

Quarterly Performance Report

Year 1 Quarter 3 (new contract)

May – July 2024

healthwatch
Warwickshire

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Your feedback matters

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

healthwatch
Warwickshire

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

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.

Have your say

You can make a difference

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

Service	Used	Good	Bad	In the Middle
GP				
Hospital				
Dentist				
Pharmacy				
Care home				
Other support services				

Please add a sticker relating to how you felt the experience was. Did you find it: Good (Green) Bad (Red) or In the Middle (Yellow)

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Your feedback matters

Share your experience of children's dental services in Leamington, Warwick and Whitnash

Get in touch: 01926 422823

Contact us at:
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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:

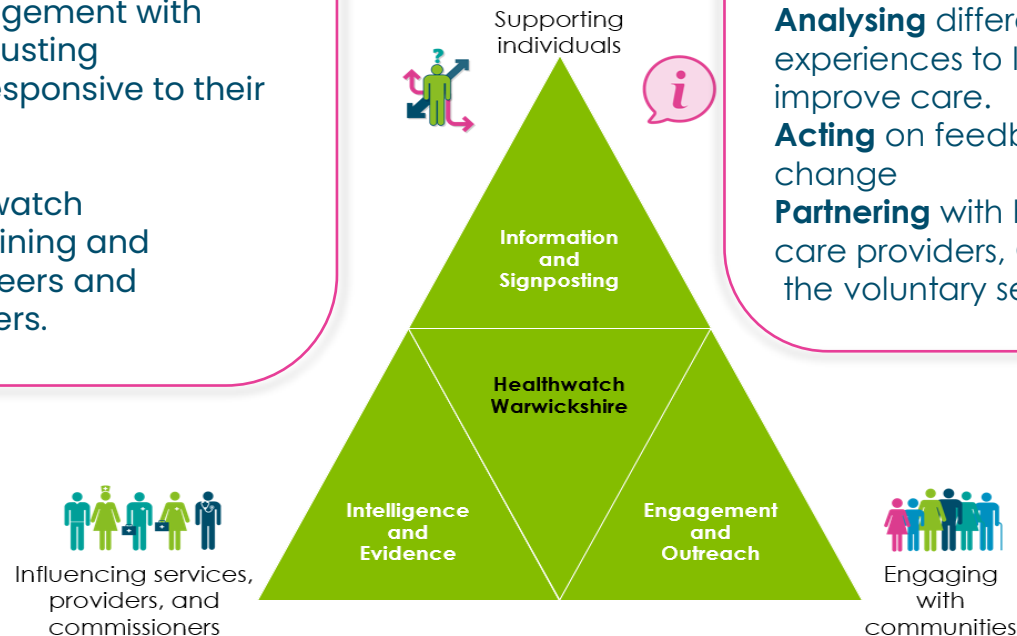
Listening to people and making sure their voices are heard.

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, May to July 2024, we represented the people of Warwickshire at 5 strategic meetings. Outcomes included:

REGIONAL

Coventry & Warwickshire Integrated Care Board (ICB):

Financial strategy for the ICB was agreed. It was proposed that metrics should reflect the impact, of the priorities chosen in the strategy, on individuals and communities. This was accepted.

JSNA Strategic Group:

HWW CE raised issues about the real impact of initiatives, on communities and individuals, in the short medium and longer term. Highlighted HWW Pharmacy Survey which will be fed into the LPNA (Local Pharmaceutical Needs Assessment)

West Midlands Pharmaceutical Committee:

HWW CE presented the interim findings from the HWW Rugby pharmacy survey and has been invited to present findings from Warwickshire North and South Warwickshire next quarter.

NHS England Midlands (public health)

Shared findings from HWW Warwick District dental engagement, awaiting response and next steps.

COUNTY

WCC Health and Wellbeing Board:

HWW CE confirmed that HWW has been working with all three Places, still a need to improve communication; especially the use of plain English. Need to ensure each Place does what they said they would do, and when they said they will do it.

HWW CE asked that patient and public engagement is considered as part of the service delegation. (Services delegated to the ICB: Dentistry, Optometry, Pharmacy and Specialised Services)

Partnering for change

We worked with partners at 44 meetings this quarter, to support the people of Warwickshire to access the care they need.

CWPT

Discussed new direct phone service for patients, upcoming text service and work underway on improved BSL access. Requested a representative from CWPT to attend HWW Young Persons Mental Health Event.

Training Hub for Primary Care, Coventry & Warwickshire

Shared HWW Menopause Report, action plan across ICB and future work including Action Menopause Warwickshire to follow.

GEH/SWFT

Discussed interim Veterans Health findings with Equality, Diversity and Inclusion/ LGBTQ+/ Freedom To Speak representatives and planned future collaborative work.

CAMHS

Shared feedback with the WCC commissioners of the CAMHS service and SEND leads as they look to recommission the service in 2025 "This does help us to understand the challenges that are experienced by children, young people and parent/carers and what future services look like."

CQC

Shared feedback about local services to assist with unannounced inspection visits.

Older People Commissioning Team

Presented about HWW and answered questions, leading to engagement work in the community around Domiciliary Care.

UHCW

Talked to the new Chair about the work of HWW and emergent priorities across the system.

