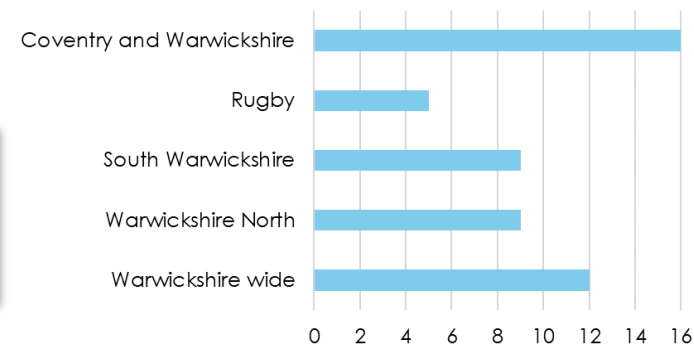
## ICB Community Pharmacy Lead

Invited HWW to comment on pharmacy page on ICB website. We raised importance of providing information for the deaf community and in other languages. We provided specific feedback on Pharmacy First.

## Action Menopause Warwickshire

Report from the men's focus group will be shared with HOSC. Next steps: consulting men in Warwickshire North.

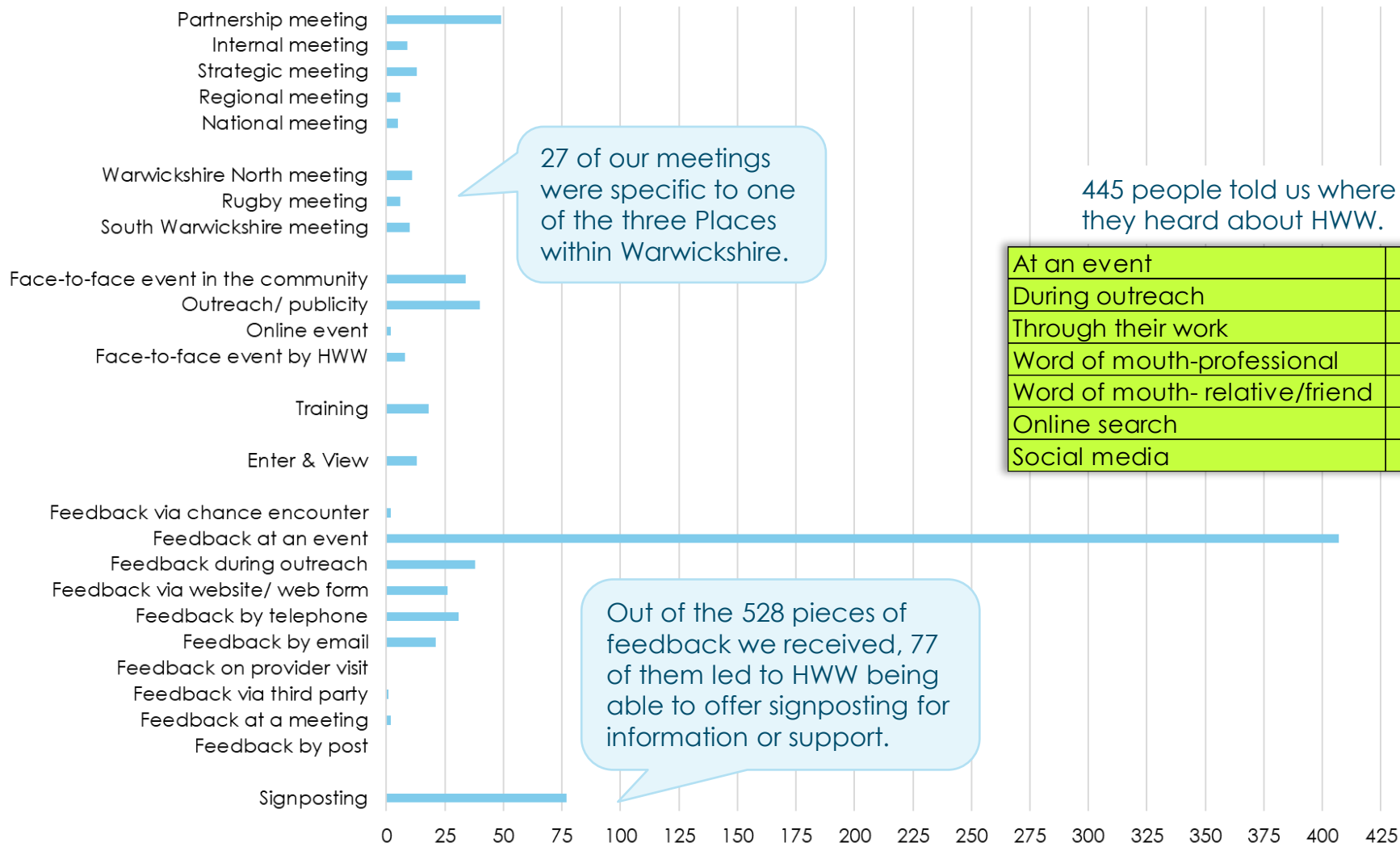
Area our partnership meetings relate to



# Our visibility in Warwickshire

Between August and October 2024, we recorded 735 activities.

Activities undertaken by HWW colleagues



# Engagement and Outreach

This quarter we engaged at 85 events or opportunities for outreach and publicity (49% of these were face-to-face). We gave 22 presentations. Our Engagement and Outreach work reached an estimated 2,936 people.

## Tai Chi and Pickleball

We discussed the role of HWW with the groups before their sessions. We explained that we want to ensure their voices are heard to help shape services locally. We heard about people's experiences of using local care services.

## Warwickshire Colleges

We began our engagement with young people, asking about how they access health care and barriers they may face.

## Menopause Knowledge and Healthwatch Solihull

Following our own menopause work we have supported local organisations to undertake their own engagement.

## Veterans' Health focus groups and interviews

Following our survey about veteran's access to healthcare, we spoke in more detail to 10 veterans across Warwickshire North.



## Warwickshire Pride Festival

Staff and volunteers heard from around 60 people at our information stand and were able to share our recent work with the new MP for North Warwickshire.

## Professional networking events

We attended the Health and Wellbeing Board, and the CWPT Annual General Meeting, marketplaces, the 'Patient Safety Incident Response Framework Conference', and 'The Big VCFSE & ICS Conversation' to improve our understanding and reach across the Coventry and Warwickshire health and social care system.

