

Quarterly Performance Report

Year 2 Quarter 1 November 2024 – January 2025



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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:

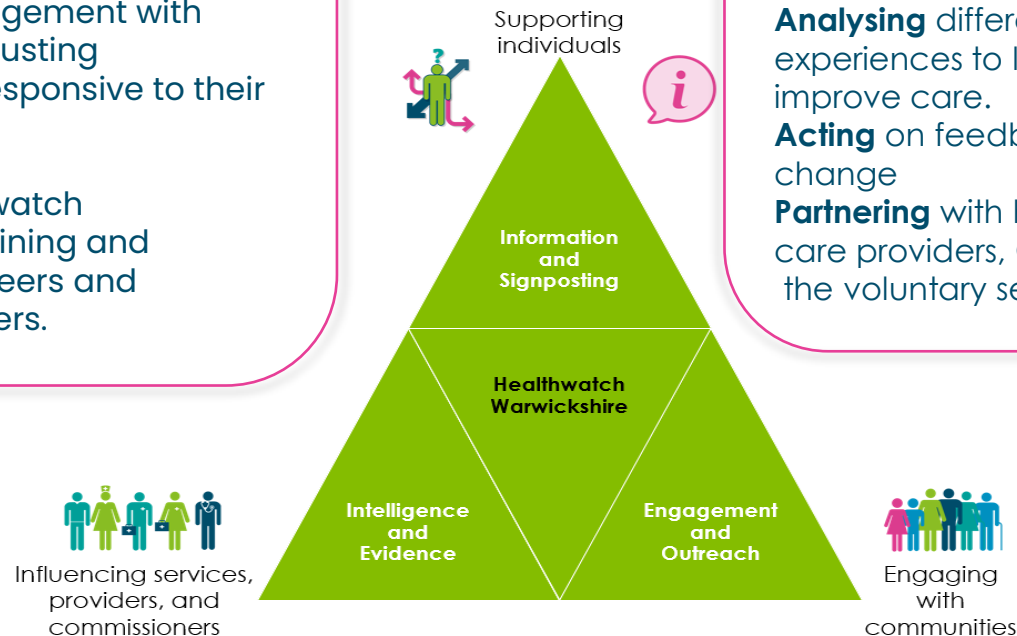
Listening to people and making sure their voices are heard.

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, November 2024 to January 2025, we represented the people of Warwickshire at 25 strategic meetings. Outcomes included:

REGIONAL

Coventry and Warwickshire ICB Gynaecology Clinical Network HWW Menopause Report findings were presented at the network launch. Menopause is one of three priorities for the NHS 10 Year plan in Gynaecology.

East & West Midlands Regional Healthwatch Meeting (Chaired by HWW CE) Discussed how local Healthwatch will be involved with the Dash Review of Patient Safety and Quality, cross-border mental health services, and concerns about the number of new housing estates without appropriate health services for these increased populations.

Local MPs HWW CE met with Rachel Taylor MP (North Warwickshire and Bedworth) at her Health Roundtable, and John Slinger MP (Rugby) to discuss Hoskyn ward closure at Rugby, St Cross hospital.

WCC Health and Wellbeing Board The Health and Wellbeing Strategy 2026-2031 will utilise local evidence, including HWW report findings. Moving forward the focus will be on Health Inequalities and wider determinants of health.

COUNTY

WCC Adult Social Care and Health Overview and Scrutiny Committee (HOSC) - Following the discussion about the consultation process for Community Rehabilitation Beds in South Warwickshire, HWW CE, referring particularly to travel times, the growing population and its aging demographic as well as the rurality of this area, does not consider it sufficient to merely acknowledge these issues. HWW will provide feedback on rural need for services and gaps in provision to the ICB and support future meetings and engagement events in rural South Warwickshire - CE advised that HWW would monitor the impact for patients and the experiences for the public following the Hoskyn ward closure at Rugby, St Cross hospital, suggesting SWFT speak to other organisations before issues were raised on social media, and that HWW could have been helpful in communication of the messages. - CE highlighted that an Integrated Urgent Care review had recently taken place, and he thought it should be reported to the Committee, within a short timescale.

WCC HOSC Spokespersons meeting HWW CE shared concern about the state of primary care services in Rugby, specifically dentistry, the closure of community pharmacies, and poor access to GP doctors. CE also shared an update on current HWW work including Pharmacy and Veterans Health reports.

Partnering for change

We worked with partners at 53 meetings this quarter, to support the people of Warwickshire to access the care they need.

Coventry & Warwickshire ICB consultation events

HWW CE chaired four events to enable residents of Warwickshire to share their opinions on two proposals for community rehabilitation beds across South Warwickshire.

Mental Health Collaborative

HWW presented feedback on what we are hearing about mental health services and preliminary findings from our young people's survey. We contributed to the round table discussions on choosing future top priorities for CWPT.

Mental health service providers

HWW strengthened relationships with local providers, including the CAMHS transformation team and shared our anonymous feedback from users of mental health services.

Coventry & Warwickshire ICB Primary Care Estates Team

HWW has been consulted about the scale of the developments and how they may impact on local healthcare services.

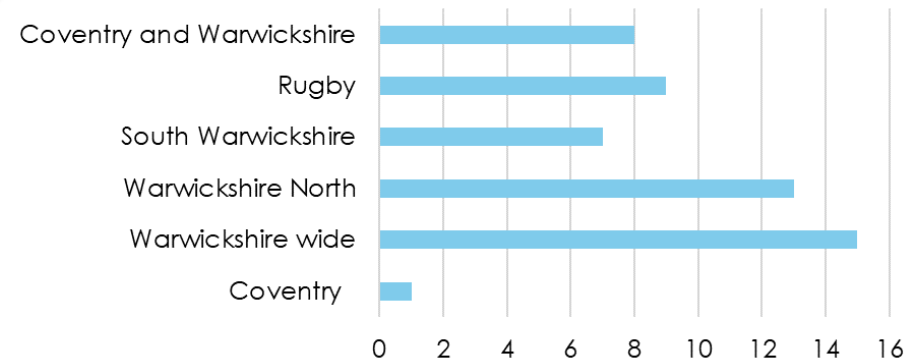
Healthwatch Coventry

HWW met with the new Chief Officer at HWC to discuss aspects of joint working and agree a Healthwatch approach before meetings with stakeholders.

