

Quarterly Performance Report

Year 1 Quarter 2 (new contract)

February – April 2024



healthwatch
Warwickshire
Your feedback matters
If you use local NHS and social care services, tell us about your experience.
Get in touch
01926 422 823
www.healthwatchwarwickshire

Have you used any of these Health & Social Care services in the last 12 months

Service	Used	Not Used
GP	Yes	No
Community Mental Health Team	Yes	No
Primary Care Physiotherapy	Yes	No
Primary Care Podiatry	Yes	No
Primary Care Speech and Language Therapy	Yes	No
Primary Care Occupational Therapy	Yes	No
Primary Care Dietetics	Yes	No
Primary Care Podiatry	Yes	No
Primary Care Physiotherapy	Yes	No
Primary Care Speech and Language Therapy	Yes	No
Primary Care Occupational Therapy	Yes	No
Primary Care Dietetics	Yes	No

Please put a sticker relating to how you felt the experience was if you found it Good (green), Average (yellow) or Bad (red)

EX UK Armed Forces
We are looking for the experiences of former service members in health and social care services. If you are a former service member, please contact us for more information. We will support you to complete a survey and provide you with a £500 reward for completing it. Contact us on 01926 422 823 or email info@healthwatchwarwickshire.co.uk

01926 422 823
@healthwatchwarw
healthwatch_warwickshire
@info@healthwatchwarwickshire
www.healthwatchwarwickshire

Your feedback matters

If you use local NHS or social care services please tell us about your good and bad experiences

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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 2023-2024

Improving care over time.

Promoting continuous engagement.

Developing and promoting Enter and View.

Our aims are:

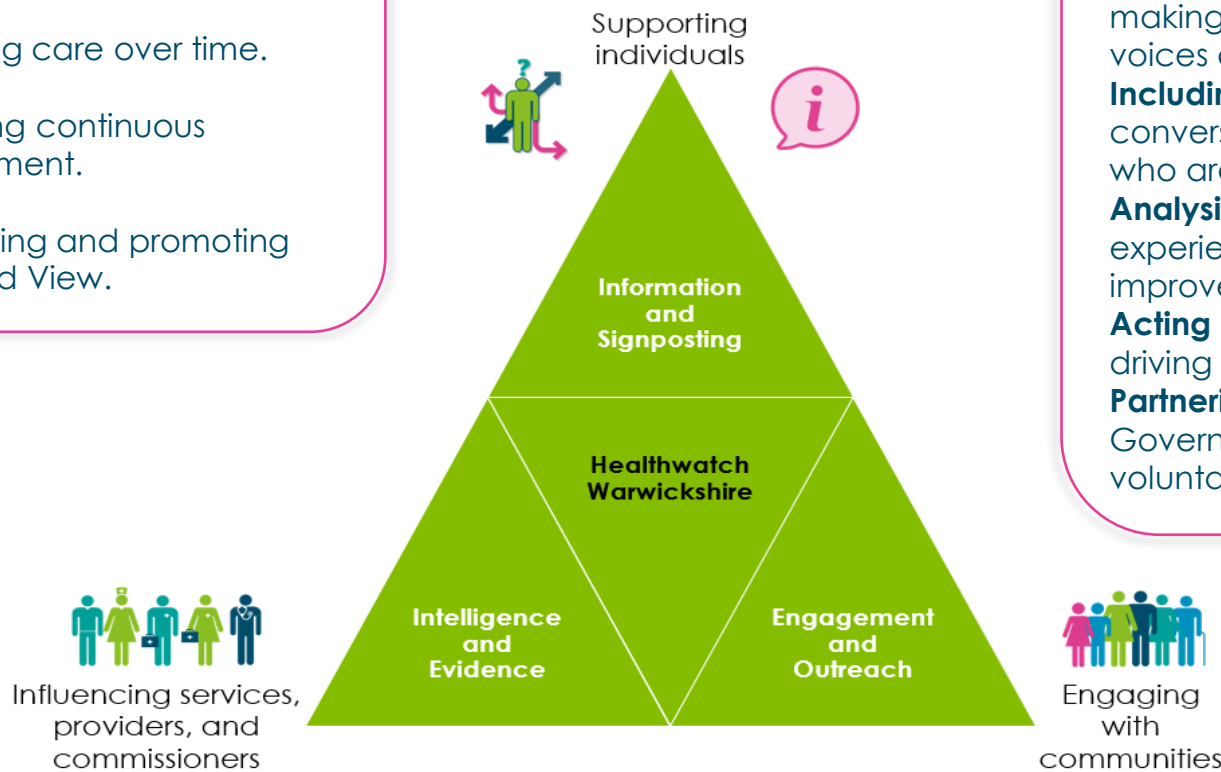
Listening to people and making sure their voices are heard.

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 care providers, Government, and the voluntary sector.



Strategic influence

This quarter, February to April 2024, we represented the people of Warwickshire at 19 strategic meetings. Outcomes included:

REGIONAL

Coventry & Warwickshire Integrated Care Board (ICB):

HWW CE met with ICB Engagement Lead, they agreed to explore continuous engagement together, following a discussion on the range of ways to engage with patients and the public.

Quality, Safety and Experience Committee (QSEC) of the ICB:

Commented on KPIs (Key Performance Indicators) in use by QSEC and the ICB.

Maternity and Neonatal Voices Partnership (MNVP):

Met with the MNVP Chair, HW Coventry and ICB representatives. Shared expertise on gathering patient feedback, including designing and carrying out surveys, and analysing data for inclusion in reports.

Women's Health Steering Group (ICS):

Shared HWW Menopause Report and recommendations with Programme Manager; "Thanks very much for our meeting and this information. This is very useful will be important for our work on Women's Health."

COUNTY

Warwickshire Care Collaborative Consultative Forum:

Agreement about the importance of "trying to link patient level data between social care and health", and the need to further develop and clarify the reporting arrangements across the system. Support given for the system-wide service review into the Social Prescribing contract and agreed to the draft scope outlined within the paper for this service review.

Adult Social Care and Health Overview and Scrutiny Committee:

Chair of HOSC agreed that HWW concerns about Incontinence Services, reference to the Healthy Ageing JSNA in the Adult Social Care Strategy, HWW Menopause Report and HWW Veterans Survey will be in the future HOSC work programme. HWW to assist with a menopause support and information group for men, alongside Action Menopause Warwickshire.

Partnering for change

We worked with partners at 36 meetings this quarter, to support the people of Warwickshire to access the care they need.

ICB Dental Commissioning

HWW has been asked to participate in the evaluation for Coventry and Warwickshire's procurement of dental services. We have also been asked to carry out engagement on children's dental care in Warwick District.

CWPT Talking Therapies

We met with Talking Therapies staff to plan joint events and communications opportunities for Mental Health Awareness Week.

SWFT Board of Directors Workshop

HWW shared patient feedback ahead of the Board Directors meeting and offered to provide more detailed feedback on SWFT services.