## Diabetes Wellness and Research Foundation Conference

At this national conference held in Leamington we were able to signpost to other local Healthwatch including Leicester, Birmingham, Solihull and Coventry.

# Reports published this quarter

We published five reports this quarter. Our reports are shared with stakeholders and local partners, on our website, and through our social media channels. Some are shared with Healthwatch England, Coventry & Warwickshire Integrated Care Board, Patient Experience Library, and the NHS.

Read our **Enter and View Report** for Canning Court Care Home in Stratford, on our website [here](#).



## Veteran's Health Report

Warwickshire North, September 2024



Read our Healthwatch Warwickshire **Veteran's Health-Warwickshire North** report on our website [here](#).



## Rugby Pharmacy Report

August 2024



Read our Healthwatch Warwickshire **Pharmacy Reports** for Rugby, South Warwickshire, and Warwickshire North on our website [here](#).

## South Warwickshire Pharmacy Report

September 2024



## Warwickshire North Pharmacy Report

October 2024



**NIHR** | National Institute for Health and Care Research

Journals Library

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Home >> Journals >> Health and Social Care Delivery Research >> Volume 12 >> Issue 42

**Journals**

Efficacy and Mechanism Evaluation

Global Health Research

Health and Social Care Delivery Research

Health Technology Assessment

Programme Grants for Applied Research

**Using the Recommended Summary Plan for Emergency Care and Treatment in Primary Care: a mixed methods study**

Anne-Marie Slowther Jenny Harlock Celia Bernstein Katie Bruce Karin Ell Caroline Hirst Jason Lovell Claire Mann Angela Noufalvi Soobie Rees Julia Walsh **Pennington** Hazel Blanchard Jeremy Dale Parvati Gill Claire A Hasler Sarah D. Hoare Beth Schoones Chris Turner Amy McRae Martin Underwood & Frances Griffiths

**Funding:**  
Health and Social Care Delivery Research Volume 12, Issue 42, Published in October 2024  
<https://doi.org/10.3310/NVIF7521>

**Extended Research Article**

**Toolkit**

- Download report PDF
- Download report documents
- Disclosure of interest
- Download report XML

Read the **ReSPECT** (Using the Recommended Summary Plan for Emergency Care and Treatment in Primary Care) Study [here](#)



# Digital communications

We communicate digitally via our website, newsletter and social media channels.

## SOCIAL MEDIA

We post on social media every day.

### Twitter/X

1,756 Followers

[Visit us on Twitter/X](#)

### Facebook:

595 Followers and 513 Page Likes.

[Visit us on Facebook](#)

### Instagram:

189 Followers

[Visit us on Instagram](#)

### Most popular posts:

Posts about the Together for Autism Conferences in Nuneaton and Leamington, and the (CAMHS) RISE information sessions for parents and carers, had higher than average engagement this quarter.

act for autism  
Coventry and Warwickshire  
Integrated Care System

**Together for Autism  
FREE Conferences 2024**

**9 November Nuneaton  
7 December Leamington**

healthwatch  
Warwickshire

RISE  
Information Sessions for  
Warwickshire Parents and Carers

Courses available online – via Zoom

Understanding and Supporting Children and Young People with Emotionally Based School Absence Thursday 26th September 2024, 9:30 am to 11:30 am
Understanding Emotion Regulation in School Aged Children Thursday 10th October 2024, 9:30 am to 11:30 am
Understanding and Supporting Children aged 3-11 Years with Anxiety Thursday 24th October 2024, 9:30 am to 11:30 am
Understanding and Supporting Children Aged 12+ Years with Anxiety Thursday 7th November 2024, 9:30 am to 11:30 am
Understanding and Supporting School Aged Children Who Self-harm Thursday 21st November 2024, 9:30 am to 11:30 am
Understanding Sensory Needs in School Aged Children Thursday 19th December 2024, 9:30 am to 11:30 am
Understanding Low Mood in Children and Young People Thursday 9th January 2025, 9:30 am to 11:30 am
Understanding Self-harm in Children and Young People Thursday 10th April 2025, 9:30 am to 11:30 am

Please note: the sessions are available for [Warwickshire residents only](#)

Free online sessions for parents and carers

Book a place by email

healthwatch  
Warwickshire

## NEWSLETTER

We produce an email newsletter every three months. Our 'October 2024 Updates' newsletter was sent to 1,115 recipients.

It was opened by 169 people (16%) this was lower than previous editions, potentially as it was sent during school half term, a popular time for leave.

The most popular article was: 'HWW pharmacy survey findings', with a link to read the report on our website.

## WEBSITE

6,600 people visited our website this quarter.

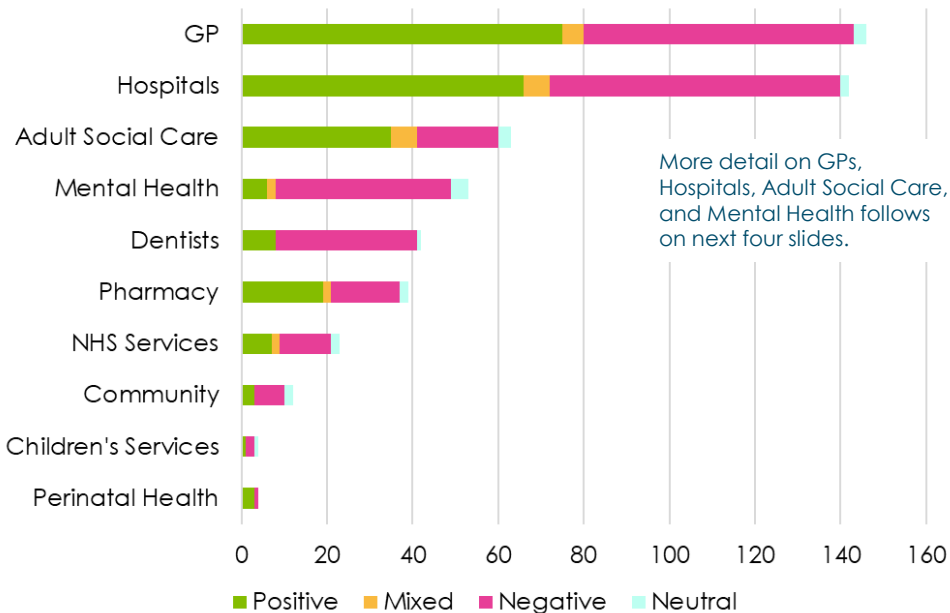
The most popular pages were:

- [Homepage](#) (4,492 visits)
- [Sexual Health Warwickshire](#) (1,085 visits)
- [MENTalk/ WOMENTalk, mental health support groups](#) (515 visits)

# What we heard

Between August and October 2024, we received 528 pieces of feedback about local services.