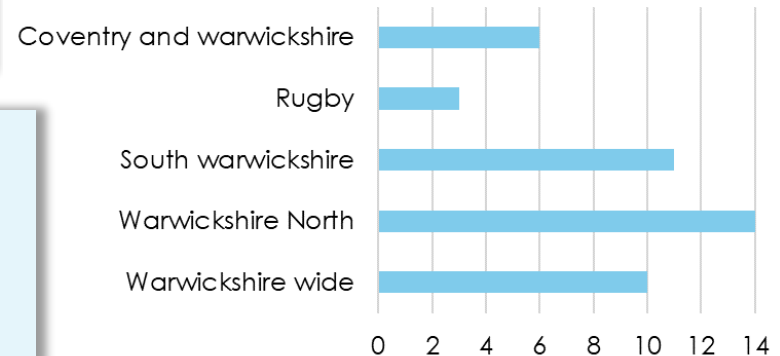
South Warwickshire Place Delivery Group

Potential 'Engagement Task and Finish Group', suggested by HWW Board member, to include HWW staff member.

Childrens Bowel and Bladder service

Explained about the work of HWW and shared contacts.

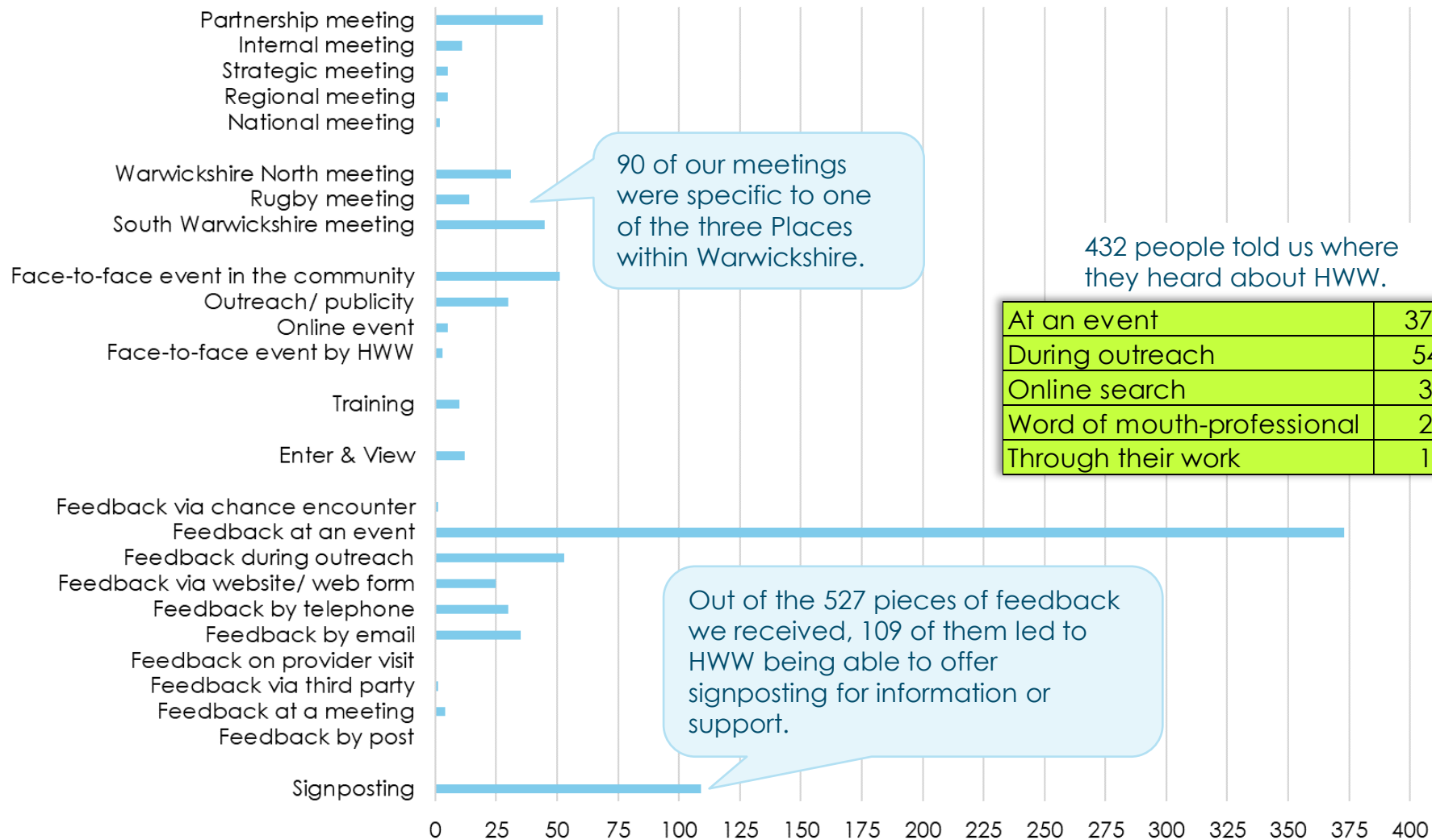
Area our partnership meetings relate to



Our visibility in Warwickshire

Between May and July 2024, we recorded 707 activities.

Activities undertaken by HWW colleagues



Engagement and Outreach

This quarter we engaged at 89 events, or opportunities for outreach and publicity, (61% of these were face-to-face). We gave 6 presentations. Our Engagement and Outreach work reached an estimated 151,000 people (including via Face Book groups).

Pharmacy survey and engagement

HWW have been asking people across the county about their experiences of pharmacy. (Rugby closed at the end of July, South Warwickshire and Warwickshire North will close next quarter). Findings will be shared, including to the Regional Pharmaceutical Committee.

Featured in 'CWPT Talking Therapies' summer newsletter

Two-page article about the work of HWW, and how we can help Warwickshire residents.

Extending HWWs reach throughout Warwickshire North

Our new Engagement & Outreach Officer has met with PCN Health Inequalities Leads, Health and wellbeing Coaches and Town Councils, among others. She has been introducing herself and finding more ways to help people's voices be heard.

Young Person's Mental Health Event

We hosted another in our series of events aimed at enabling professionals to share insights.