Rugby PLACE

We presented the findings from our 'State of Care in Rugby' Health and Social Care Forum, to the members of the Rugby Health and Wellbeing Partnership.

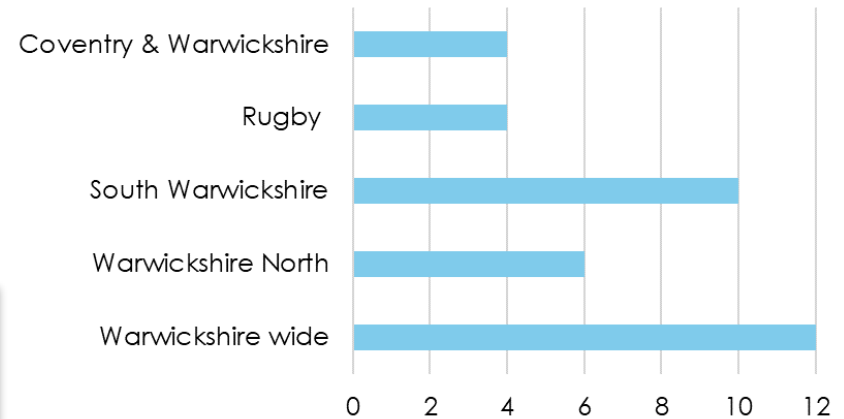
West Midlands Ambulance Service

HWW discussed patient issues around waiting times and delayed care. Suggestions around realistic expectations and sharing up to date information were also discussed.

CWPT CEO

HWW and HWC heard about the changes to clinical leadership and the new Children's Directorate, from the Chief Executive Officer (CEO) of CWPT.

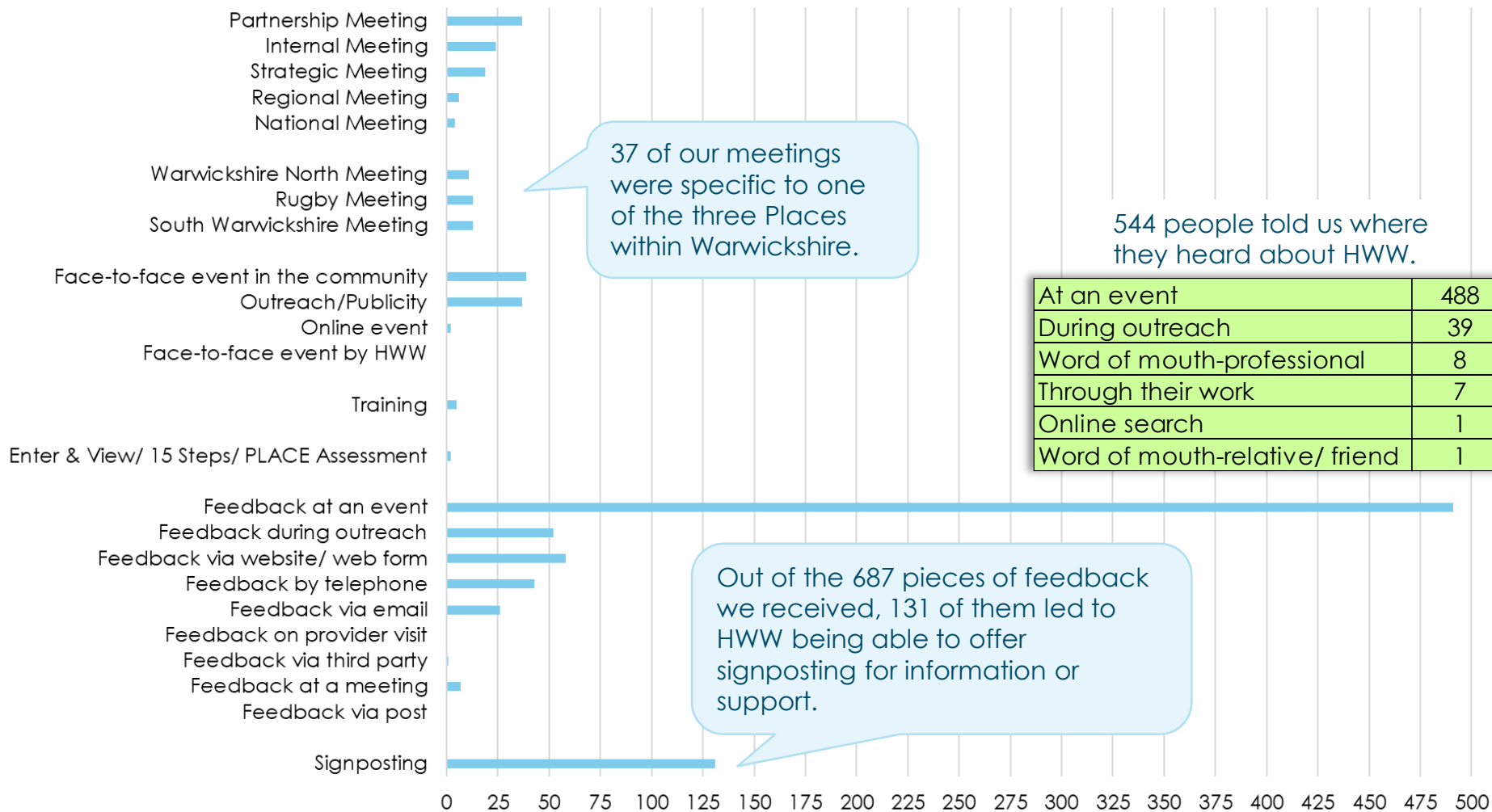
Area our partnership meetings relate to



Our visibility in Warwickshire

Between February and April 2024, we recorded 867 activities.

Activities undertaken by HWW colleagues



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

544 people told us where they heard about HWW.

At an event	488
During outreach	39
Word of mouth-professional	8
Through their work	7
Online search	1
Word of mouth-relative/ friend	1

Out of the 687 pieces of feedback we received, 131 of them led to HWW being able to offer signposting for information or support.

Engagement and Outreach

This quarter we engaged at 44 events, or opportunities for outreach and publicity, (45% of these were face-to-face). We gave 15 presentations. Our Engagement and Outreach work reached an estimated 2,525 people.

Kind Communities Kind Food Event

HWW ran an information stall, at the event in Mancetter, organised by the Community Team at WCC and EQUIP. We shared HWW Veteran's Health Project details including to ACT On Energy , a local councillor, and WRCC.



WCC Health and Wellbeing Bulletin

Our HWW Menopause Report was featured in the bulletin for March 2023, with a link to our website for further information.

Mencap Heart of England Reach Out Group

We asked the Ambassadors for Adults with Learning Disabilities to share their thoughts on adult social care with us, and published findings on our website. This quarter we shared the findings with the Communications and Involvement Manager at Coventry & Warwickshire ICB, and the Commissioner for Maintaining and Promoting Independence, at WCC. We reported back to the group that Turning Point provide Independent Travel Training.