All feedback or enquiries by service type



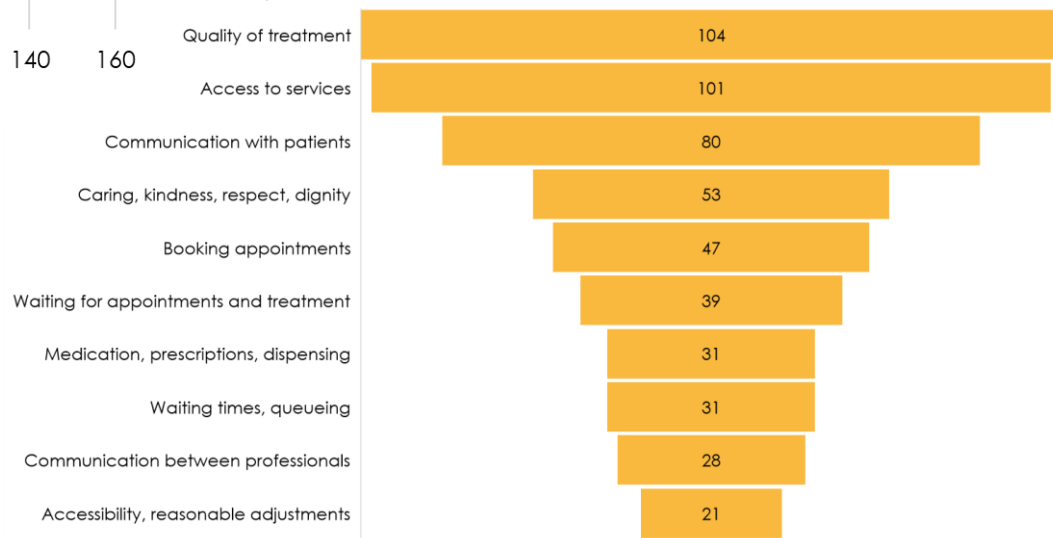
HWW often hear the most feedback about GPs and Hospitals across Warwickshire. We encourage people to tell us about their experiences, either good or bad, in any health or care setting.

We categorise the feedback into themes.

***"I have autism and was told that my appointment was with my favourite dentist but when I got there it wasn't which was very harsh and stressful."***

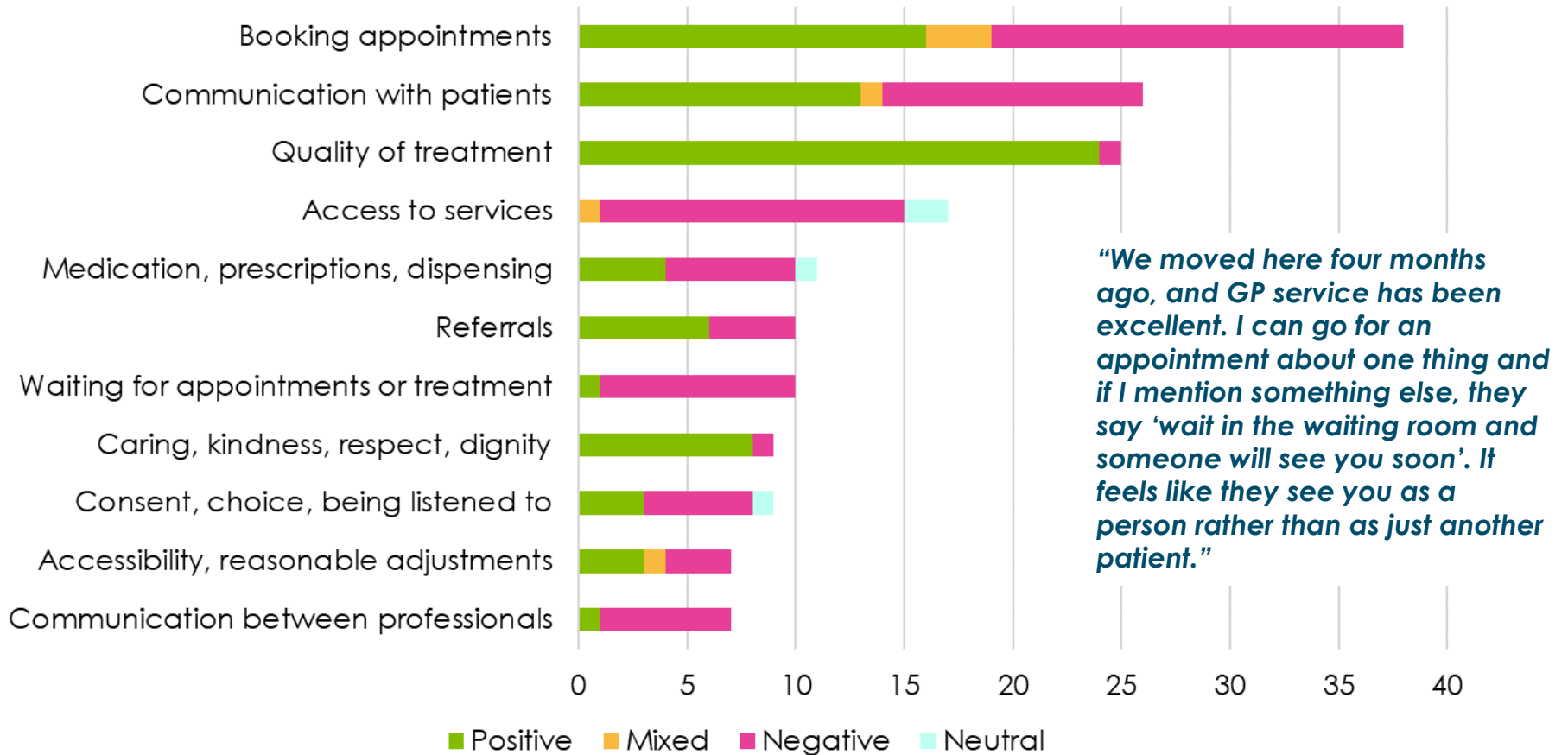
***"(My local pharmacy)... checked my ears when I thought I had an infection, but it was just wax, and they gave me some drops."***