Pharmaceutical Needs Assessment

We provided an overview of HWW Pharmacy findings followed by a Q&A session. The role of the ICB Primary Care Estates team in identifying areas where pharmacies are was discussed. HWW highlighted how although patients report satisfaction with their pharmacy, they are often unhappy with the service but happy with the staff.

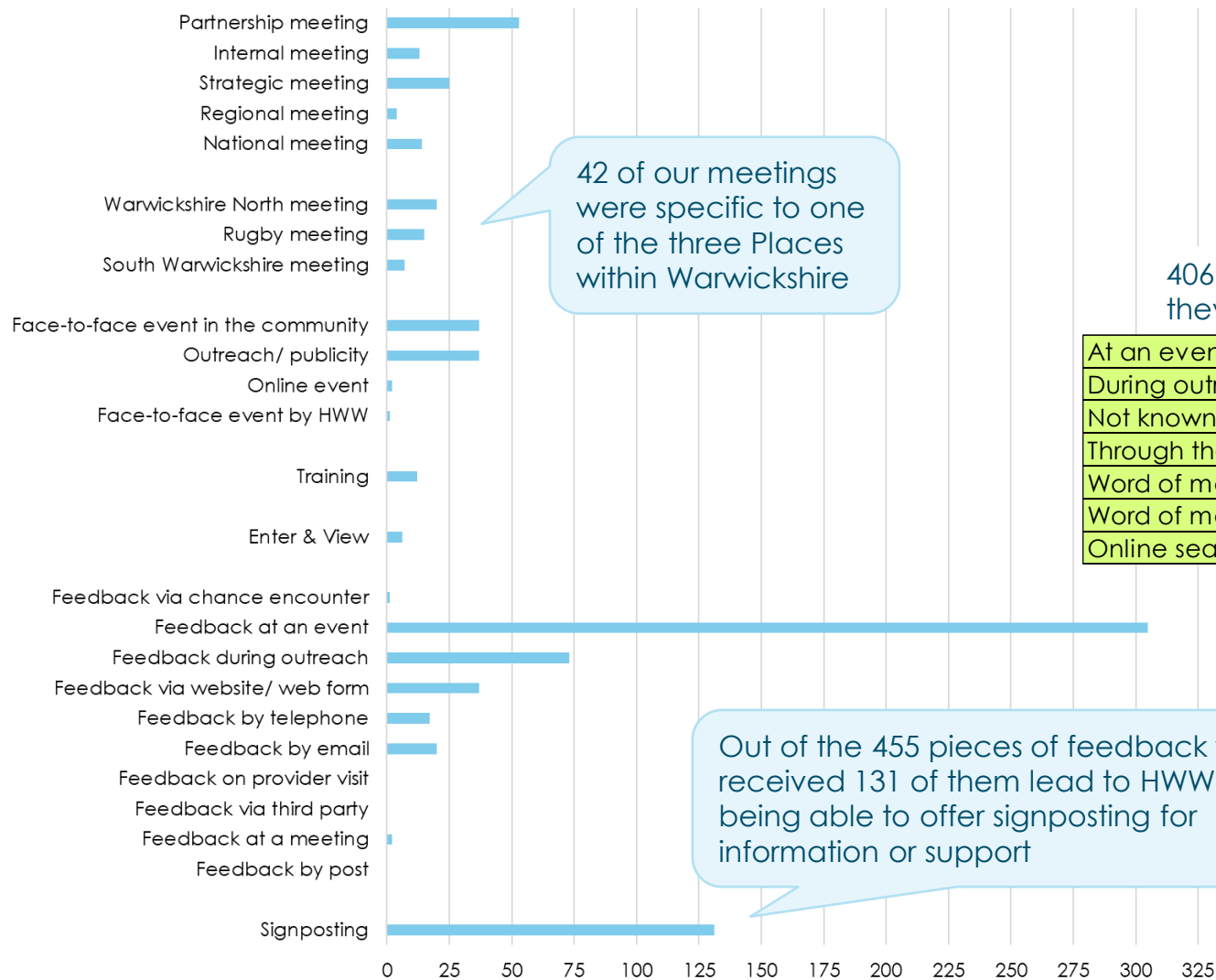
Area our partnership meetings relate to



Our visibility in Warwickshire

Between November 2024 and January 2025, we recorded 674 activities.

Activities undertaken by HWW colleagues



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

406 people told us where they heard about HWW

At an event	305
During outreach	74
Not known	14
Through their work	5
Word of mouth-professional	5
Word of mouth-relative/ friend	2
Online search	1

Out of the 455 pieces of feedback we received 131 of them lead to HWW being able to offer signposting for information or support

Young people's wellbeing-Rugby networking events

HWW have facilitated five networking events in Rugby, bringing together professionals to discuss issues facing young people. The first two events (October 2023 and January 2024) were held in collaboration with WCAVA, HWW took the lead starting June 2024, with the most recent event held 4 February 2025.

We welcome regular attendance from: Carers Trust, Warwickshire College Group, Sexual Health Nurse, Social Prescribing, Youth Worker, Hill Street Community Centre.

And have also enjoyed speakers from: Coventry & Warwickshire Mind, Family Information Service, Warwickshire Pride, University of Birmingham, UHCW, and Talking Therapies.



An early event held in collaboration with WCAVA

Professionals told us why they attend these networking events:

"We are developing a forum for young people and want to do co-production with young people"
Patient experience lead UHCW

"We want to explore what support we can get and put into our everyday work"
Turning Point

"I want to get as much information as I can to pass on to young people"
Young Carers

"To network with you all and see how this all fits into a Place based plan"
Local Councillor



HWW's Vina welcoming local colleagues

Feedback we heard helped us formulate our current engagement with young people:

"What I am finding difficult is when a student phones the GP they are being asked loads of questions. The Doctor should be celebrating that they have called up."