Action Menopause Warwickshire collaboration

HWW have assisted with online awareness, engagement and a survey, to find out what support or knowledge men need to be supportive of women approaching mid-life.

Mental Health Awareness Week

We visited Rugby College, Leamington and Rugby Library with local partners from Talking Therapies.

Warwick District Dental Report

This quarter we heard from 158 people who told us about 259 children's dental care experiences across Warwick District. 27 responses indicated that a child or children neither go regularly, nor occasionally, to the dentist. We heard about a variation of practices at different dentists. At some, young children were invited to attend their parent's appointments before having their own, but not at others.

(Full report linked on next slide.)

Reports published this quarter

We published four 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 Healthwatch Warwickshire **Annual Report** for 2023-2024, on our website [here](#).

Read our Enter and View Report for **Kenilworth Grange Care Home**, on our website [here](#).

Read our Enter and View Report for **Arden House Care Home** on our website [here](#).

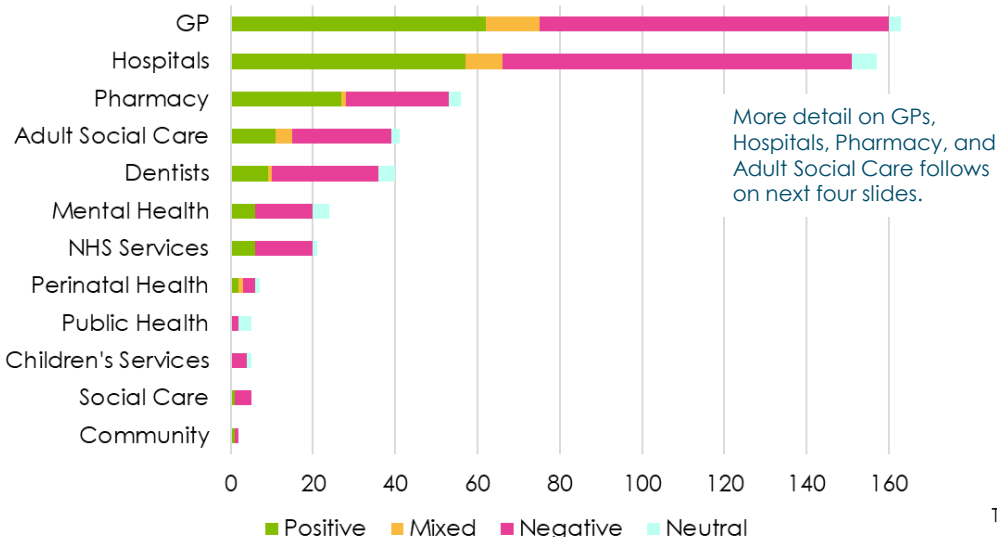
Read our Healthwatch Warwickshire **Warwick District Dental Report**, on our website [here](#).



What we heard

Between May and July 2024, we received 527 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.

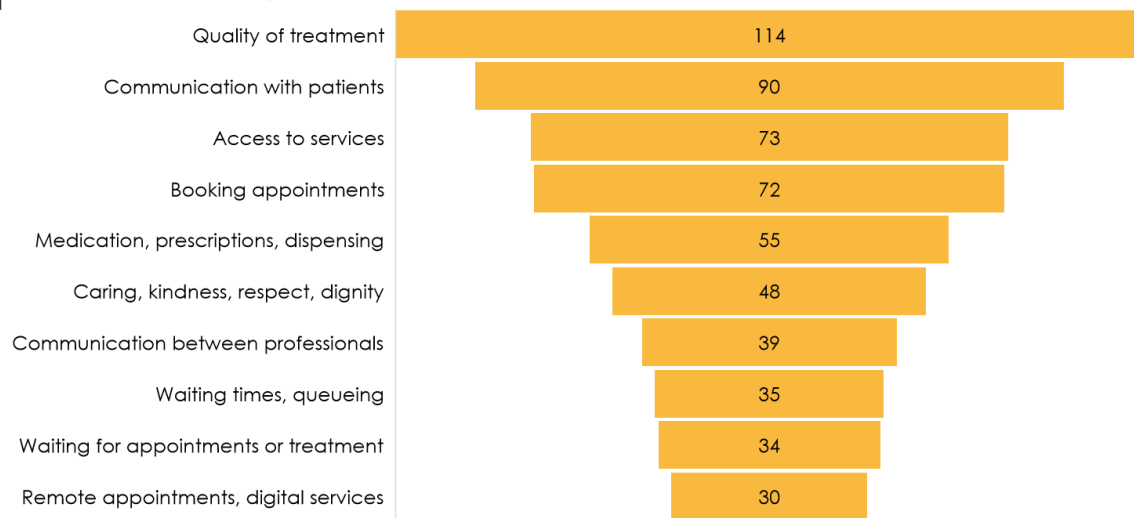
We categorise the feedback into themes.

“When something is not under the NHS it is really difficult to access it. I am new to this country and this area, and it is hard to find a dentist.”

“Talking therapies has been really good for me after I had Long COVID. It has helped me process the life changes.”