Rugby Myton Support Hub

HWW visited a group, delivered a presentation and spoke about our work. We heard feedback about GPs, pharmacy and medication delivery.

Warm Hubs

We attended local Warm Hubs 16 times this quarter, listening to people's experiences of health and social care and offering information and signposting for support.



Engagement and Outreach

Between 26 January and 31 May 2024, we are focusing our engagement on Armed Forces Veterans in Warwickshire North. Our survey helps us to gather health and care experiences of anyone who has formerly served in the UK Armed Forces, including as Reservists.

Share your views with us

EX UK Armed Forces?

Our aim is to understand & improve access to health care services for Veterans in Nuneaton, Bedworth & North Warwickshire. We are working independently to gather your views with partners including the Armed Forces Covenant Trust at Warwickshire County Council

- Nuneaton
- Bedworth
- North Warwickshire

Complete our survey online by scanning the QR code or visiting our website. Call us, or pick up a survey at your local VCP, library, Citizens Advice or Leisure Centre in Nuneaton, Bedworth & North Warwickshire.

healthwatch
Warwickshire

One of our initial aims in this work was to inform about NHS health checks, and the variety of support options available to Veterans, for those who are interested.

“Not sure I would go for a health check as I have been out of the services many years.”
Nuneaton resident

“I try to keep myself to myself and therefore not take up time in these organisations so others may have access.”
Bedworth resident

HWW have so far attended 38 events, or opportunities for engagement/ outreach, with Veterans this quarter. One of these was a Health and Wellbeing Event at Gurkha Corner run by the British Gurkha Association and attended by a Macmillan nurse, the GEH community team, Alzheimer's Society, a Primary Care Network Health & Wellbeing Worker and Digital Lead, plus an interpreter for the Nepali Community.



The full report on our findings, plus recommendations, will follow the closure of the [survey](#) (end of May 2024).

Digital communications

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

SOCIAL MEDIA

We post on social media every day.

Twitter/X:

1,766 Followers

[Visit us on Twitter/X](#)

Facebook:

574 Followers and 503 Page Likes.

[Visit us on Facebook](#)

Instagram:

166 Followers

[Visit us on Instagram](#)

Most popular posts:

Information about our Veterans Health Engagement, including links to our HWW webpage and survey.

[Veterans' Health](#)

NEWSLETTER

We produce an email newsletter every three months. Our 'April Updates' newsletter was sent to 1,128 recipients.

It was opened by 416 people (37%)

The most popular article was: The link to the Healthwatch Warwickshire Quarterly Performance Report for November- January 2024, on our website.

[The last QPR, published on our website](#)



WEBSITE

4,753 people visited our website this quarter.

The most popular pages were:

- [Homepage](#) (1,200 views)
- [MENTalk/ WOMENTalk](#) mental health support (520 views)
- [Work With Us](#) (390 views)
- [Veterans' Health Survey](#) (270 views)

EX UK Armed Forces?

Our aim is to understand & improve access to health care services for Veterans in Nuneaton, Bedworth & North Warwickshire. We are working independently to gather your views with partners including the Armed Forces Covenant Team at Warwickshire County Council.

Share your feedback by completing the Veterans Survey.

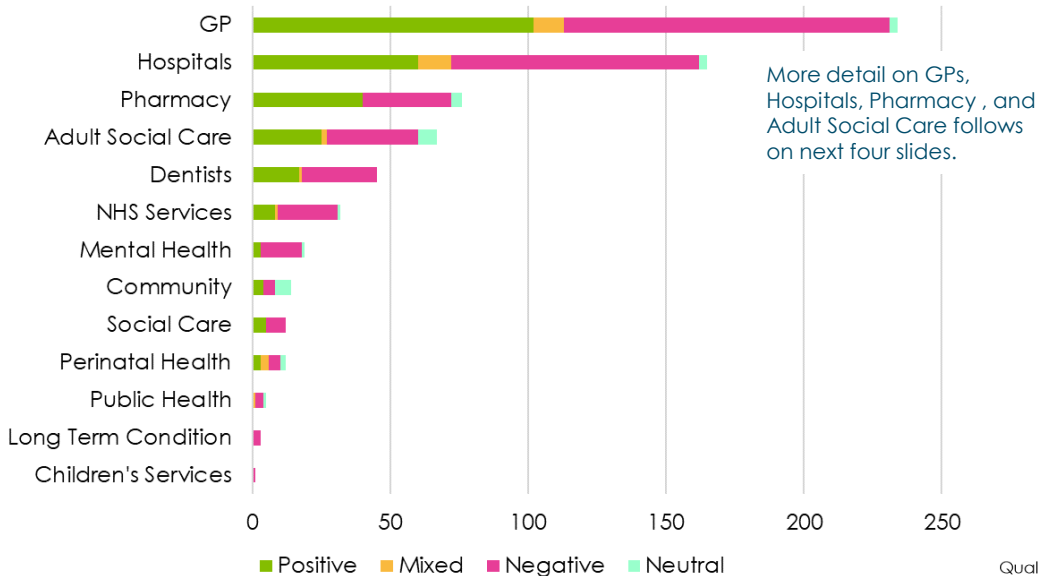
Complete our survey online by scanning the QR code or visiting our website. Call us, or pick up a survey at our local VCC library, Citizens Advice or Lullana Centre in Nuneaton, Bedworth & North Warwickshire.

healthwatch Warwickshire
Telephone: 01926 422 822
www.healthwatchwarwickshire.co.uk

What we heard

Between February and April 2024, we received 687 pieces of feedback about local services.

All feedback or enquiries by service type



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

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.

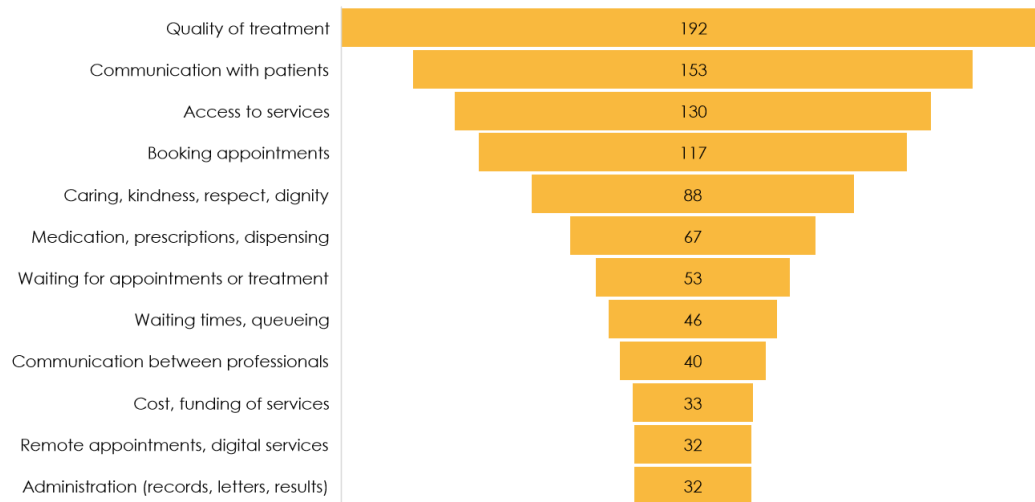
We categorise the feedback into themes.