Top Ten most common themes discussed with HWW across all services



# What we heard about GPs

## Top Ten themes discussed with HWW about GPs



*“We moved here four months ago, and GP service has been excellent. I can go for an appointment about one thing and if I mention something else, they say ‘wait in the waiting room and someone will see you soon’. It feels like they see you as a person rather than as just another patient.”*

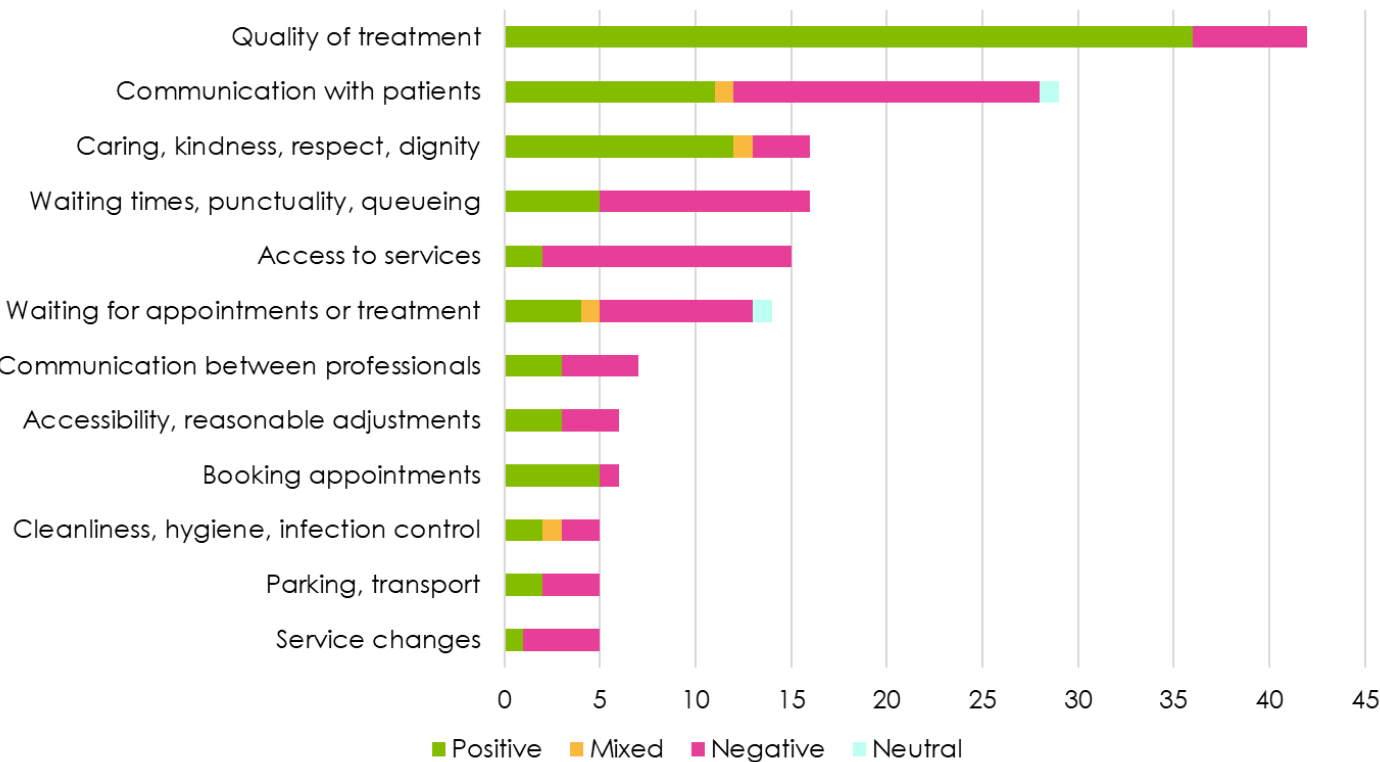
*“It takes three days to get an appointment. I need an annual review and asked for a blood test but was told that the phlebotomist was off sick so there would not be any appointments for a few weeks.”*

*“I have been on repeat prescriptions my whole life but now I have to battle with the receptionist to get them. One receptionist is really rude. I need injections every 3 months, but it is so difficult to make the appointment. I feel lost.”*

# What we heard about Hospitals

We heard 142 pieces of feedback about local hospitals. This includes feedback about ambulances and paramedics. Seven of these are about hospitals outside of Warwickshire.

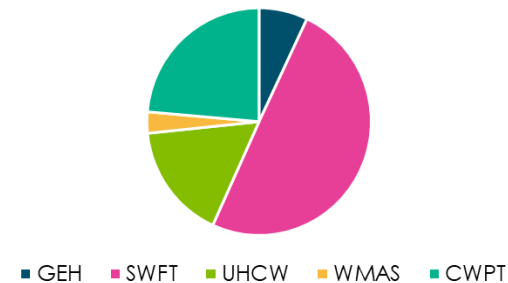
Top Ten themes discussed with HWW about hospitals



*“I broke my wrist and was referred to physiotherapy. I was really happy with the service. The physiotherapist was very kind and helped me to get the movement back in my wrist and strengthen my wrist muscles.”*

We theme feedback about ‘Mental Health’ separately to the feedback about ‘Hospitals’. 47 out of the 53 pieces of feedback about ‘Mental Health’ were about CWPT.