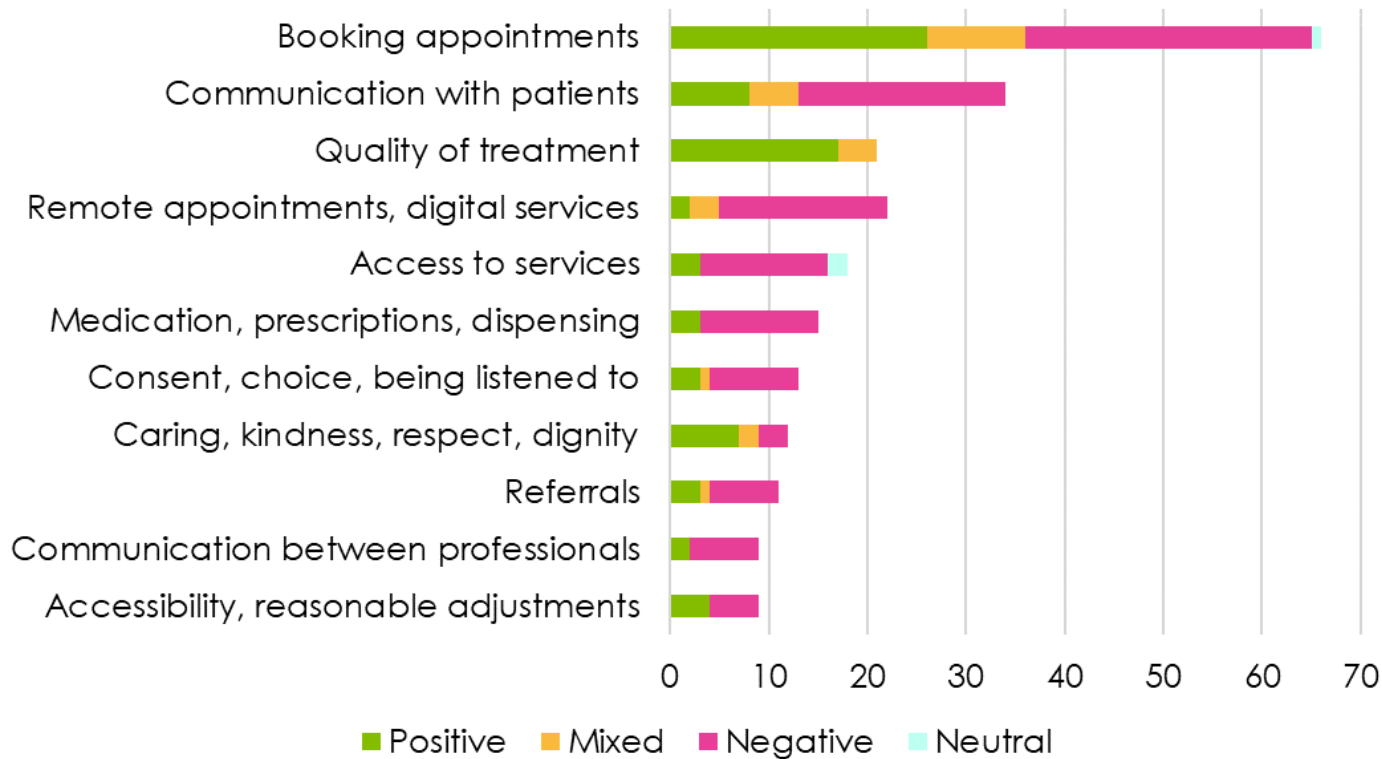
“I have been pushed from one service to another, waiting for the community mental health team, perinatal team, and clinical psychology. The wait for an appointment and communication has not been good. It has created problems being on the waiting list for more than one service.”

Top Ten most common themes discussed with HWW across all services



What we heard about GPs

Top Ten themes discussed with HWW about GPs



“I have a chronic disease and asked the doctor to refer me to a dietician. They said, “no you don’t need that, there are long waiting lists, go and live your life”. I didn’t like that attitude, and the support group says I should have help with diet.”

Warwick District resident

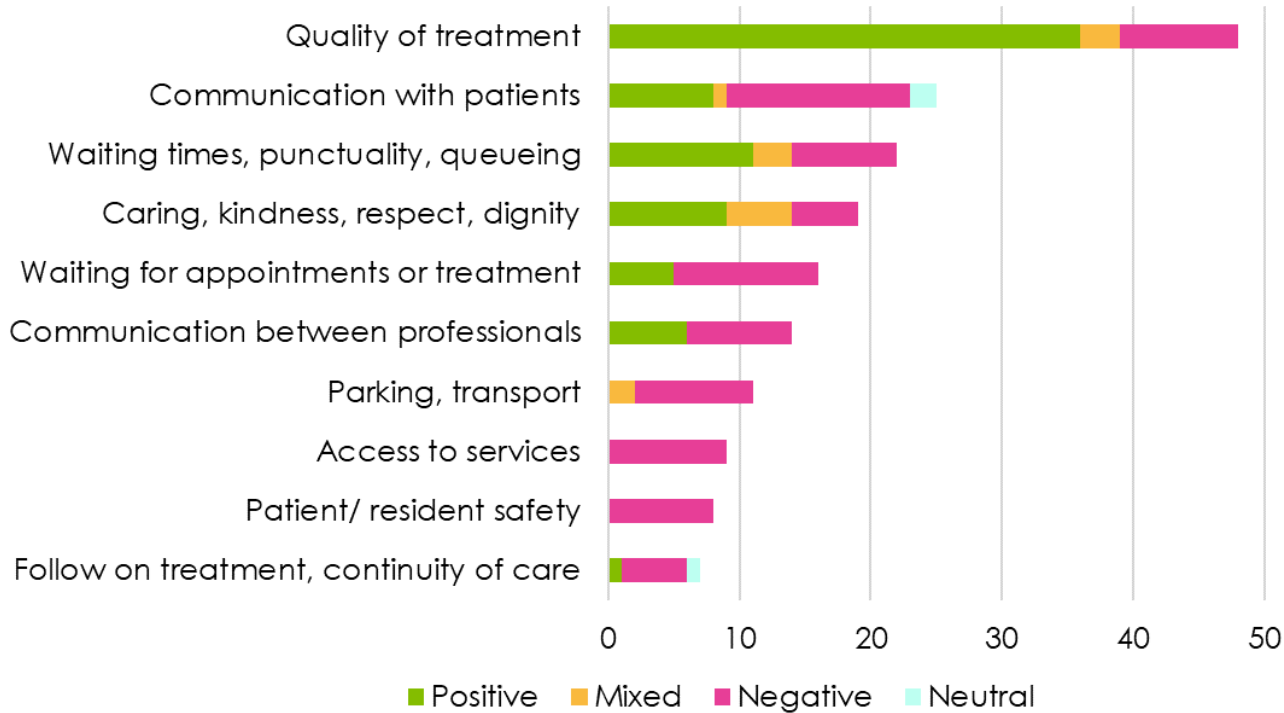
“I can’t get through on the phone. I don’t use online services, and the surgery tell people to turn up in person to make an appointment. I don’t think that is right. I had a telephone appointment and whilst waiting for it I was texted to say I had missed the appointment as it had been face-to-face, and I was incorrectly informed. They managed to get me in the next day. When you get to the doctor or nurse, they are fantastic. After my cancer diagnosis the doctor called me and made me a 30-minute appointment, so they are excellent. It is just hard to make appointments.”