“I explained to my new dentist that I was nervous, and they were fantastic at explaining the procedures, what and why they were doing certain things.”
Nuneaton resident

“My parent was unwell and called NHS 111 and was told they had an appointment at the urgent treatment centre at George Eliot. We went there to find that they do not book appointments and that ‘This happens all the time’. It was good service and quick once we were there, but the mis-communication could have led to anger towards staff.”

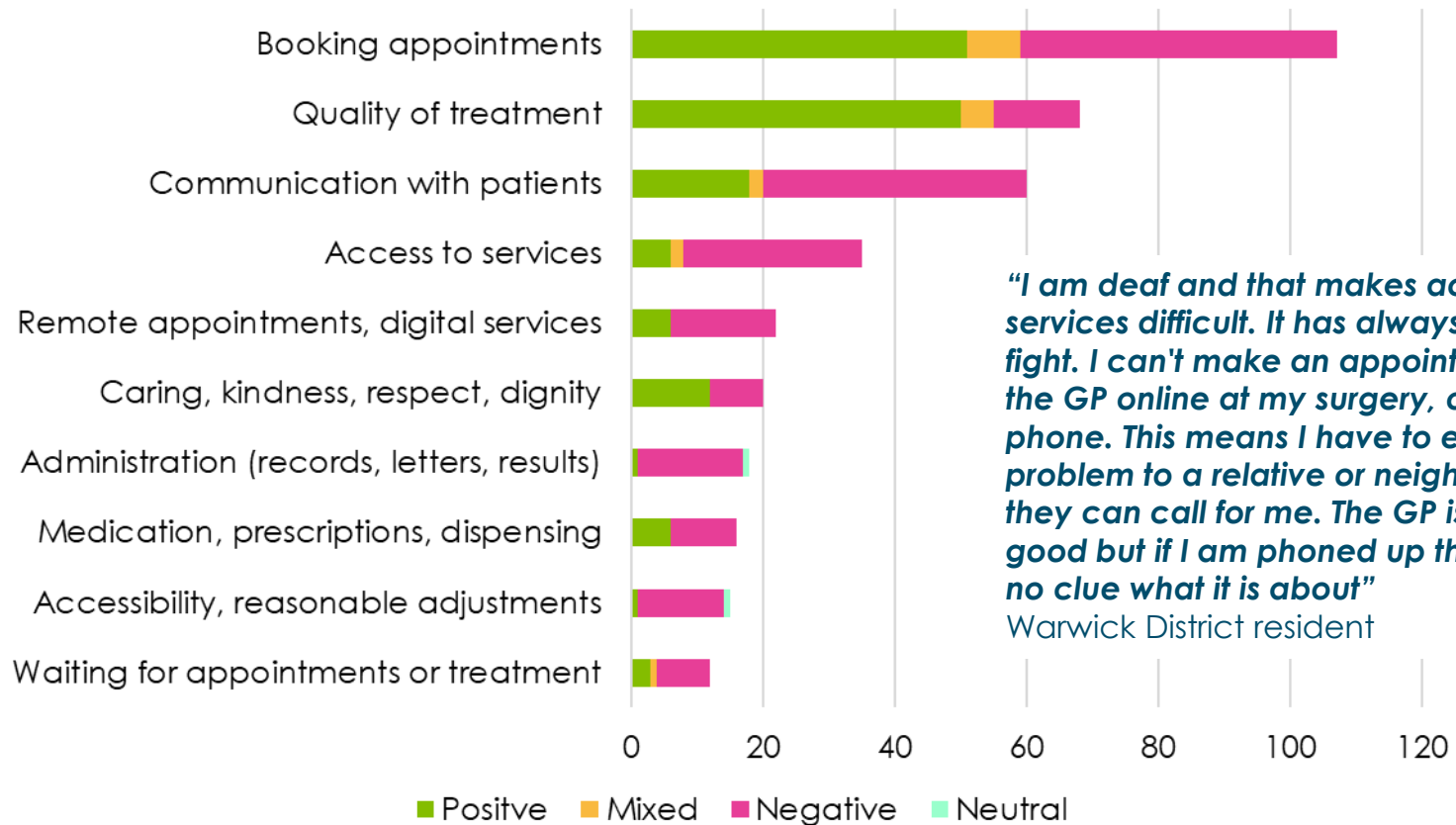
Bedworth resident

Top Twelve most common themes discussed with HWW across all services



What we heard about GPs

Top Ten themes discussed with HWW about GPs



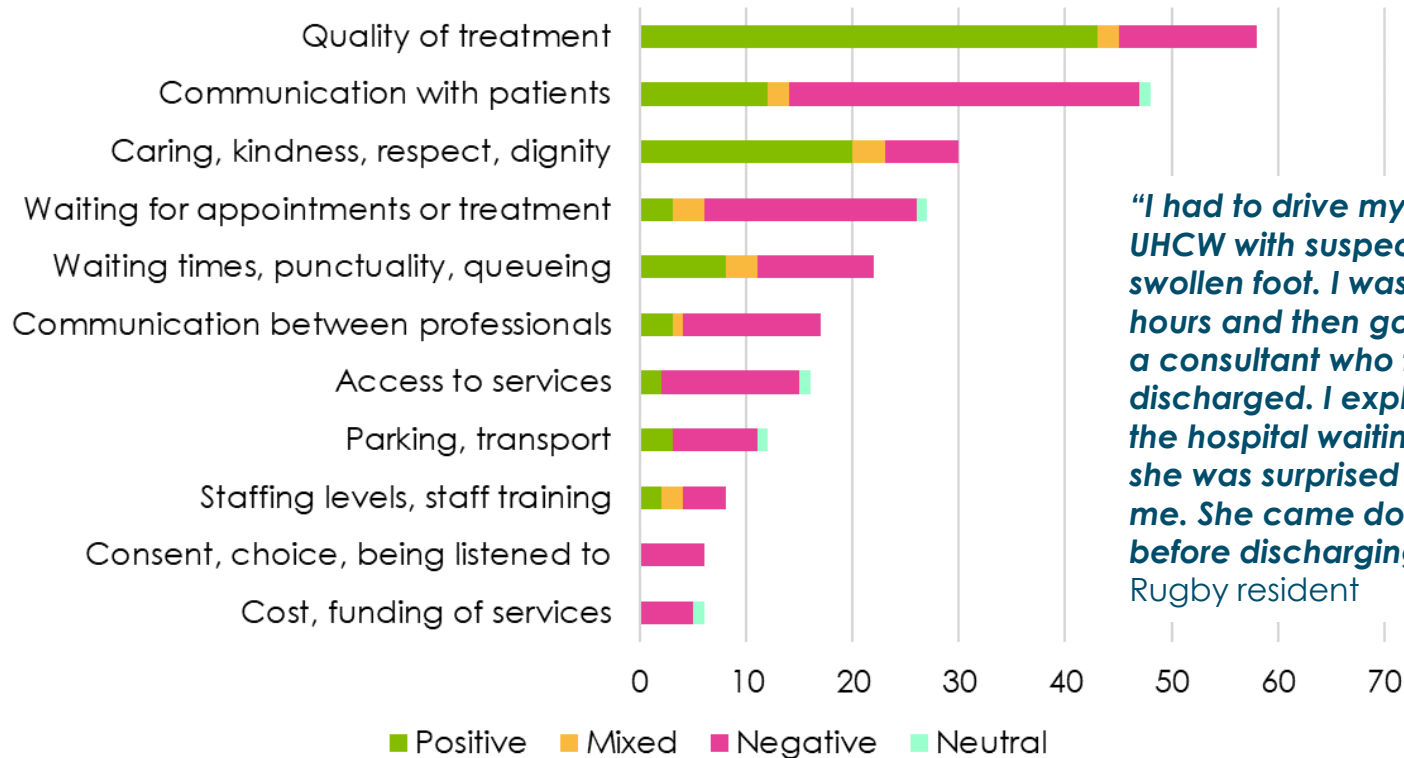
“I am deaf and that makes accessing services difficult. It has always been a fight. I can't make an appointment with the GP online at my surgery, only by phone. This means I have to explain my problem to a relative or neighbour so they can call for me. The GP is pretty good but if I am phoned up then I have no clue what it is about”
Warwick District resident