Proportion of feedback shared with HWW, about local NHS Trusts

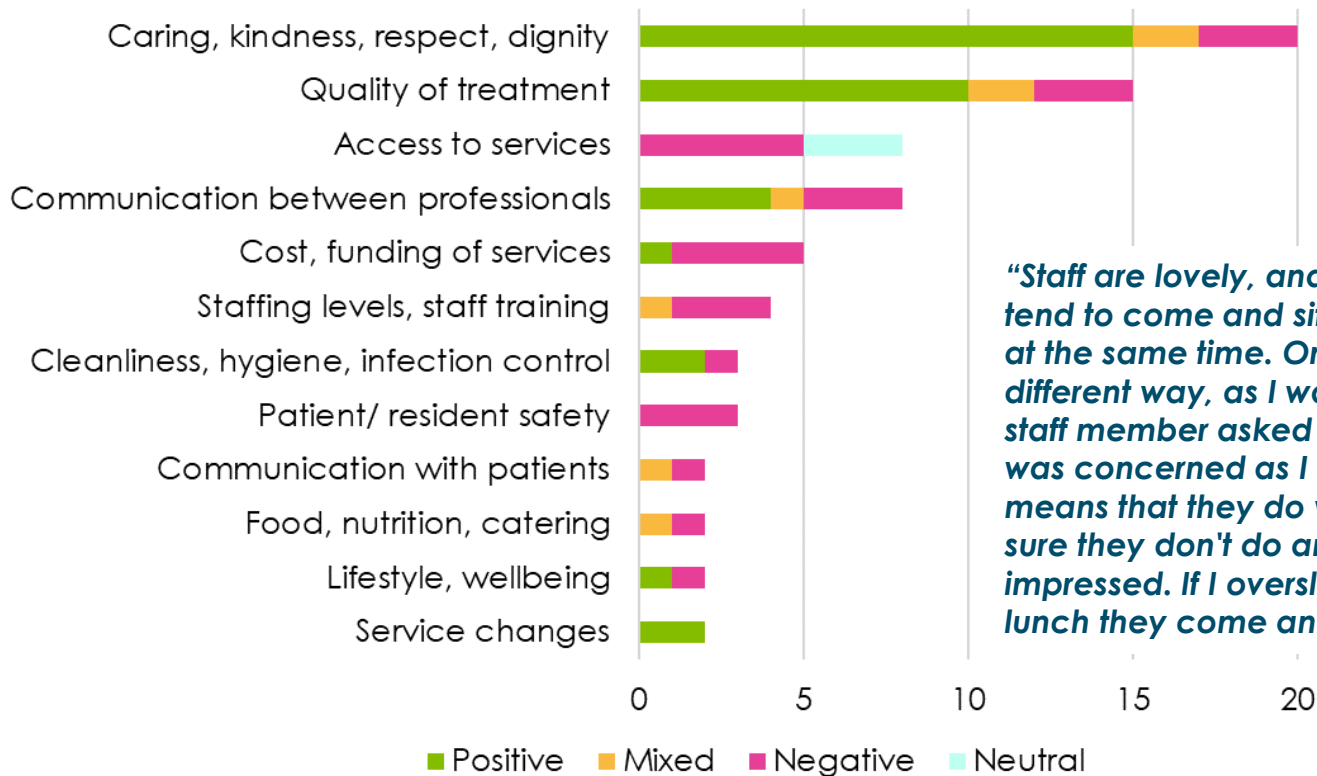


*“I waited for over an hour for a gynaecology appointment. On speaking with other patients in the waiting room it was clear that this is a regular occurrence. My appointment time was the same as others in the waiting room. When I asked the nurse how long the wait time was, she was dismissive and said there was a wait.”*

# What we heard about Adult Social Care

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

## Top Ten themes discussed with HWW about Adult Social Care



*“My carers sometimes don’t come on the day when they are supposed to. This happens at least once a week.”*

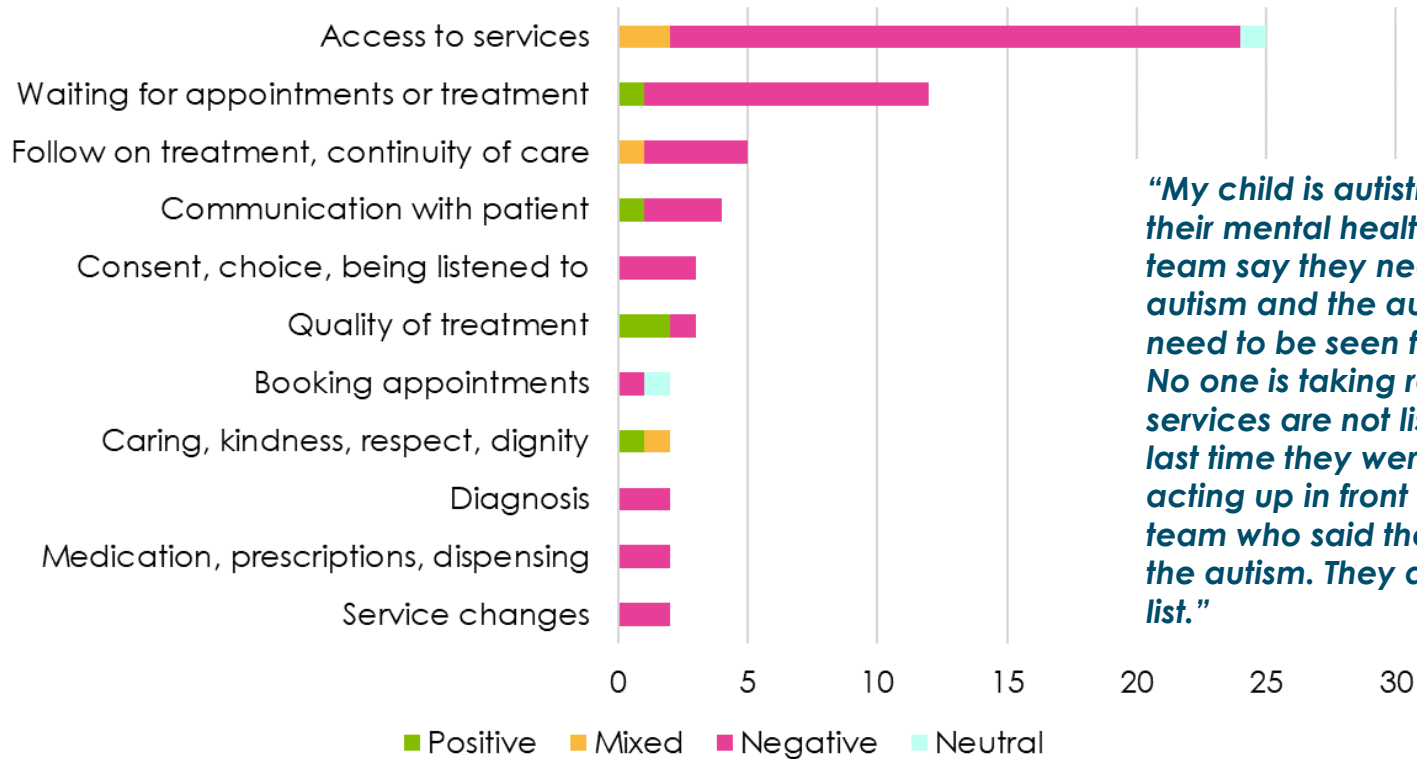
*“Staff are lovely, and the food is good. I quite often tend to come and sit in the same place and leave at the same time. Once I got up and went a different way, as I was going to the library, and a staff member asked me where I was going as she was concerned as I don’t normally go that way. It means that they do watch the residents and make sure they don’t do anything dangerous. I was very impressed. If I oversleep or haven’t come down for lunch they come and check on me.”*

*“There are not enough staff to be domiciliary carers. It is hard to recruit, and the pay is low for what we do. We travel over a wide area and get asked to pull extra shifts.”*

We have updated our HWW Adult Social Care web page, collaboratively with WCC, you can read it [here](#).