Rugby resident

What we heard about Hospitals

We heard 156 pieces of feedback about local hospitals. This includes feedback about ambulances and paramedics. Ten of these are about hospitals outside of Warwickshire.

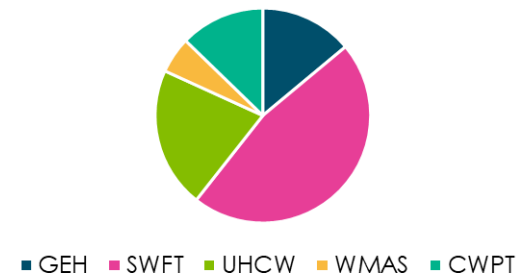
Top Ten themes discussed with HWW about hospitals



“A&E are brilliant for my child. I didn't have to wait too long; they were really patient and caring. I was kept informed as to what was happening and discharged quickly.”
Warwick District resident

We theme feedback about 'Mental Health' separately to the feedback about 'Hospitals'. 21 out of the 24 pieces of feedback about 'Mental Health' were about CWPT.

Proportion of feedback shared with HWW, about local NHS Trusts



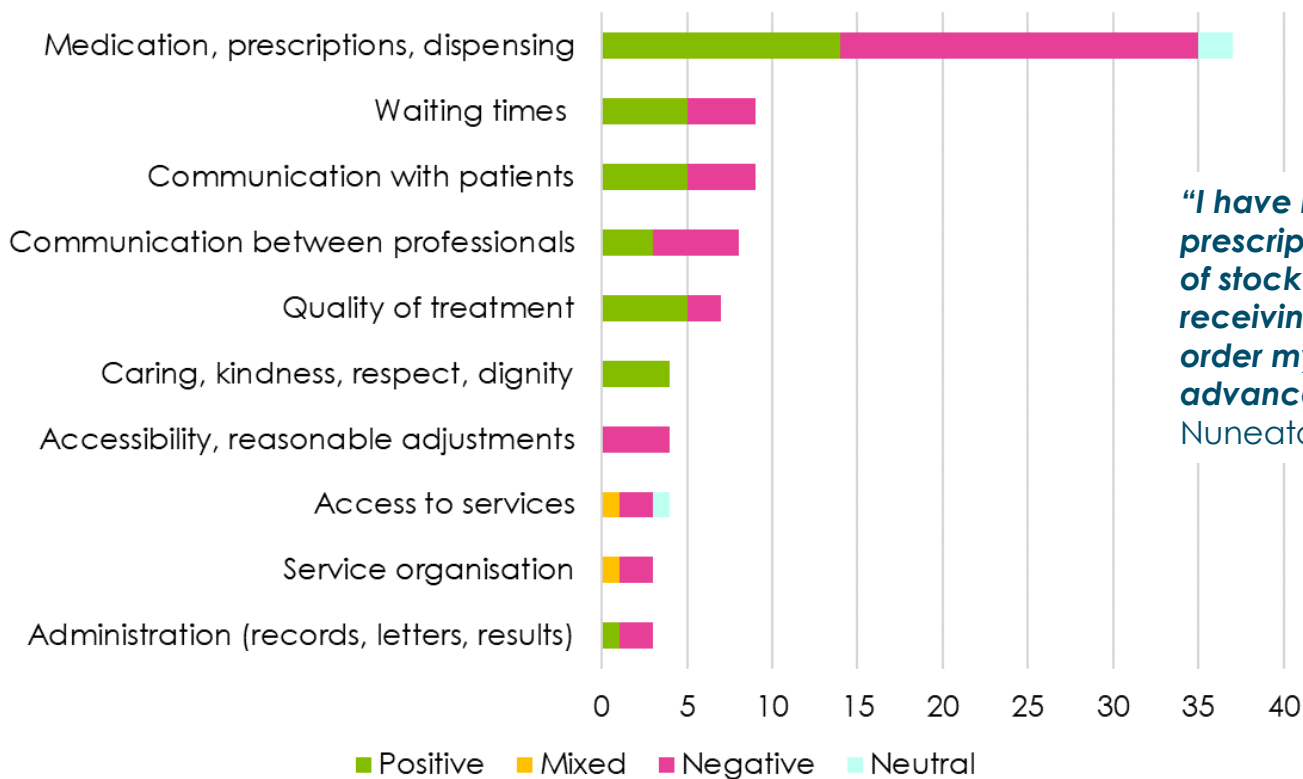
“I had to visit UHCW every day, for radiotherapy, for a week. This is a nuisance when you don't drive and have to rely on friends and family. Transport is a big problem. I use VASA but there are not enough volunteers. I need to call them with plenty of time in advance. I needed a monitor for my heart and had to travel to Rugby to pick it up and take it back two days later. That is a long trip.”