“The triage system is good and reassures me that it will stop diseases spreading so I won't catch something if I go into the practice. I had a smear test this week, it was on time, and it was only me waiting in the waiting room.”
Nuneaton resident

“I'm very pleased with the GP surgery. Had an appointment which was same day, referred to George Eliot and seen within a week. Felt very listened to at every step, clearly explained what was happening. I was actually surprised how good everything was, as expecting problems.”
North Warwickshire resident

What we heard about Hospitals

Top Ten themes discussed with HWW about Hospitals



"I had to drive myself from St Cross to UHCW with suspected DVT and a swollen foot. I was in A&E for over 10 hours and then got a call at 5am from a consultant who thought I was discharged. I explained I was still in the hospital waiting for the results and she was surprised no one had seen me. She came down and treated me before discharging me."
Rugby resident

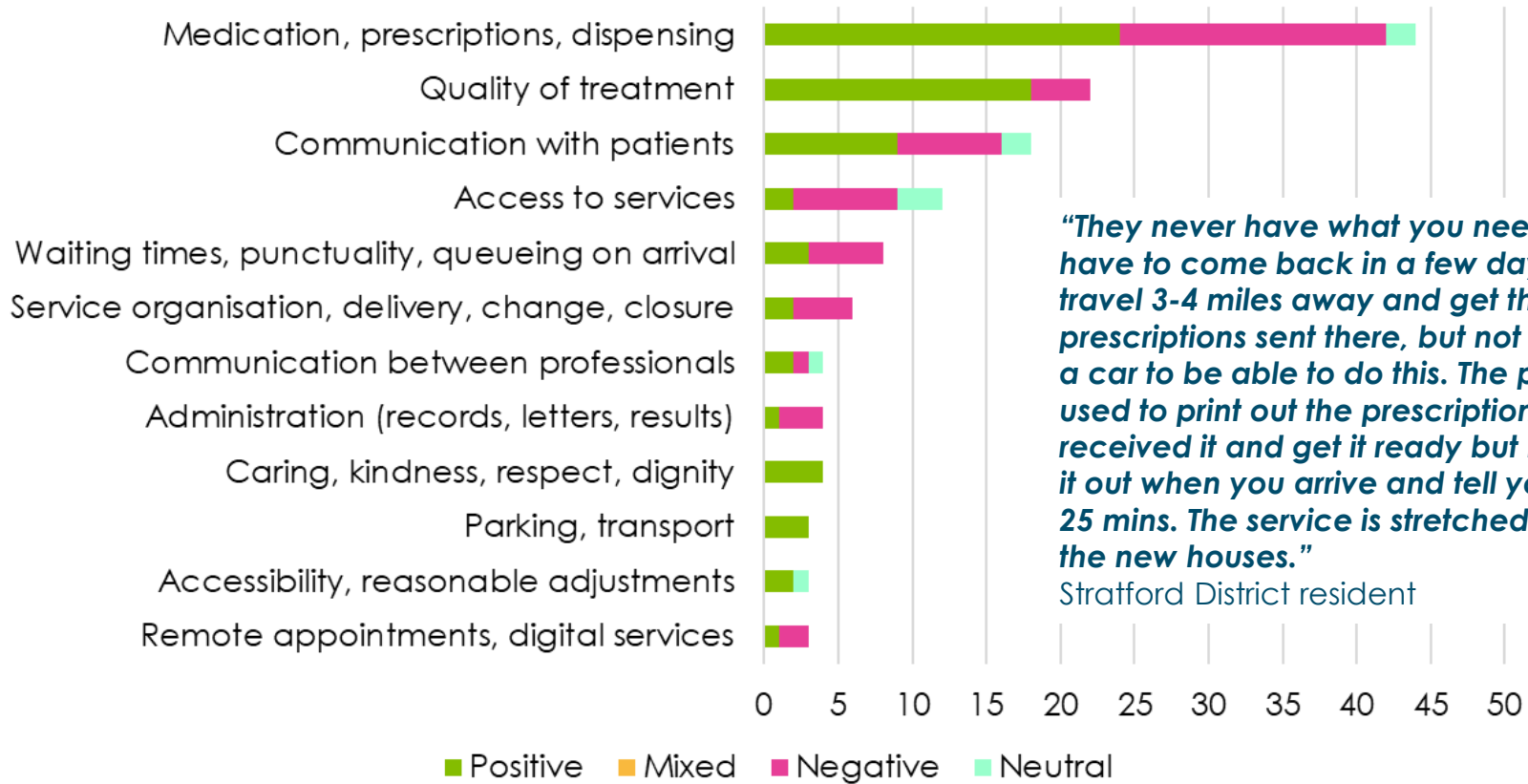
"I had an operation at Stratford Hospital, and I was very pleased, it is easy to find. Nurses, doctors and surgeons were all good."
Stratford District resident

"I needed my hearing aids adjusted and had to go to Warwick Hospital to get them resized but then had to go to Stratford Hospital to get them set up. It would be more convenient if this could all be done together. Parking is bad at Warwick".
Stratford District resident

"I had a knee replacement at George Eliot, I had good care and the check-ups have been good."
Bedworth resident

What we heard about Pharmacy

Top Ten themes discussed with HWW about Pharmacy



“They never have what you need, and you have to come back in a few days. People travel 3-4 miles away and get their prescriptions sent there, but not everyone has a car to be able to do this. The pharmacy used to print out the prescription when they received it and get it ready but now, they print it out when you arrive and tell you to wait for 25 mins. The service is stretched because of the new houses.”