"A young person might not engage if they don't have a smart phone, if they have poverty or neurodivergence - these are major barriers."

"At college we support young people to access services themselves and make the phone call. They will but when faced with triage from the receptionist young people don't want to speak to someone first. There is a huge stigma in speaking about mental health. People don't know that they don't have to tell the receptionist everything."



Staff from Rosa showcasing their work

Engagement and Outreach

This quarter we engaged at 77 events or opportunities for outreach and publicity (49% of these were face-to-face). We gave 24 presentations. Our Engagement and Outreach work reached an estimated 2,924 people.

Young people's access to GPs and mental health support

Engagement is ongoing throughout December, January and into next quarter. We are visiting schools and colleges locally and have received feedback from 605 young people so far. Our aim is to find out whether young people can get physical and mental health support when they need it, what information young people would like, and how they would like to access that information.

Welcombe Radio podcast

HWW attended the Venture House winter event, heard feedback, and made a podcast on the work of HWW for Welcombe Radio to publish in the Spring.

C&W ICB Consultation on community rehabilitation beds

HWW distributed paper copies of the consultation survey at 12 community venues to assist with non-digital opportunities for feedback.

Together for Autism Conference hosted by Act for Autism in partnership with Coventry & Warwickshire ICS. The event was a series of workshops to highlight the challenges faced by individuals with autism, plus a marketplace of support organisations. Feedback included challenges in accessing CAMHS services, being taken off waiting lists without explanations, not knowing where on the waiting list individuals are for mental health services, and lack of understanding from health care staff on how to listen and speak to individuals with autism who may need more time to understand what they are being told and to reply.

Are you 16-24?
Are YOU getting the healthcare you need?

We want to hear your voice

Share your experiences of seeing a doctor or using mental health services

- Are you 16-24?
- Are you getting the healthcare you need?
- Are you getting the mental health support you need?
- Do you feel listened to?
- Do you know how to contact your doctor or mental health services?

healthwatch Warwickshire

Follow us on social media @healthwatchWarw for updates and more ways to get involved

Join us in making healthcare better

Scan to tell us

Share your experience of seeing a doctor or using mental health services here

Follow us on social media @healthwatchWarw for updates and more ways to get involved

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HWW Annual General Meeting

Watch a recording and read reports from the November 2024 AGM [here](#).

WCAVA Northern Volunteering Fair

HWW handed out flyers and discussed volunteering opportunities. We asked interested parties to visit our [website](#) and complete the application. We explained that a member of our team would then make contact to arrange an informal chat and to discuss volunteering in more detail.

Digital communications

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

SOCIAL MEDIA

We post on social media every day.

Twitter/X:

1,740 Followers

[Visit us on Twitter/X](#)

Facebook:

608 followers and 519 Page Likes.

[Visit us on Facebook](#)

Instagram:

199 Followers

[Visit us on Instagram](#)

Most popular posts:

Advertising our visits to foodbanks in Stratford District, a free information event for people living with serious illness, and posts about our engagement with young people.

We are trialling new channels on:

Threads (26 followers) [visit](#)
and

Bluesky (57 followers) [visit](#)



NEWSLETTER

We produce an email newsletter every three months. Our 'January 2025 Updates' newsletter was sent to 1,095 recipients. It was opened by 186 people (17.7%)

The most popular article was: 'Change NHS-partnership event' with a link to further reading on the event.

This quarter we also sent an invitation to our Annual General Meeting to 1,100 recipients that was opened by 194 people (18.4%)

You can sign up to get our email newsletter [here](#).

WEBSITE

10,808 people visited our website this quarter. Around 65% of our website users visit by directly using our web address, and around 25% visit us after doing a web search.

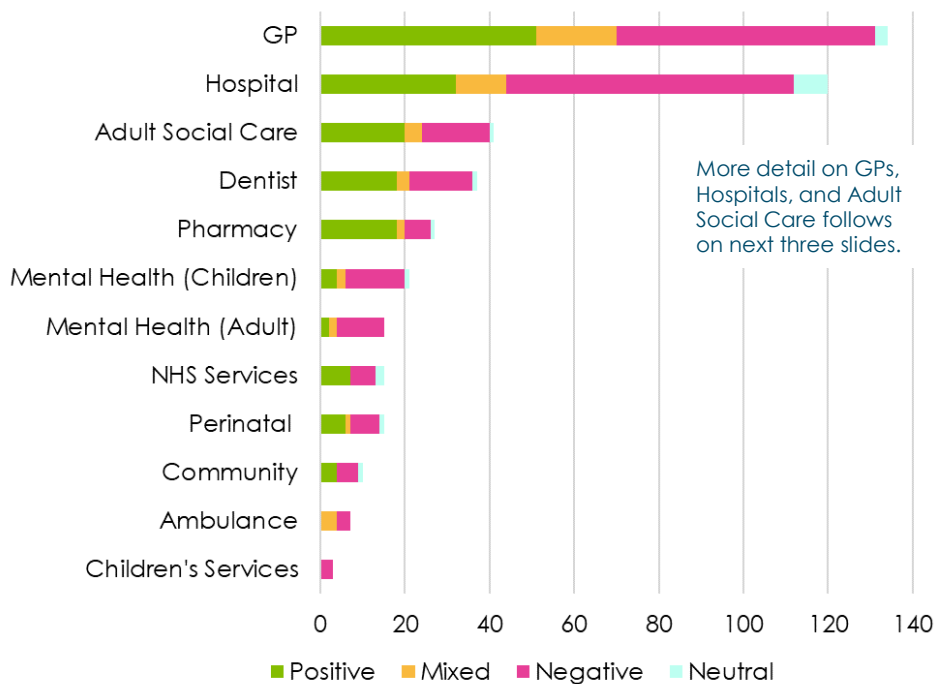
The most popular pages were:

- [Homepage](#) and search bar (3,000 visits)
- [News and Reports](#) (670 visits)
- [Sexual Health/ Pregnancy Support/ MENTalk/WOMENTalk](#), mental health support (300 visits each)

What we heard

Between November 2024 and January 2025, we received 455 pieces of feedback about local services.