# What we heard about Mental Health

## Top Ten themes discussed with HWW about Mental Health



**“My child is autistic and suffering with their mental health. The (CAMHS) RISE team say they need to be seen for their autism and the autism team say they need to be seen for their mental health. No one is taking responsibility. The services are not listening or helping. The last time they were in hospital they were acting up in front of the mental health team who said they needed support with the autism. They are on the ADHD waiting list.”**

**“My adult child’s mental health is deteriorating rapidly (has brain injury and is autistic), needs a medication review that was requested 4 weeks ago, kept calling but given up now. So, I’m helping by calling and nothing has been sorted. We have already had an incident with police and ambulance. He is entitled to section 117 aftercare (for people who have been kept in hospital under the Mental Health Act).”**

**“The (mental health crisis) team was brilliant, really listened to me, explained what would happen and listened to my partner as well.”**

# Focus on Warwickshire North

53 people gave us feedback about services located in Warwickshire North this quarter, and we heard from a further 217 people in our Warwickshire North pharmacy engagement. We attended 34 meetings, outreach or events.

## This quarter we:

- Organised focus groups and interviews with veterans and published the HWW Veteran's Health Report.
- Engaged with boat dwellers at Hawkesbury Junction. A mooring family told us they travelled to Scotland each month for a blood test, on the recommendation of their GP. Alongside the PCN Health Inequalities Lead, the family were advised that if they have a blood form, they can book into a local blood test clinic and register as an immediate emergency patient at a GP surgery, the local GP can then check the results and provide the prescription. The family were grateful for the advice, and the ability to be able to reduce their non-canal network travel and carbon footprint.
- Closed survey on people's experiences of pharmacy in Warwickshire North and published the report of findings.

**Next quarter:** Attend Rural North PCN Steering Group and share anonymous feedback from over 65s with long term health conditions to inform their frailty pathway. Continued engagement with young people about their experiences of accessing health care, aiming to work with local colleges, youth groups and 6th forms. Attend Maternity Neonatal Voices Partnership and Boating Community Partnership meetings.



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

[Image credit](#)



Shabina,  
Engagement &  
Outreach Officer  
for Warwickshire  
North

# Focus on Rugby

43 people gave us feedback about services located in Rugby this quarter. We attended 11 meetings, outreach or events.

## This quarter we:

- Shared HWW reports on pharmacy, dentistry and 'State of Care in Rugby', with the new Rugby Place Planning Programme Manager.
- Hosted our fourth Children and Young People's Mental Health Networking Event.
- Were contacted by an enquirer who felt they were not getting the treatment they needed for high blood pressure. ***"Every year the GP sends me to the hospital, and they send me back to the GP. I am allergic to lots of the medication, including penicillin."*** We shared the ***'HWW BRAINS'*** leaflet (about preparing for a medical appointment), and NICE Guidelines with the enquirer. We also suggested they ask to see a social prescriber. ***"Thank you very much for your help, I did not know any of this. Now I will walk in with a plan of what I want from the appointment with my GP"***.

**Next quarter:** Continued engagement with young people about their experiences of accessing health care, visiting Rugby College. Attending the Rugby Networking Lunch.



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

[Image credit](#)



Vina,  
Engagement &  
Outreach Officer  
for Rugby



# Focus on South Warwickshire

382 people gave us feedback about services located in South Warwickshire this quarter, and we heard from a further 358 people in our South Warwickshire pharmacy engagement. We attended 37 meetings, outreach or events. Our commissioner from WCC joined us at a Lighthorne Heath event.

## This quarter we:

- Shared HWW pharmacy report and South Warwickshire feedback to South Warwickshire Place Delivery Group and invited their questions/comments.
- Presented feedback to SWFT deputy Director of Nursing and Patient Experience Group, including highlighting issues that people faced with self-referrals for physiotherapy.
- Completed engagement on people's experiences of pharmacy in South Warwickshire and published the report of findings.
- Supported the Action Menopause Warwickshire discussion group for men.
- Attended Hastings House medical centre vaccination event to hear feedback and provide information and signposting. Shared Hastings House feedback with their practice manager via their PPG chair.
- Met with practice manager at a Warwick District surgery to share patient feedback and to learn about their appointment booking process to improve our signposting.
- Contacted CWPT on behalf of a family struggling to access support for their child. CWPT contacted the family and confirmed with us that an appointment was arranged.

**Next quarter:** Continued engagement with young people about their experiences of accessing health care.



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

[Image credit](#)



Caroline,  
Engagement &  
Outreach Officer  
for South  
Warwickshire

# Information and signposting

This quarter, we provided information and signposting to 77 people. Some people were signposted to more than one organisation. We provided 106 signposts.

Signposted to	Number
Support organisations	20
GP	15
NHS	10
South Warwickshire University Foundation Trust (SWFT)	10
Warwickshire County Council (WCC)	10
Coventry and Warwickshire Partnership Trust (CWPT)	9
Healthwatch	9
Dental	5
University Hospitals Coventry and Warwickshire (UHCW)	5
George Eliot Hospital (GEH)	4
Pharmacy	3
Council out of region	2
Care Quality Commission (CQC)	1
Coventry City Council (CCC)	1
Integrated Care System/ Board (ICS/ICB)	1
NHS Trust out of region	1

The most common signposts for 'Support organisations' were to the Dental Choices website.

Healthwatch signposts included to our own website information pages, and other local Healthwatch or Healthwatch England, where appropriate.