Stratford District resident

“No.8 pharmacy is very good. They always have my meds ready. They are open long hours, 7 days a week.”

Bedworth resident

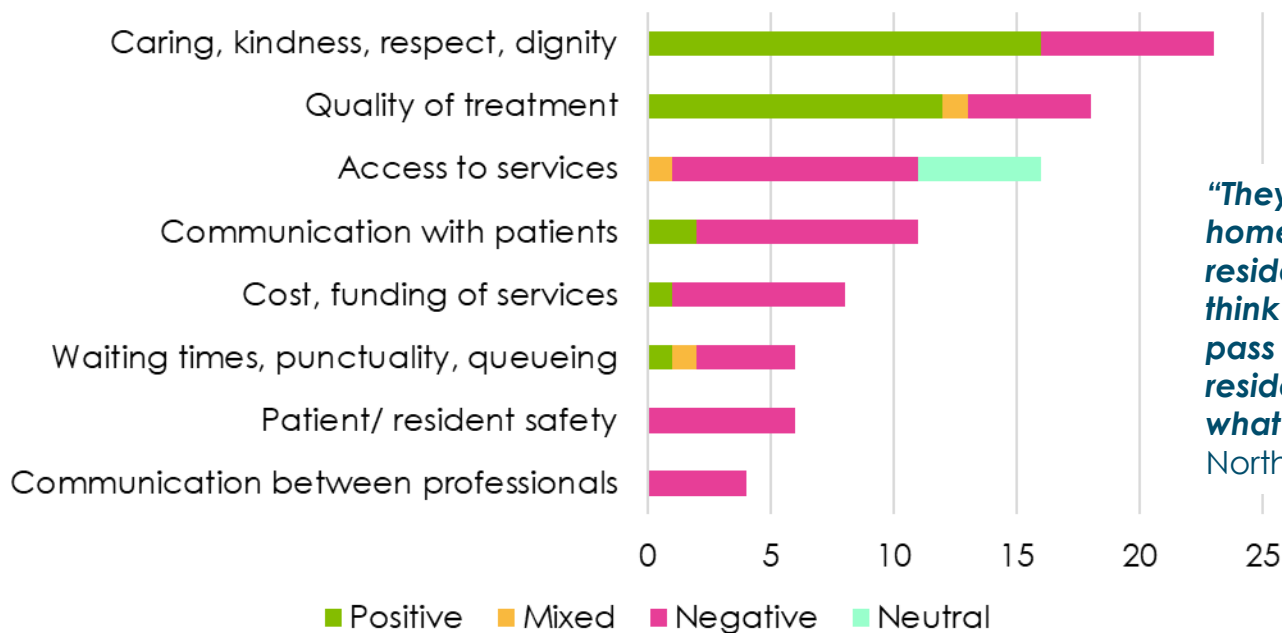
“Cubbington Road pharmacy - they are one of the best I have used, and I have never had an issue getting my prescriptions there.”

Warwick District resident

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 themes (mentioned more than 3 times) discussed with HWW about Adult Social Care



“They have good staff at the care home I live in. Sometimes other residents can be difficult, and I think that social services should pass on information about the new residents to the staff, so they know what to expect.”

North Warwickshire resident

“They could probably do with more staff at the care home, they have a difficult job, but they work hard and keep smiling.”

Warwick District resident

“I’ve been receiving care from carers four times a day, they are helping me to dress, cook and bathe. They are lovely carers, I’m happy with the support they are providing me.”

Rugby resident

“One of my friends is disabled and they got help with adaptations in the home. My partner has a similar disability, but we have got nothing - how do I know what I am entitled to?”

Warwick District resident

Focus on Warwickshire North

261 people gave us feedback about services located in Warwickshire North this quarter. We attended 52 meetings, outreach or events. 53% of the feedback we heard from people who live in Warwickshire North was negative.



This quarter:

- We attended 38 events, and publicised our survey, to gather feedback on Veteran's experience of health and care.
- An enquirer will receive support after we liaised with Carers Trust on their behalf, as they are not coping with the distance they must travel to see their spouse in a care home. ***"I no longer feel safe on the roads, and they will not put my spouse nearer to home due to cost."*** North Warwickshire resident
- We fostered relationships with staff at Housing 21, attending a residents coffee morning, and emailing links to information about community transport in North Warwickshire, and Health transport from Warwickshire County Council.
- We signposted and shared printed information about Voice Connect and the NHS App, at several events, following the closure of the POD telephone service: ***"I previously used POD to arrange my partner's prescription, but this is coming to an end. My partner was dependent on the prescription ordering service. I have been unable to register with the NHS App. I do not have a smart phone. The photo ID did not pass the checks and they have not told me specifically what the problem is."*** Nuneaton resident

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

[Image credit](#)



In March 2024 we bid a fond farewell to Carla Searle as she moves into her new and challenging role with Birmingham University.

Next quarter: We welcome a new Engagement and Outreach Officer for Warwickshire North to our Healthwatch Warwickshire staff team in June 2024.

Focus on Rugby

30 people gave us feedback about services located in Rugby this quarter. We attended 17 meetings, outreach or events. 67% of the feedback we heard from people who live in Rugby was negative.



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

[Image credit](#)



Vina, Engagement & Outreach Officer for Rugby

This quarter:

- We attended information and signposting events including for residents of an Orbit Housing property.
- We heard concerns including West Midlands Ambulance Service waiting times, difficulties for residents travelling to UHCW, and medication issues. ***“The GP sends electronic prescriptions to the pharmacy but sometimes the medication isn’t in stock, so I get the pharmacy to give me the paper copy and I travel around to different pharmacies to get the medication. It worries us if we can’t get the medication, what we will do?, as we rely on it.”*** Rugby resident
- We presented the findings from our ‘State of Care in Rugby’ Health and Social Care Forum, to members of the Rugby Health and Wellbeing Partnership.
- We provided an enquirer the phone numbers and addresses for four GPs closest to them, as they told us they were having difficulty registering with a doctor. ***“I need a doctor, I use 111 service, I’ve tried several, but they refused to help, although I am in the catchment area, but they say I am not.”*** Rugby resident

Next quarter: Rugby Pharmacy Survey, findings will be fed back to the LPC in July.

Focus on South Warwickshire

306 people gave us feedback about services located in South Warwickshire this quarter. We attended 35 meetings, outreach or events. 49% of the feedback we heard from people who live in South Warwickshire was negative.