Stratford District resident

What we heard about Pharmacy

Our pharmacy survey is ongoing in South Warwickshire and Warwickshire North. Some people, who did not complete our survey, still told us their experiences.

Top Ten themes discussed with HWW about Pharmacy



“I have issues with getting hold of my prescriptions on time, they are always out of stock leading to delays in me receiving the medication I need. I now order my prescriptions a few weeks in advance to ensure that I don't run out.”
Nuneaton & Bedworth Borough resident

“My GP provides a good pharmacy service. They text me when it is ready and if it is closed then I can go to a nearby pharmacy to pick it up.”
Rugby Borough resident

“They are brilliant, my wife is on new medication and the pharmacist phones up every week to check how she is and check her blood pressure. I've never known a pharmacy to do this, it is such a joy.”
Stratford 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 Ten themes discussed with HWW about Adult Social Care



"The care home is absolutely fantastic, the staff, the care, everything. My partner is there now and is so happy there. The manager is so organised and on the ball. The nurse from the doctor's surgery, the district nurse, all visit regularly. I can't fault them."

Stratford District resident

"The people (at the support organisation) have proven to be absolutely fantastic, and as such been a lifeline... unfortunately, they are only able to provide 36 hours per year of their free sitting service. As I am sure you will appreciate, this isn't many hours and if you only use 3 hours per week, within 3 months you have used your 36 hours... then there is a charge of £25 per hour, which is unfortunately something we cannot afford."

Warwickshire resident

Focus on Warwickshire North

74 people gave us feedback about services located in Warwickshire North this quarter. We attended 31 meetings, outreach or events. 63% of the feedback we heard from people who live in Warwickshire North was negative.

This quarter:

- Our Veterans' Health Survey closed, we shared interim findings with our partners and will publish the final report next quarter.
- Our survey on Pharmacy across Warwickshire North was shared at all our events and online.
- An enquirer from North Warwickshire had difficulty ordering HRT digitally, they contacted their GP surgery but had no response. HWW contacted the surgery on their behalf. The Practice Manager sent the enquirer a new link so they could get on the NHS app. The enquirer was also given the name of a digital champion at the surgery who could help.
- We heard feedback from partner organisations regarding a low take up of Healthy Start vouchers in North Warwickshire. We contacted the health visiting team who are sharing information with all local charities, food banks, and midwifery leads. They have updated their Linktree website to include an easy-to-understand eligibility leaflet. Barnardos Maternal Circles have now included information on their intake paperwork to ensure Healthy Start is discussed with all families.
- We attended the Exhall Gurdwara family fun day and heard feedback from 40 people.

Next quarter: Engagement with boat dwellers and holding discussion groups with veterans. Pharmacy findings to be published.



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

[Image credit](#)



In June 2024 we welcomed Shabina Khalifa to the HWW team as our new Engagement and Outreach Officer for Warwickshire North.

Focus on Rugby

48 people gave us feedback about services located in Rugby this quarter. We attended 14 meetings, outreach or events. 53% of the feedback we heard from people who live in Rugby was negative.

This quarter:

- Our Rugby Pharmacy Survey closed; we had 267 responses. Our staff reached out to the community at venues around the county including at Wolston Library, Wolvey Warm Hub, the Vision Support group and the Tiny Tales toddler group. We shared interim findings with the Regional Pharmaceutical Committee and will publish a final report next quarter.
- We received feedback from managers at two over 55s extra care accommodations: ***“Pharmacy problems have a massive impact on our work. There are shortages of medication, and we are waiting longer periods. We don't use local pharmacies for regular medications because of the shortages and residents not getting their medications so we had to change.”*** We arranged to visit a residents meeting to hear their experiences and provide signposting, staff said: ***“Thanks for all this wonderful information. I will ensure that it cascades to all residents. Also, the residents were really pleased that someone was listening to their views.”***



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

[Image credit](#)



Vina, Engagement & Outreach Officer for Rugby

Next quarter: Engagement at further education colleges.

Focus on South Warwickshire

335 people gave us feedback about services located in South Warwickshire this quarter. We attended 45 meetings, outreach or events. 50% of the feedback we heard from people living in South Warwickshire was negative.

This quarter:

- We published our report on children's dental care across Warwick District, this was shared on our website and with local partners including NHS England, Midlands Public Health to inform decisions around oral health promotion. Relevant feedback was shared with the Special Care Dental service.
- Our survey on Pharmacy across South Warwickshire was shared online and at all events visited including the Armed Forces Community funday in Warwick and Leamington refugee event.
- An enquirer from Stratford District told us **"I can't get my Patient Access to work anymore."** HWW assisted the individual to set up two factor authentication on their phone and they can now use Patient Access again.
- During engagement, we heard from a parent that their child with ADHD had lost their NHS dentist due to missing appointments. Following advice given by HWW she was able to get her child re-registered.
- HWW presented South Warwickshire feedback to the South Warwickshire Place Partnership Board and will continue these presentations each quarter.

Next quarter: Meeting of the Action Menopause Warwickshire's focus group for men. Pharmacy findings to be published. Attending Warwickshire Pride Festival. Engagement at further education colleges.



[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 109 people. Some people were signposted to more than one organisation. We provided 126 signposts.

Signposted to	Number
Support organisations	24
GP	19
Warwickshire County Council (WCC)	16
George Eliot Hospital (GEH)	13
South Warwickshire University Foundation Trust (SWFT)	10
Coventry and Warwickshire Partnership Trust (CWPT)	8
NHS	7
University Hospitals Coventry and Warwickshire (UHCW)	7
Healthwatch	6
Dental	5
Integrated Care System/ Board (ICS/ICB)	5
Pharmacy	2
West Midlands Ambulance Service (WMAS)	2
Care Quality Commission (CQC)	1
Parliamentary and Health Service Ombudsman	1

The most common signposts for 'Support organisations' were to the Dental Choices website and VASA community transport.