Feedback or enquiries by service type



More detail on GPs, Hospitals, and Adult Social Care follows on next three slides.

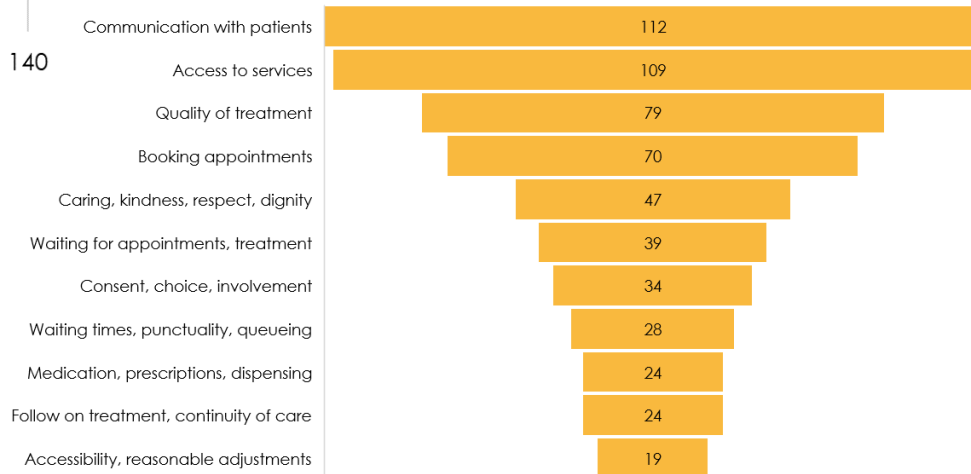
Feedback received as part of our Young People's engagement will be reported when the project is complete.

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 am on the CAMHS waiting list but have been waiting for 3 or 4 years. I don't know how to chase this up myself and it is difficult for my parents to make phone calls because they are both deaf.

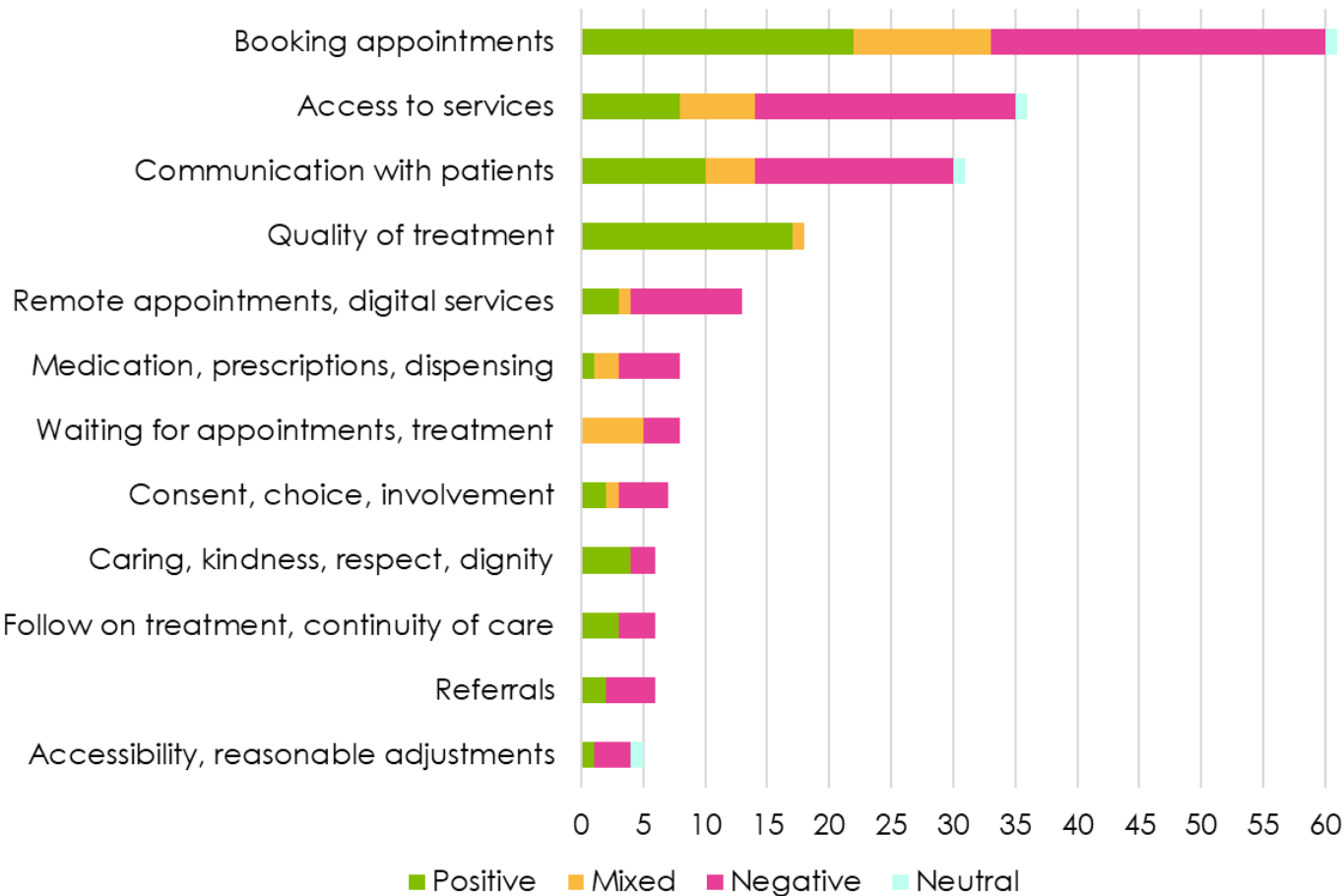
Top Ten most common themes discussed with HWW across all services



I went to the pharmacy and asked about my infected insect bite at the counter. Within about a minute I was being seen by the main pharmacist and a couple of minutes later being given the medication I needed. I didn't have to call up and it was absolutely brilliant. I get a lot of repeat prescriptions, so they know me there.