This quarter:

- We attended Warm Hubs and community events, including Great Alne Community Action Day where around 250 people attended, hearing about our work and sharing feedback about services with us.
- An enquirer will receive a care assessment after we liaised with WCC Adult Social Care Services: ***“I used to have a carer come for 3 hours every week to help me cook. The carer left and my social worker said she would sort out someone else. This was a year ago and I haven't heard anything.”*** Warwick District resident
- We provided feedback on the ICS Infant Feeding Strategy, encouraging the use of 'parents', rather than 'mothers', to improve inclusivity. We shared specific comments from our South Warwickshire engagement with SWFT and health visiting. Following our work, the infant feeding team have set up a new pilot service in South Warwickshire which has been very successful.
- We heard about the difficulty in accessing services particularly if people are not online: ***“My doctor told me to self-refer for physiotherapy, but I am not online and don't have an email address”.*** Warwick District resident ***“The doctors send me texts with web links, and I don't have any means to open them, so I ignore them.”*** Stratford District resident
- We assisted a Care Manager, who was concerned that some residents couldn't access prescriptions through the NHS App, causing medication delays. We researched local GPs and shared online and telephone options for repeat prescriptions with the manager.



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

[Image credit](#)



Caroline,
Engagement &
Outreach Officer
for South
Warwickshire

Next quarter: Engagement and survey on children's dental care across Warwick District.

Information and signposting

This quarter, we provided information and signposting to 131 people. Some people were signposted to more than one organisation. We provided 170 signposts.

Signposted to	Number
Healthwatch	33
GP	31
Support organisation-General	29
Warwickshire County Council (WCC)	20
NHS	17
University Hospital Coventry and Warwickshire (UHCW)	9
Integrated Care Board (ICB)	7
Coventry and Warwickshire Partnership Trust (CWPT)	5
Dental	5
George Eliot Hospital (GEH)	5
South Warwickshire University Partnership trust (SWFT)	5
Care Quality Commission (CQC)	1
Patient Advice and Liaison Service (PALS)	1
Pharmacy	1
Support organisation- Carers	1

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

We have listed Support Organisations as either –General, or –Carers.

“(The HWW staff member) was the only person last week who helped me keep my sanity, she was wonderful to talk to. I will champion your cause at every opportunity, seriously, you have helped both of us immensely and I am unbelievably grateful to you.”
Warwickshire resident

Our impact in Warwickshire

What we heard and what we did

HWW Menopause Report - update

Following the launch of our report last quarter we have continued to share the findings and push for action on our recommendations.

- Report link published in WCC Health and Wellbeing Board bulletin.
- Report shared with HW Solihull, who are considering a similar project.
- Report findings included in WCC HOSC Menopause Task & Finish Group's report, recommendations around empowering individuals, knowledge sharing, training for staff, and improved access to experts- all endorsed by the committee. These will now be presented to the Health and Wellbeing Board.
- HWW agreed at HOSC to assist with a men's menopause support and information group, alongside Action Menopause Warwickshire.
- HWW met with the Programme Manager for Women's Health (C&W ICB) shared report, including recommendations, and local support group links –we will present our menopause report at a future women's health hub meeting: **"Thanks very much for our meeting earlier today and this information. This is very useful and will be important for our work on Women's Health."** Programme Manager

"I've pointed several people towards HWW, and they have been really pleased with the help you gave them. People are reluctant to complain about GPs for fear it will affect their care and there is no equivalent to PALS."

Patient Rep

PALS improvements underway

Warwick Hospital PALS are implementing new procedures. HWW shared feedback, via the CQC Hospitals Inspector, that patients were concerned about how complaints were being dealt with. HWW will continue to monitor relevant feedback.

Raised awareness of alternatives following POD (Pharmacy Ordering Direct) telephone service closure.

We have created and shared webpages and printed out details on how to download and use the NHS App, and the Voice Connect phone line, and have been sharing these with people in affected areas.

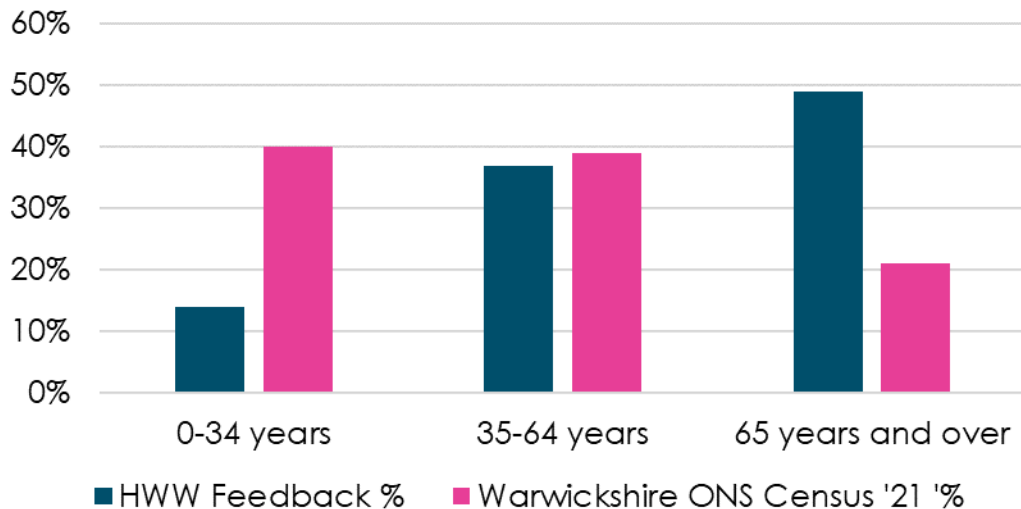
Training for care home staff now available

A family member contacted us concerned that their relative, a resident in a care home in South Warwickshire, would not be able to administer their own eye drops post cataract surgery, which may have delayed the surgery indefinitely. Training for care home staff for the specialist task of administering post-operative eye drops was not currently available from the local authority. HWW liaised with WCC and have helped to facilitate the appropriate training. Four staff members were signed up initially, the training will also be offered more widely.