***“Thank you for taking my call today and for your support. I raised all my concerns with (council out of region), if I do get any response, I will update you.”***

# Our impact in Warwickshire

## What we heard and what we did

### Suggesting improvements for patients at UHCW Eye Department

A HWW volunteer with many years' experience in Patient Engagement had a difficult experience trying to access care at UHCW, for their spouse with a serous eye condition. Our volunteer contacted PALS and the Eye Department A&E to make some suggestions as to how the experience might be improved for patients. The suggestions included easier ways for patients to communicate with both PALS and the Eye Department A&E, the wearing of clear name badges by staff, and improvements to the booking system. Our volunteer was contacted by UHCW and told their suggestions would be investigated. **“Thank you for the suggestions about booking process, and the name badge, we will try to implement it.”**

### Connecting UHCW and CWPT PLACE assessment staff

We were able to take part in, and provide reflections on, both trust's PLACE (Patient-Led Assessments of the Care Environment) assessment processes. We were able to act as a contact point between the two organisations.

**“We are truly grateful for you helping to form this link with CWPT and the time you spent assessing during PLACE.”**

Patient Experience Administration  
Specialist UHCW

### Highlighting individual concerns to local mental health professionals

An enquirer spoke to us about their concerns for the mental health of their child. They had tried different ways to access support and were unsure of what to do next. They felt that their child was being unfairly treated due to being autistic. We contacted several local professionals to ask for support. A senior clinician at CAMHS/RISE responded to tell us that they would investigate and make direct contact with the family.

### Initiating Social Prescriber contact

An enquirer contacted us following the death of their spouse. They had been expecting their GP to contact them with an offer of support, had not heard anything and were feeling very low. We contacted the GP surgery and were able to tell the enquirer a referral to their Wellness Team had now been put in place. The surgery said there may be a wait but that one of their social prescribers would make contact in the next few weeks. We also signposted the enquirer to other forms of support for their mental health.

# Who we heard from

We heard feedback from 1,103 people between August and October 2024. This includes 358 people on our South Warwickshire pharmacy survey and 217 people on our Warwickshire North pharmacy survey.

Age group comparison



- **681** people chose to share their **age** with us.
- Demographics from our Children and Young People's access to health care engagement will be included next quarter.

Not all figures are shown for Warwickshire

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

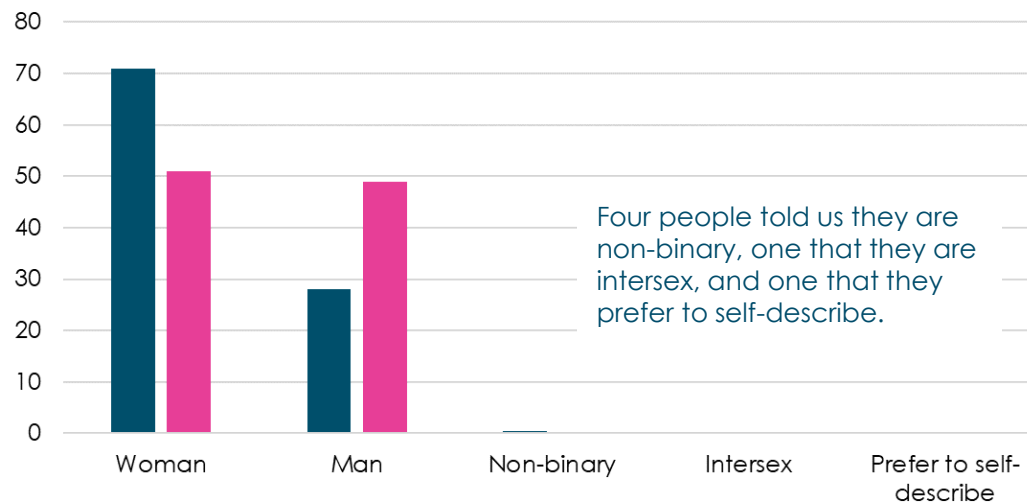
	Ethnicity of people providing feedback to HWW %	Comparative figures for Warwickshire %
White: British/ English/ Northern Irish/ Scottish/ Welsh	84	82
Asian or Asian British - Indian	6	4
White: Any other White background	4	6
White: Irish	2	1
Asian or Asian British - Pakistani	1	1
Black or Black British – African	1	1
Asian or Asian British – Any other Asian or Asian British Background	0.5	1
Black or Black British – Any other Black or Black British Background	0.5	1
Black or Black British - Caribbean	0.5	0
Mixed/ Multiple ethnic groups – Any other Mixed/ Multiple ethnic groups background	0.5	0
Any other ethnic group	0	1
Mixed/ Multiple ethnic groups – Black Caribbean and White	0	1
White: Gypsy, Traveller, or Irish Traveller	0	0

# Who we heard from

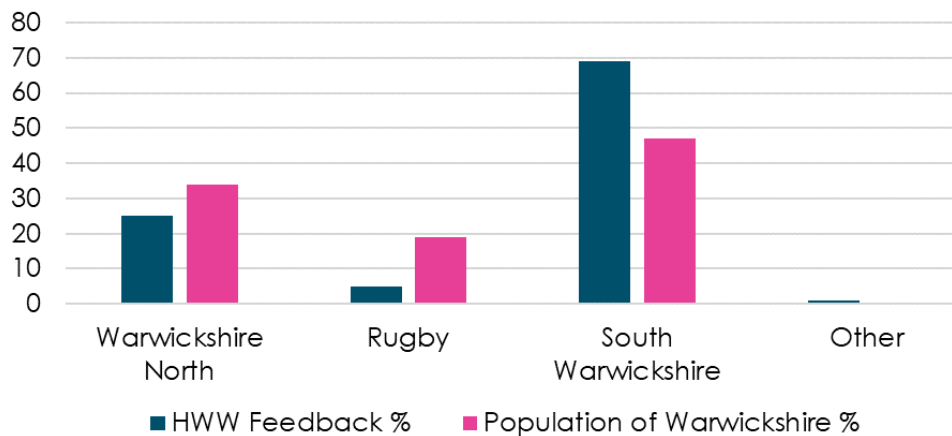
We ask people about their personal circumstances to help us ensure that we represent the people who live in Warwickshire.

- **759** people chose to share their **gender** with us.
- When asked 'Is your gender different to the sex you were assigned at birth?' 2 people said 'yes'.

Gender comparison



Comparison of Place population with all HWW feedback and enquiries received



- **38** people told us they have a **Disability**.
- **71** people told us they have a **Long-Term Condition**.
- **60** people told us they are a **Carer**.
- **6** told us they are **Ex-Armed Forces Veterans**.