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

“Healthwatch Warwickshire have been absolutely brilliant, I have nothing but praise for Healthwatch Warwickshire. I had contacted PALS and received no response until I contacted HWW, and within 24 hours had received an email from PALS.”

Our impact in Warwickshire

What we heard and what we did

Communication barriers with GP surgery

An enquirer told us: ***“I cannot get my GP’s online booking service to work. I haven’t seen a doctor for a long time and my notes make it clear that I struggle on the phone as I have ADHD. I can’t use the online services so end up going to A&E and waiting to see someone. My GP told me to make an appointment 6 weeks ago and I have been unable to make one. Please can you ask someone at the surgery to contact me to resolve this situation. I would like to access talking therapies.”*** HWW emailed the enquirer a self-referral form link for CWPT Talking Therapies, and they have now had their initial assessment. We contacted the Practice Manager and were able to pass on their response to the individual, explaining how to access the surgery and appointments. We shared additional feedback on the surgery with the Practice Manager and have arranged to meet. ***“Further communications may be required to dispel myths and misconceptions regarding our practice, so I will look at developing something for distribution to our patients. I will also liaise with our PPG regarding how best to approach this and ask them for their assistance in liaising with patients”.*** Practice Manager

Paying correctly for care

An enquirer was concerned about payments for care for their parent. The matter was complex. We alerted Warwickshire County Council Adult Social Care who offered specific individual assistance to the enquirer. We will be liaising with WCC ASC to provide opportunities for further improved communication, next quarter.

Accessible communications for patients

An enquirer contacted us as she had to gain consent every time she communicated with the hospital on behalf of her profoundly deaf parent. HWW contacted Sue Pike ‘Freedom to speak up guardian’ about this issue who escalated it to the chief nursing officers at both SWFT and GEH. A note is now placed on the patient’s electronic record to enable direct communication with the family member and staff in the outpatient’s department are receiving training to understand how to access and add alerts to the electronic records for all patients with any additional access needs.

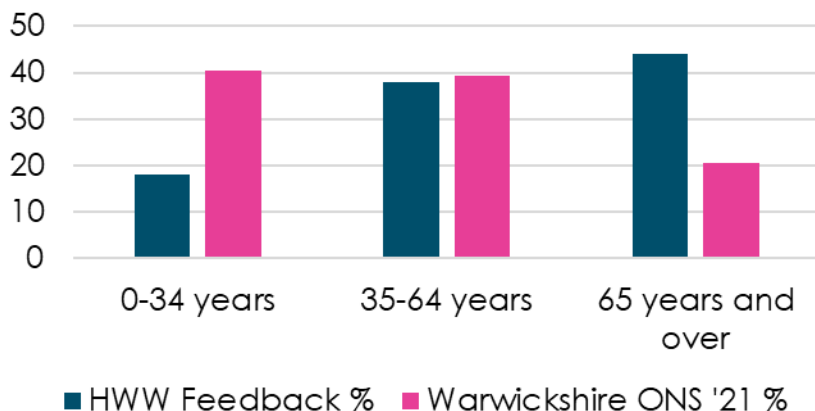
Palliative Care

We heard from a home nursing team about the challenges for families in accessing end of life medication out of hours. We raised this with the ICB who acknowledged the problem ***“We are working on a solution and hopefully can come up with something moving forward...we are looking to expand the number of community pharmacies that hold end of life drugs so that we have more coverage over the weekend and evenings, so we are hoping that this will have a positive impact on palliative patients”.***

Who we heard from

We heard feedback from 1,085 people between May and July 2024. These included 133 people on our Veteran's Health survey, 158 people on our Children's Dental Survey, and 267 people on our Rugby Pharmacy Survey.

Age group comparison



- 561 people chose to share their age with us.

Not all figures are shown for Warwickshire

- 574 people chose to share their ethnicity with us. We are aware when 'categorising' ethnicity, that the existing choices are not always suitable.
- 'White: Other white' included people from Portugal, Romania and Germany.

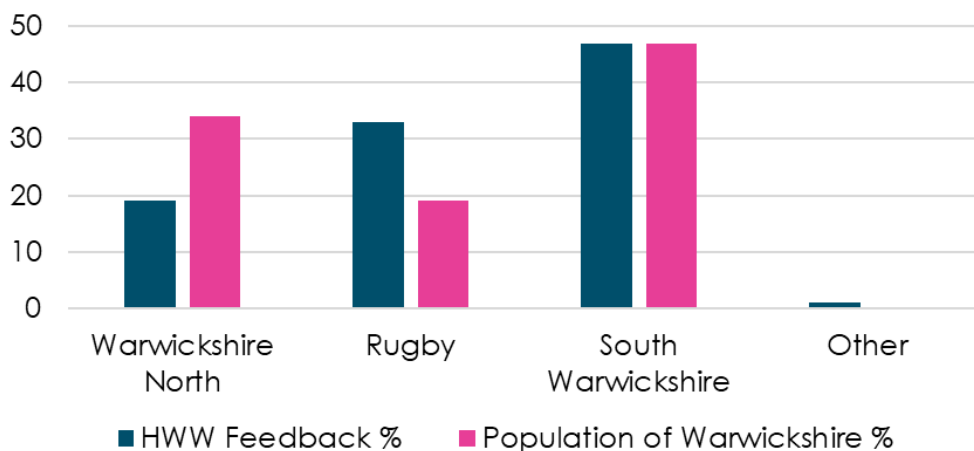
	Ethnicity of people providing feedback to HWW %	Comparative figures for Warwickshire %
White: English, Welsh, Scottish, Northern Irish or British	75	82
Asian, Asian British or Asian Welsh: Indian	10.6	4
White: Other White	5.5	6
Nepali	3	N/A
Other ethnic group: Any other ethnic group	1.5	1
Mixed or Multiple ethnic groups: White and Black African	1	0
Asian, Asian British or Asian Welsh: Pakistani	0.7	1
White: Irish	0.7	1
Black, Black British, Black Welsh, Caribbean or African: African	0.5	1
Asian, Asian British or Asian Welsh: Other Asian	0.3	1
Black, Black British, Black Welsh, Caribbean or African: Caribbean	0.3	0
Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups	0.3	0
Mixed or Multiple ethnic groups: White and Black Caribbean	0.2	1
White: Gypsy or Irish Traveller	0.2	0
Other ethnic group: Arab	0.2	0