Who we heard from

We heard feedback from 687 people between February and April 2024

Age group comparison



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

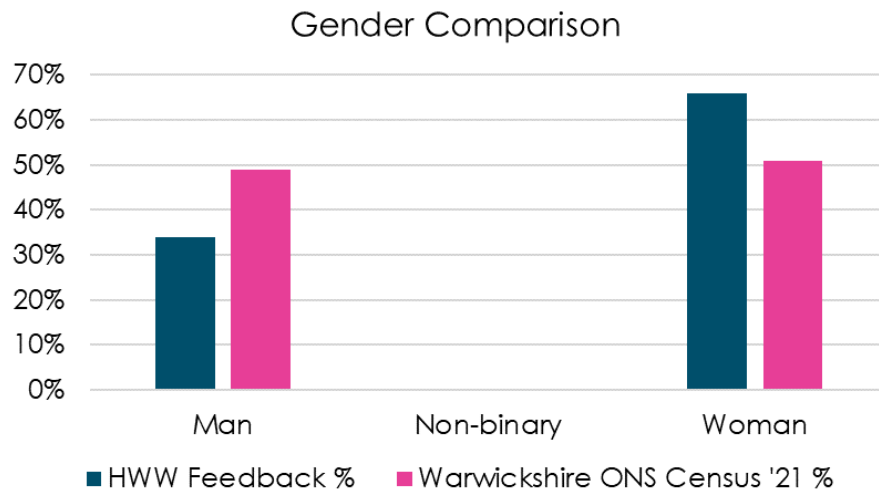
Not all figures are shown for Warwickshire

	Ethnicity of people providing feedback to HWW	Comparative figures for Warwickshire
White: British/ English/ Northern Irish/ Scottish/ Welsh	83%	82.10%
Asian or Asian British - Indian	5%	4.10%
White: Any other White background	5%	5.90%
Any other ethnic group	2%	0.90%
Asian or Asian British – Any other Asian or Asian British Background	2%	1.00%
Asian / Asian British: Pakistani	1%	0.50%
Black / Black British: Any other Black / Black British background	1%	0.20%
Mixed / Multiple ethnic groups: Black African and White	1%	0.20%
Mixed/ Multiple ethnic groups: Any other mixed/Multiple ethnic groups background	1%	0.50%
Prefer not to say	1%	NA

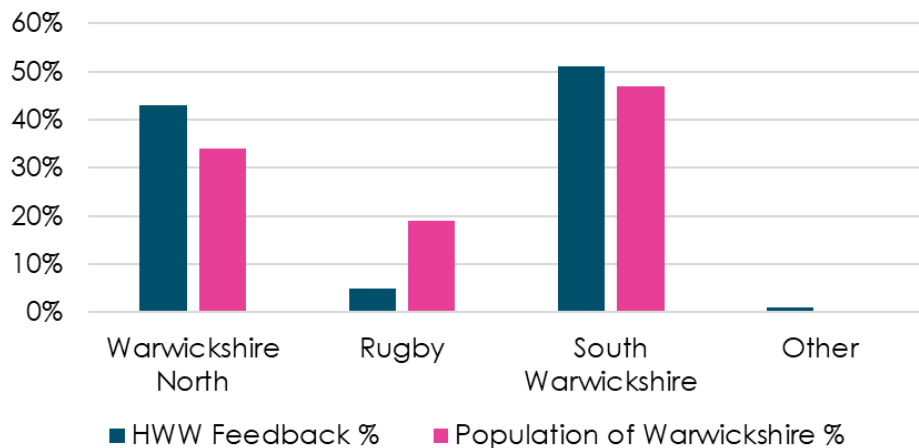
Who we heard from

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

- **385** 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?' Nobody said 'yes'.
- We have extended our Veterans Health Survey, focussed on Warwickshire North, until the end of May, so will include those demographics next quarter.



Comparison of PLACE population with all HWW feedback and enquiries received



- **56** people told us they have a **Disability**.
- **134** people told us they have a **Long-Term Condition**.
- **83** people told us they are a **Carer**.
- **13** people told us they are **Ex-Armed Forces Veterans**.
- **7** people told us they had **given birth** in the last 26 weeks.

Our Board and Volunteers

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

Board Directors activity this quarter:

- Attended one formal, and two informal, Board Meetings.
- Represented HWW at Warwickshire North Place Executive Board, Warwickshire Aging Well regional meeting and the HWE East & West Midlands regional meeting.
- Attended an internal Board Strategy Meeting
- Assisted on the recruitment panel for a new Engagement & Outreach Officer.
- Attended South Warwickshire Place Executive Board.

Volunteers' activity this quarter:

- Took part in 'Support and Supervision' sessions with staff.
- Assisted with Enter & View training for other colleagues.
- Assisted on the recruitment panel for a new Engagement & Outreach Officer.
- Signposted to HWW, HWE and other organisations via social media.
- Participated in preparation for an Enter & View visit.
- Attended the HWW Volunteer Forum (face-to-face).

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
WCC e-learning module. Deprivation of Liberty Safeguards (DoLS)	An overview of the reasons for deprivation of liberty and the legal basis.
WCC Carer Aware	An overview of the definition of a carer and the benefits of having a carer assessment. Invaluable for signposting, particularly as a reminder of all the support available for carers.
HWE workshop: Young people and mental health	Included presentations from HW Sutton and HW Suffolk on their reports on young people's mental health. Discussed challenges, highlighted importance of co-production with both young people, and strategy and commissioning bodies to ensure engagement and impact. Take aways from workshop: Local authority to invite HW to present at a head teachers' meeting. Engaging with schools needs to be persistent and feedback to be shared with individual schools as incentive. Need to map and understand local young people's services.

Looking Forward

Our plans and commitments for the next quarter.

April

- HWW Informal Board Meeting
- WCC Children & Young People Overview & Scrutiny Committee
- ICS Involvement Coordination Network
- The PIPER Study: Collaborators Research Team Meeting
- Presented HWW Menopause Report, as part of Task & Finish Group, at HOSC
- HWW Rugby Pharmacy survey opens

May

- HWW Armed Forces Veterans Health Survey closes
- HWW Children's Dental Survey for Warwick District opens
- HWW Formal Board Meeting
- HWW Operations Committee
- HWW Board Strategy Meeting
- WCC Health and Wellbeing Board
- HW East and West Midlands Regional Meeting

June

- HWW Volunteer's Celebration Walk
- HWW Informal Board Meeting
- New Engagement & Outreach Officer for Warwickshire North joins the HWW staff team
- SWFT Board Workshop
- Armed Forces Week celebrations
- Warwick University Applied Research Collaborative Executive
- Meeting ADASS representative (Association of Directors of Adult Social Services)

July

- HWW presents findings from Rugby Pharmacy Survey to LPC.
- HWW Formal Board Meeting
- JSNA Strategic Group
- The PIPER Study: Collaborators Research Team
- ICB Meeting
- HW East and West Midlands Regional Meeting
- Analysing feedback from Veterans Health Survey

Finance

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

The below are figures from last financial year, April 2022- March 2023.

Income	
Local authority funding	£227,065
Additional	£8,486
Total income	£235,551

Expenditure	
Staff costs	£180,198
Operational costs	£51,817
Total expenditure	£232,015

Figures for the financial year ending 31 March 2024, will be available on completion of audit. (Estimated June 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
CASS	Community Autism Support Service
CC	Care Collaborative
CCC	Coventry City Council
CQC	Care Quality Commission
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
LPC	Local Pharmaceutical 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
SWFT	South Warwickshire University Foundation Trust
UHCW	University Hospital Coventry and Warwickshire
VCSE	Voluntary, Community and Social Enterprise
WCAVA	Warwickshire & Solihull Community and Voluntary Action
WCC	Warwickshire County Council



For more information:

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

www.healthwatchwarwickshire.co.uk

telephone: 01926 422 823

email: info@healthwatchwarwickshire.co.uk

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