What we heard about GPs

Top Ten themes discussed with HWW about GPs

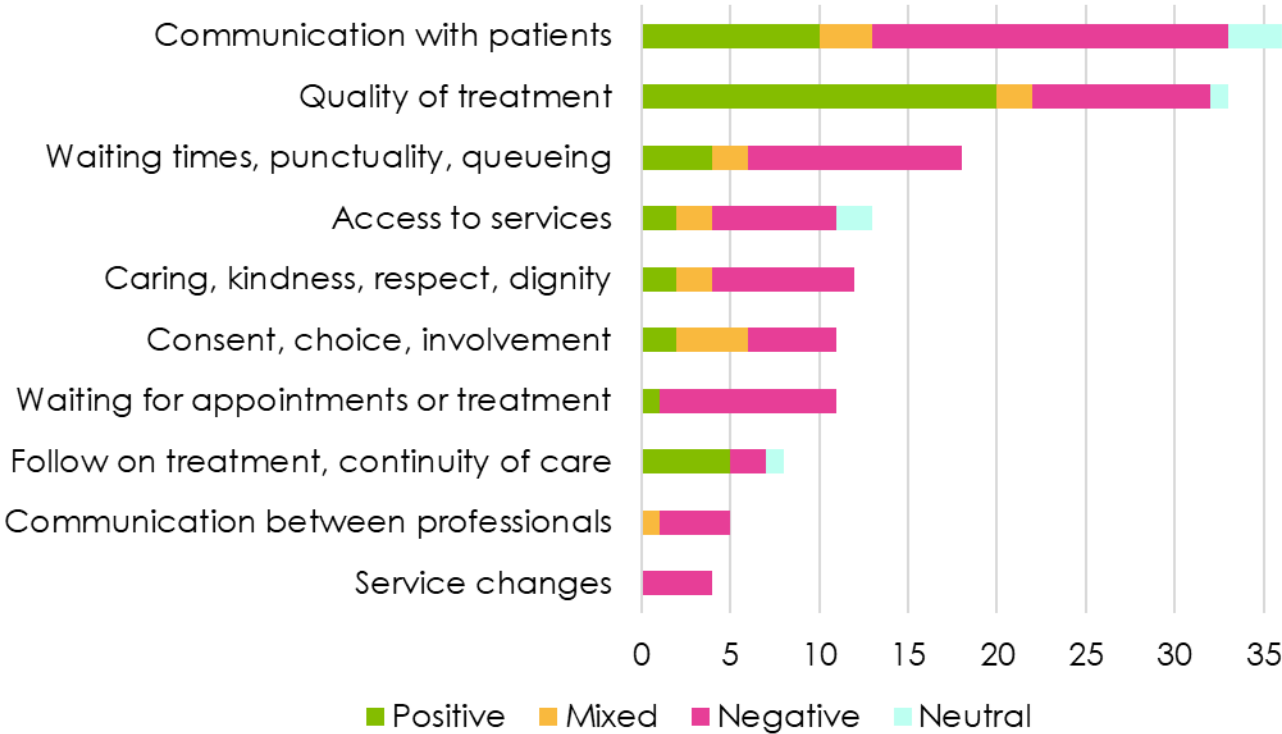


Our surgery changed their appointment system which is fine for me but not for my elderly mum. Mum goes to surgery to book appointments, and she keeps being encouraged to use the online system. Mum cannot, and is unwilling to learn, how to book appointments online. She doesn't have a smartphone and is reliant on us, her children, to book appointments for her which we don't always have the time to do due to being busy with our own lives. Not everyone is tech savvy. Not everyone has a smartphone.

Good service, difficult to phone or book online appointment. Easier to walk in and speak to a Receptionist. I needed help for my child - was advised by receptionist that he needed to see the nurse, I was offered an appointment for the same afternoon and seen. Had we waited for a GP appointment we would have taken up valuable time. Staff are lovely and friendly.

What we heard about Hospitals

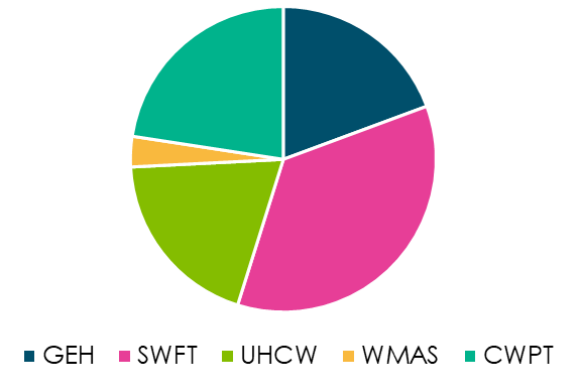
Top Ten themes discussed with HWW about hospitals



I had a day operation and asked after surgery how it went. I was told I would have to wait for a letter from the theatre. It didn't come until 2 weeks later - I didn't know until then if the operation worked or not.

We theme feedback about 'Mental Health' separately to the feedback about 'Hospitals'. 34 out of the 37 pieces of feedback about 'Mental Health' were about CWPT.

Proportion of feedback shared with HWW, about local NHS Trusts



I am on a 6-7 month waiting list to see an ophthalmologist for an eye review. Waiting times for referrals are too long and concerning when I have an eye issue that may or may not need urgent treatment.

I attended the eye clinic in January. The whole experience from the booking desk, to the use of the cafe upon arrival, and each stage of my care on site was excellent.