Who we heard from

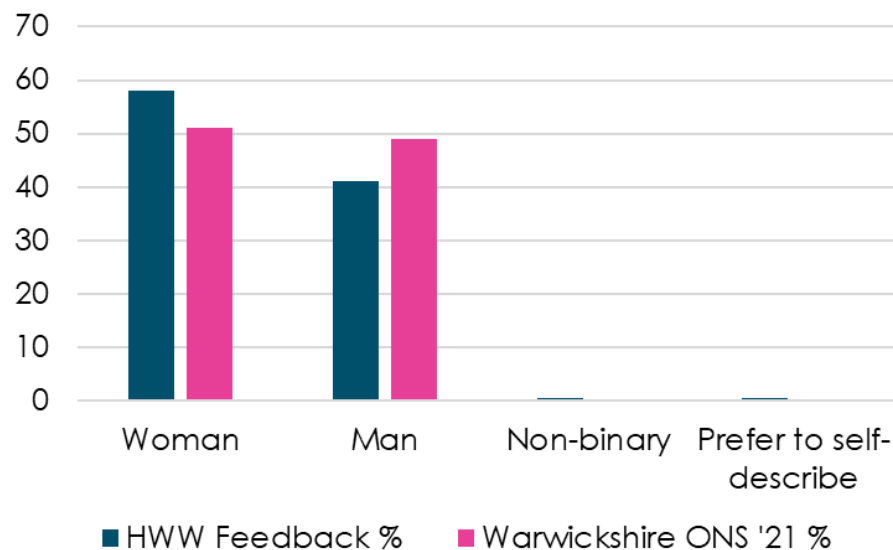
We ask people about their personal circumstances to help us ensure that we fully represent the people who live in Warwickshire.

- **582** 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?' 14 people said 'yes'.
- Demographics from our Warwickshire North, and South Warwickshire, pharmacy surveys will be included next quarter.

Comparison of PLACE population with all HWW feedback and enquiries received



Gender comparison



- **70** people told us they have a **Disability**.
- **199** people told us they have a **Long-Term Condition**.
- **69** people told us they are a **Carer**.
- **137** people told us they are **Ex-Armed Forces Veterans**.
- **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 10 Volunteers and 8 Board Directors.

Board Directors activity this quarter:

- Attended two formal (one of which was in-person) Board Meetings.
- Engaged with PPG representatives across South Warwickshire, at SWPE (South Warwickshire Patient Engagement Forum), and presented recent HWW feedback on GPs and hospitals.
- Attended Warwickshire North Place Executive, focussed on Patient Engagement, and introduced HWW's new Engagement & Outreach Officer for Warwickshire North.
- Assisted staff with outreach, discussing resident's experiences of pharmacy.

Volunteers' activity this quarter:

- We said goodbye to volunteer Lalitha Webb.
- Took part in a celebration walk and chat for Volunteers Week.
- Attended the Armed Forces Day event in Warwick, engaging with the public alongside staff on the HWW information stand.
- Attended an update session hosted by HWW Chief Executive on CQC guidance when visiting care homes.
- Provided proof reading of the HWW Annual Report.
- Investigated and planned Enter & View visits.

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
'Disability Awareness Workshop' (HWE)	How to improve communication with patients with physical and hidden disabilities
'SWFT Improvement Week'	A selection of webinars to inform about improvements at SWFT.
'Advocacy and your rights' (VoiceAbility)	Understanding the role of IMHA's (Independent Mental Health Advocates) for people in Psychiatric Wards and in the Community, to assist with signposting.
'CQC updates' (HWW CE)	An update on CQC guidance for visits to care homes, for staff volunteers and Board Members of HWW.
'Dementia Awareness' (EQuIP/ Alzheimer's Society)	Covered types of dementia, symptom progression and ways to help and support someone. Giving a better understanding of how to interact with someone with dementia and how to signpost them to support via the Alzheimer's Society.

Looking Forward

Our plans and commitments for the next quarter.

July

HWW presents interim 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

August

Veterans' Health interviews and focus groups

Care Collaborative Forum

Warwickshire Pride Festival

HWW Informal Board Meeting

Rugby Pharmacy Report published

Warwickshire Care Collaborative

September

HWW Formal Board Meeting

South Warwickshire Pharmacy Report published

Engagement with boat dwellers in Warwickshire North begins

AMW men's focus group

HWW Volunteer Forum

The 'Big VCFSE & ICS Conversation' event

HWW Annual Report presented to WCC Health and Wellbeing Board

Children & Young Person's Overview and Scrutiny

October

Warwickshire North Pharmacy Report published

HWW Informal Board Meeting

The PIPER Study Collaborators Meeting

Veterans' Health Report published

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
Total income	£248,330	Total expenditure	£251,426

These figures for the financial year ending 31 March 2024, are subject to audit and adoption by the HWW Board.

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



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