# Our Board and Volunteers

**Currently our one full time and 7 part time members of staff work alongside 10 Volunteers and 8 Board Directors.**

## **Board Directors activity this quarter:**

- Said goodbye to Board Member Gita Patel, The Chair thanked Gita for being with HWW from the start and for her hard-work and dedication with the early HR Committee. The CE added that Gita will be sadly missed.
- Attended one formal and two informal board meetings, and one Operations Committee meeting.
- Attended the WCC Health and Wellbeing Board.
- Attended the Warwickshire North Place Executive Board, and Health and Wellbeing Partnership Board.
- Attended the Warwickshire Ageing Well regional meeting.
- Attended the HWE Chairs and Board Members quarterly network meeting.
- Sat on appointments panel for potential new Board Director.
- Presented about HWW at the South Warwickshire Patient Engagement Forum.

## **Volunteers' activity this quarter:**

- Attended one face-to-face volunteer forum.
- Signposted members of the public to HWW via social media.
- Attended training on the Care Act, Independent Mental Capacity Act & Liberty Protection Safeguards.
- Gave feedback on the ICB pharmacy webpage to the ICB Community Pharmacy Lead.
- Sat on appointments panel for potential new Board Director.
- Supported staff at Warwickshire Pride Festival and the Armed Forces Day event.
- Proofread new HWW marketing materials.

# Colleague Development

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

Training attended	Outcome of attending
<b>'An introduction to Equality, Diversity, Equity and Inclusion.'</b> (HWE)	How Healthwatch fulfils the requirements of the 2010 Equality Act.
<b>'Advocacy roles and responsibilities.'</b> (Voiceability)	How advocates work within the Care Act, Independent Mental Capacity Act & Liberty Protection Safeguards
<b>'PLACE (Patient-Led Assessments of the Care Environment) assessment.'</b> (UHCW) (CWPT)	Overview of the PLACE assessment process and how the data collected is reported on nationally, and used internally, to make improvements in the services. Meet the team. Familiarity with admin.
<b>'Working with men experiencing domestic abuse.'</b> (Equation)	Identifying signs of DVA (Domestic violence and abuse) in men, to support outreach and engagement with the public.
<b>'Building Confidence to challenge honour-based abuse and forced marriage.'</b> (Karma Nirvana)	Confidence building for staff to identify signs of domestic abuse and escalation in circumstances.
<b>'Volunteers and the law.'</b> (NCVO)	Help create a positive and inclusive experience for volunteers, exploring best practice in relation to safeguarding, data protection, health and safety, and equality.
<b>'Children and Young People MECC (Making Every Contact Count)'</b> (WCC)	How to work safely with young people and support their needs.
<b>'Young Carers Aware'</b> (WCC)	How to identify a young carer and appreciate the types of care needs they support with.
<b>'Hate Crimes awareness refresher.'</b> (Equality Network)	Identify the types of hate crimes which are being reported in Warwickshire North. Understand the changes in legislation.

# Looking Forward

Our plans and commitments for the next quarter.

## Oct '24

- HWW Veteran's Health Report- Warwickshire North, published
- Three place HWW pharmacy reports published
- HWW Young People Engagement begins
- Feedback shared with SWFT/GEH pharmacy lead, SWFT business intelligence manager, ICB Quality and Patient Safety Lead – Acute Care Warwickshire, ICB Community Pharmacy Clinical Lead.

## Nov '24

- Presenting at the Integrated Urgent Care workshop
- HWW AGM
- New HWW Board Director in place
- HWW Formal Board Meeting
- WCC Health and Wellbeing Board (plus development session)
- HW East and West Midlands Meeting
- Coventry & Warwickshire Integrated Care Partnership Meeting
- Warwickshire Care Collaborative
- The Warwickshire Way (commissioner and provider event)
- WCC HOSC
- Presenting at the PIPER Project Workshop

## Dec '24

- HWW Operations Committee
- HWW Informal Board Meeting
- HWW Volunteer Forum
- System Prevention Summit
- Begin evaluation training with Arden & Gem (NHS Birmingham & Solihull ICS)
- Inaugural Gynaecological Meeting
- ARC West Midlands Executive

## Jan '25

- HWW Formal Board Meeting
- WCC HOSC
- Coventry & Warwickshire Integrated Care Board Meeting
- The PIPER Study- Collaborators Research team Meeting
- Warwickshire Health & Wellbeing Executive Group
- West Midlands Combined Authority-Health Inequalities
- HOSC Spokesperson's Meeting
- Dental Briefing with NHSE
- East and West Midlands Regional Healthwatch Meeting
- Warwickshire Care Collaborative Forum



# Finance

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

The below are figures from the financial year, April 2023 – March 2024.

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>

The Board agreed the adoption of the accounts for 2023/2024, at the HWW Board Meeting in September 2024.

# Glossary

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

Acronym	Term
<b>ARC</b>	Applied Research Collaborative
<b>CASS</b>	Community Autism Support Service
<b>CCC</b>	Coventry City Council
<b>CQC</b>	Care Quality Commission
<b>CWHWF</b>	Coventry and Warwickshire Health and Wellbeing Forum
<b>CWPT</b>	Coventry and Warwickshire Partnership Trust
<b>GEH</b>	George Eliot Hospital
<b>HOSC</b>	(Adult Social Care and) Health Overview and Scrutiny Committee
<b>HWBB</b>	Health and Wellbeing Board
<b>HWC</b>	Healthwatch Coventry
<b>HWE</b>	Healthwatch England
<b>HWW</b>	Healthwatch Warwickshire
<b>ICS</b>	Integrated Care System
<b>ICB</b>	Integrated Care Board
<b>ICP</b>	Integrated Care Partnership
<b>JSNA</b>	Joint Strategic Needs Assessment
<b>LMC</b>	Local Medical Committee

Acronym	Term
<b>NHSE</b>	National Health Service England
<b>PALS</b>	Patient Advice and Liaison Service
<b>QSEC</b>	Quality, Safety and Experience Committee
<b>RAP</b>	Rights to Access Primary Care Project
<b>PCN</b>	Primary Care Network
<b>PIPER</b>	Pathways to Implementation for Public Engagement in Research
<b>PPG</b>	Patient Participation Group
<b>SWPE</b>	South Warwickshire Patient Engagement Forum
<b>SWGPF</b>	South Warwickshire General Practice Federation
<b>SWFT</b>	South Warwickshire University Foundation Trust
<b>UHCW</b>	University Hospital Coventry and Warwickshire
<b>VCSE</b>	Voluntary, Community and Social Enterprise
<b>WCAVA</b>	Warwickshire Community and Voluntary Action
<b>WCC</b>	Warwickshire County Council



## For more information:

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