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



The care home is a special place. Lots of the residents are local and they have visitors coming and going all the time. There is a real variety of activities and two Christian services a week. They have lots of volunteers - people who previously had a link to the home and want to give something back.

We are having difficulty getting a social care bed for our child. Without us knowing, our family was downgraded to family support which means we now don't meet the criteria for social care. We have been cancelled from everything and will have to get a re-referral from our GP.

Focus on Warwickshire North

129 people gave us feedback about services in Warwickshire North this quarter. We attended 51 meetings, outreach or events.



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

[Image credit](#)

Our aim is to help you, living on a boat, get the information and support you need.



How can you share your experiences of healthcare with us?

Our survey asks about your experiences of getting health care when you need it. The survey will be open until 31 March 2025.

[You can fill in the survey online](#) [here](#)

If you would like help to answer the survey questions you can call us between 10am and 3pm, 01926 422 823

Our staff will be out in the community if you would prefer to speak to someone in person: Times and place to follow

This quarter:

- We are engaging with people who live on a boat, asking whether they can get the care and treatment they need, when they need it. We are attending Boating Community Partnership meetings consisting of PCNs, Emergency Services, the Canal & River Trust, and George Eliot Hospital to provide a collaborative approach. More information and ways to share your experiences [here](#)
- Visited North Warwickshire & South Leicestershire College Campuses at Nuneaton, Harrowbrook and Hinckley, to engage with young people and to ask about their experiences of contacting a doctor or accessing support for mental health.



Shabina,
Engagement &
Outreach Officer for
Warwickshire North

Next quarter: Continue to engage with diverse communities in Warwickshire North. Invited to present at Nuneaton & Bedworth Borough Council Overview and Scrutiny Committee, and Warwickshire North PLACE. Start engagement with Gypsy, Roma, Traveller sites. Continue obtaining feedback from people who live on boats and young people.

Focus on Rugby

44 people gave us feedback about services in Rugby this quarter. We attended 27 meetings, outreach or events.

This quarter:

- HWW presented our involvement and experience of SWPE (South Warwickshire Patient Engagement group). The meeting was arranged by Martin Saxby, a Rugby PPG Chair, and Cllr Maggie O'Rourke. Attendees included 10 out of 12 representatives of Rugby PPGs, members of the Rugby Health Improvement Forum and Rugby Borough Council employees. The meeting aimed to give Rugby PPGs ideas of how they could form a similar combined PPG group of their own.
- Met John Slinger MP for Rugby, who aims to meet with UHCW and find out the details around the Hoskyn ward (Hospital of St Cross) closure and their future plans. HWW expressed an interest in being part of any discussions around health in Rugby.
- Assisted an enquirer with concerns they had about their GP surgery. They told us: ***"Thank you for coming back to me. Thank you for the information. I have written to the practice manager. They have said that they will get back to me."***



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

[Image credit](#)



Vina,
Engagement &
Outreach Officer
for Rugby

Next quarter: Young people's well-being networking event in Rugby. Sharing terms of reference for PPGs. Involvement in Citizen's Panel. Attendance at Rugby Health and Improvement Group. Young people's engagement continuing.

Focus on South Warwickshire

225 people gave us feedback about services in South Warwickshire this quarter. We attended 52 meetings, outreach or events.



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

[Image credit](#)

This quarter:

- Promoted the Community Rehabilitation Beds online survey to partners across South Warwickshire and provided 150 paper copies and envelopes to support people who are not online to complete the survey.
- Regular visits to Orbit properties for Winter Wellness and Healthy Aging events, listening to feedback and providing signposting. HWW provided information about community transport and the Healthcare Travel Costs Scheme to an Orbit Community Connector ***“Thanks for this info, it’s really good to know and I have forwarded on to my customer.”***
- Engaged with families and young people at the Autism conference, SEND groups, Children’s centres, Impact group, colleges, and spoke to the 6th form at Aylesford school. Made links with CWPT to share our findings on mental health.



Next quarter:

Sharing feedback at the South Warwickshire Place Health and Wellbeing Strategy workshop. Collating and sharing feedback from rural areas with the ICB and taking part in discussions to plan and support rural South Warwickshire engagement meetings. Taking part in the procurement process for IMOS (Intermediate Minor Oral Surgery). Young people’s engagement continuing.

Caroline, Engagement & Outreach Officer for South Warwickshire

Information and signposting

This quarter, we provided information and signposting to 131 people. Some people were signposted to more than one organisation. We provided 164 signposts.

Signposted to	Number
GP	35
George Eliot Hospital (GEH)	20
Support organisations	17
Coventry and Warwickshire Partnership Trust (CWPT)	14
Integrated Care System/ Board (ICS/ICB)	11
South Warwickshire University Foundation Trust (SWFT)	11
Pharmacy	10
University Hospitals Coventry and Warwickshire (UHCW)	10
NHS	9
Warwickshire County Council (WCC)	9
Dentist	5
Advocacy	4
West Midlands Ambulance Service University Trust (WMAS)	3
Healthwatch	3
Care Quality Commission (CQC)	1
Parliamentary and Health Service Ombudsman	1
Opticians	1

Thank you so much. Your emails were perfect, with the exact info I needed. I appreciate that I contacted you later in the day, so I was grateful for your swift response.

Thank you for your response, I was given numbers to follow up on and after a lot of explaining, and the nurse finally wanting to help, we're able to be seen & are now moving forward. Thank you for your quick response and help.

I want to say a big thank you to Healthwatch Warwickshire. I spoke to you at the last event, as I was not getting a response from PALS (UHCW). I was tearing my hair out beforehand, just getting an automatic response. Within 24hours of speaking to you I had the start of an email dialogue with PALS. I would never have got that far if you had not intervened.

Our impact in Warwickshire

What we heard and what we did

Improving access for visually impaired volunteers

A member of the public contacted us with some suggestions to help make our volunteer material easier to read, as they have a visual impairment. We adjusted some font sizes and colours and sent this to them. They responded: ***“Thank you very much, I know it will make a great difference to visually impaired people reading it”***.

Support for young person’s mental health

We were asked by a young people's organisation, where they can signpost a family to regarding a young person in their care. The young person is home schooled and showing signs of OCD and self-harming and the family had not heard of CAMHS. HWW confirmed with CWPT that a referral could come through the organisation with the parents' consent and if they did not consent then the organisation should raise a safeguarding concern. We shared contact information for local mental health services, and information about how a referral can be made. HWW also suggested the family may find it helpful to complete the Dimensions online tool with the young person, to find out what support is available locally and to better understand the issues involved.

Support for local carers

We spoke to a Warwickshire resident who told us they have been a carer for a long time and felt like they have had no support. We shared support organisation's information with them. We heard back from them: ***“Lovely to meet you last week and thank you so much for all the information. I am going to a local carers meeting on Friday”***.

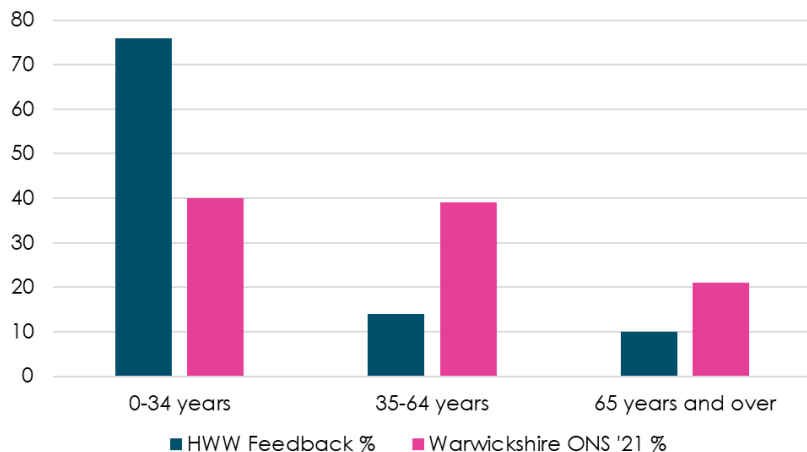
Funding for a new adult day care centre

HWW shared feedback with the WCC Adult Social Care team from a social prescriber, describing a Frailty Team Meeting they had attended recently. A need for older adult day care centres in Wellesbourne had been discussed at the meeting. The social prescriber confirmed to HWW that the WCC Adult Social Care team had been in touch and informed the social prescriber how to apply for the grant funding to start this project. The social prescriber has now partnered with Wellesbourne Parish Council to apply for the funding, and they have a potential venue ready. Initially the adult day care centre will be open to those aged over 55 years and in receipt of Adult Social Care support. The social prescriber told us: ***“When it is open we will invite Healthwatch Warwickshire along”***.

Who we heard from

We heard feedback from 1,060 people between November 2024 and January 2025, including 605 people as part of our Young People's engagement.

Age group comparison



- **855** people chose to share their **age** with us.
- Our young people's engagement is ongoing and will be reported on in full, on completion.

Not all figures are shown for Warwickshire

- **764** people chose to share their **ethnicity** with us. We are aware when 'categorising' ethnicity, that the existing choices are not always suitable.
- Three people identified as European and five as Polish

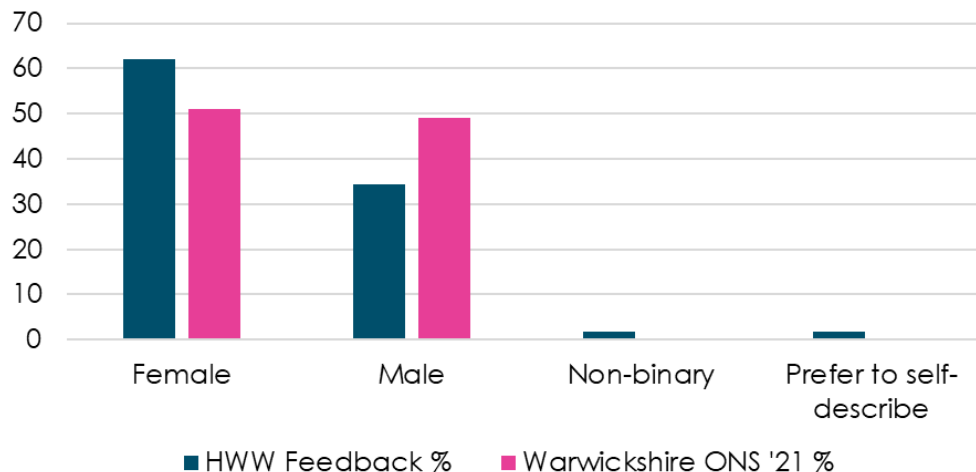
	Ethnicity of people providing feedback to HWW %	Comparative figures for Warwickshire %
White: British / English / Northern Irish / Scottish / Welsh	73.4	82.1
White: Any other White background	6.3	5.9
Asian / Asian British: Indian	5.4	4.1
Black / Black British: African	3.3	0.8
Any other ethnic group	1.8	0.9
Asian / Asian British: Any other Asian / Asian British background	1.7	1
White: Irish	1.3	0.9
Black/ Black British: Caribbean	1.0	0.8
Mixed/ Multiple ethnic groups: Black Caribbean and White	0.9	0.2
Arab	0.8	0.1
Asian/ Asian british: Pakistani	0.8	0.5
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background	0.8	0.5
Mixed/ Multiple ethnic groups: Asian and White	0.8	0.8
Asian/ Asian British: Chinese	0.5	0.5
White: Gypsy, Traveller, or Irish Traveller	0.5	0.1
Black / Black British: Any other Black or Black British Background	0.3	0.2
Mixed/ Multiple ethnic groups: Black African and White	0.3	0.2
Asian/ Asian British: Bangladeshi	0.1	0.1
White: Roma	0.0	0.1

Who we heard from

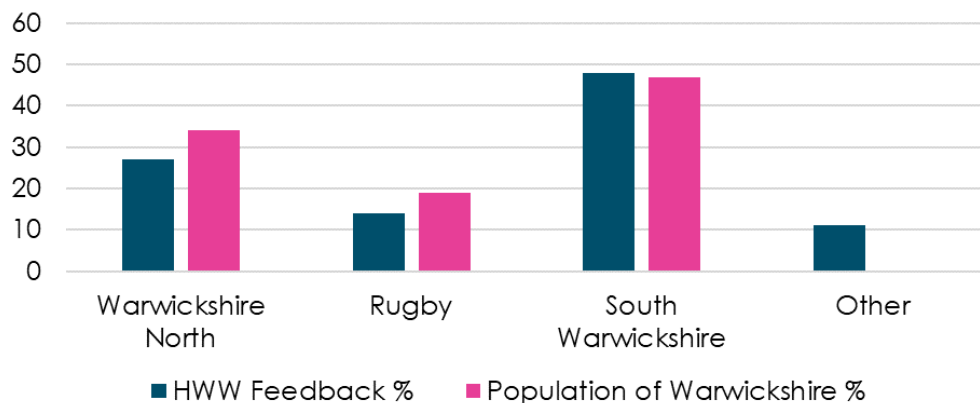
We ask people about their personal circumstances to help us ensure that we represent the people who live in Warwickshire.

- **885** people chose to share their **gender** with us. One person told us they are non-binary.
- When asked 'Is your gender different to the sex you were assigned at birth?' 23 people said 'yes'.

Gender comparison



Comparison of Place population with all HWW feedback and enquiries received



- **122** people told us they have a **Disability**.
- **100** people told us they have a **Long-Term Condition**.
- **46** people told us they are a **Carer**.
- **1** person 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 Director's activity this quarter:

- Welcomed Jane Bryan who was appointed to the Board in November.
- Two Formal Board meetings
- One Operations Committee meeting
- One Informal Board meeting
- Best wishes to our chair on her birthday!
- Attended the Warwickshire North Place Executive Board, the WCC Health and Wellbeing Board (and joint development session), and the Warwickshire North Health and Wellbeing Partnership
- Attended the South Warwickshire Place Partnership Board
- Attended the Integrated Urgent Care Review
- Seasonal gathering (see photo)
- Attended Healthwatch England's meeting regarding our role within the NHS 10 Year Plan



Volunteer's activity this quarter:

- Evaluated and provided feedback on the pharmacy section of the ICB website
- Sat on appointment panel for new board members
- Signposted enquirers to the HWW website for information and support on GPs
- Seasonal gathering (see photo)
- Attended online training on the Mental Capacity Act, provided by WCC
- Supported on Enter & View visit to care home in Stratford.
- Welcomed new volunteer Will Ryder.

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
'Psyching Out Diabetes' online	Understanding people who have diabetes and or low vision.
'Understanding Health & Social Care - Intro for HW Staff & Volunteers' HWE	Appreciation of overlap between Healthcare, Social Care and Public Health. Relationship to CQC and needing clarity on whether we gather feedback on children's services.
'Using Interview Guides' / 'How to structure a call' HWE	Provided a good overview of the difference between structured and semi-structured interviews and how these can be used in research and data gathering for impact.
'The Care Act, The Mental Capacity Act & Liberty Protection Safeguards' VoiceAbility online	Understanding how people who lack the mental capacity to consent to the arrangements for their care, are impacted and supported.
'Recording and sharing HW impact' HWE	Appropriate methods of recording and sharing the wide variety of impacts achieved by local Healthwatch.
'MECC (Make Every Contact Count)' WCC	How to best support people we meet with any issues they may raise with us.
'IMOS (Intermediate Minor Oral Surgery) Dental Procurement. Atamis	An overview of the process of procurement evaluation, how to use the Atamis salesforce platform and how to provide fair and useful scoring.

Looking Forward

Our plans and commitments for the next quarter.

January

- HWW Adult Social Care Services Feedback report to WCC
- CE 1:1 meetings with all staff members
- HWW Formal Board Meeting
- HWW Finance and Audit Group Meeting
- C&W ICB Meeting
- PIPER Study Meeting
- Warwickshire H&WB Executive Group
- WCC HOSC
- East & West Midlands Regional HW Meeting

February

- 5th HWW Young People's wellbeing Rugby Networking Event
- HWW Support and Supervision/ Volunteer Forum
- HWW Operations Committee / Informal Board/ Finance and Audit Group Meeting
- Conference on ASC : Ready for next pandemic?
- NHS 10 Year Plan Focus Group
- C&W Training Hub (General Practice/ Menopause) Task & Finish group begins
- WCC HOSC

March

- HWW Formal Board Meeting
- Caring Together Warwickshire Conference
- WCC Health & Well Being Board
- C&W ICB Meeting
- East & West Midlands Regional HW Meeting
- PSIRF System Learning Event
- ICB QSEC Meeting
- Warwickshire Collaborative

April

- HWW Board Development Day
- HWW Informal Board/ Operations Committee Meeting
- PIPER Study Meeting
- Warwickshire Collaborative Forum
- HWW Volunteer Forum
- Citizens Assembly Rugby

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	£200,975
Additional income	£4,392	Non-pay expenditure	£13,853
		Office and management fees	£36,139
Total income	£248,330	Total expenditure	£250,967

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
CWHWF	Coventry and Warwickshire Health and Wellbeing Forum
CWPT	Coventry and Warwickshire Partnership Trust
GEH	George Eliot Hospital
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
JSNA	Joint Strategic Needs Assessment
LMC	Local Medical Committee

Acronym	Term
NHSE&I	National Health Service England & Improvement
PALS	Patient Advice and Liaison Service
POD	Prescription Ordering Direct
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
SWUFT	South Warwickshire University Foundation Trust
UHCW	University Hospital Coventry and Warwickshire
VCSE	Voluntary, Community and Social Enterprise
WCAVA	Warwickshire Community and Voluntary Action
WCC	Warwickshire County Council

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