

# Quarterly Performance Report

Year 2 Quarter 2 February – April 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, 49,370 people came to us for clear advice and information 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:

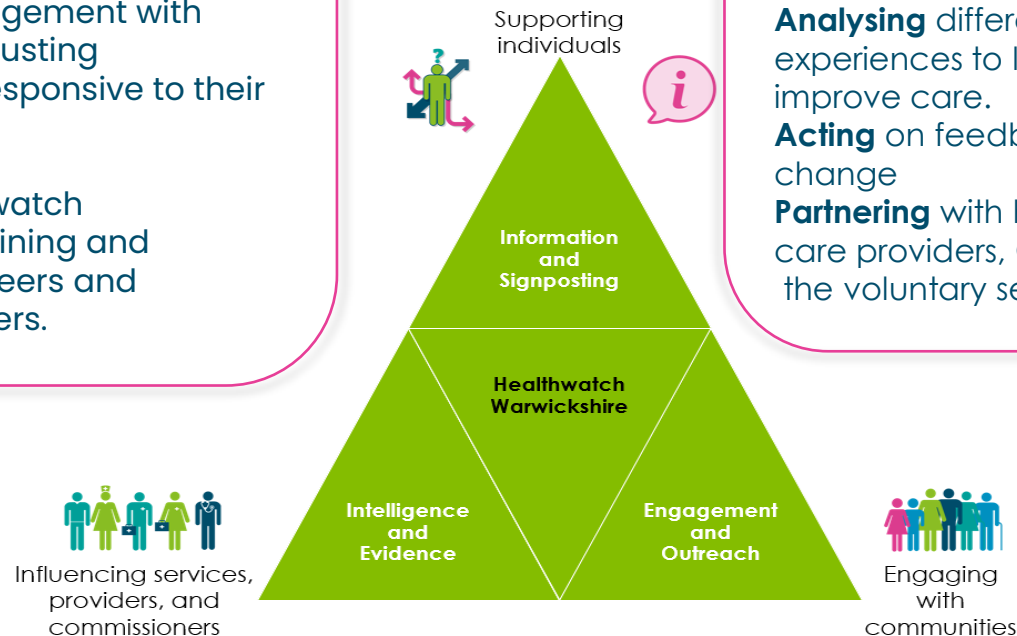
**Listening** to people and making sure their voices are heard.

**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, February to April 2025, we represented the people of Warwickshire at 14 strategic meetings. The pre-election period of sensitivity fell within this quarter. Outcomes included:

## REGIONAL

### **Integrated Care Board:**

HWW supported the 6-week consultation on the location of community hospital rehabilitation beds in South Warwickshire by publicising the ICB's survey, and our CE chaired the public consultation meetings. HWW presented feedback to the ICB from rural South Warwickshire to inform ICB work on hearing from rural communities following on from the community beds consultation. Our CE chaired the public consultation meeting on the 10 Year Plan.

### **Integrated Care Partnership:**

Agreed system approach to reducing health inequalities

### **Pharmaceutical Needs Assessment Subgroup:**

HWW and HWC engagement and report findings will be included in the upcoming PNA for Coventry and Warwickshire.

### **Quality Safety & Experience Committee:**

Ensured that CAMHS was added to the Risk Register.

### **Mental Health Care Collaborative:**

HWW emailed to ensure our inclusion after hearing a presentation on CWPT GAP analysis re: feedback/engagement, a meeting will follow.

## COUNTY

**Patient Care Engagement Group CWPT:** The HWW Young People's interim engagement findings were presented. We shared that people on ADHD waiting lists, may chose private care and then find it difficult to get shared care agreements. We suggested that clearer communication to manage people's expectations of diagnosis is needed. There is an assumption that help will automatically follow a diagnosis. In many cases, people may receive help without a formal diagnosis.

# Partnering for change

**We worked with partners at 79 meetings this quarter, to support the people of Warwickshire to access the care they need.**

## **Stratford District Council**

SDC want to hear concerns of older people in Stratford District. HWW shared our findings from visiting Orbit properties, and other comments from Stratford District residents. We highlighted digital poverty, lack of NHS dentists and lack/cost of transport to services as issues.

## **HWW spoke to an Independent Advocate for the Gypsy, Roma, Traveller (GRT) Community**

HWW heard about issues with accessing health and social care services as a member of the GRT community. Concerns included: recognising ethnicity, mental health, and vaccinations. We have visited several GRT sites to introduce ourselves and find out more.

## **Stour Health and Wellbeing Partnership**

The Mayor of Shipston credited HWW for starting the conversation with the ICB about the needs of rural communities, following a HOSC meeting. We attended SHWP meetings and visited their Warm Hub.

**Place Partnership Manager for Rugby.** HWW met to talk about working closely together and supporting each other's work. HWW subsequently attended the Place Partnership planning meeting discussing the priorities and future plan for Rugby.

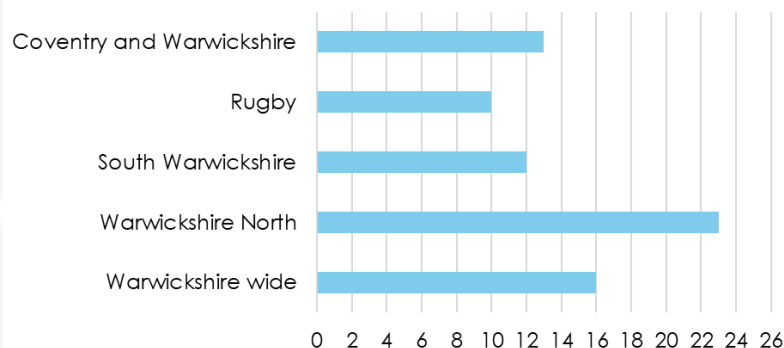
## **Enhancing HWW's presence in Warwickshire North**

We attended North Warwickshire Borough Council Creating Opportunities Meeting, Nuneaton & Bedworth Borough Council Health Overview & Scrutiny Committee, and met with a Case Worker for MP Rachel Taylor (North Warwickshire & Bedworth). We are working with WCAVA to add an introduction to HWW as an agenda item for rural north parish council meetings. We aim to assist with the concern about lack of feedback from residents of rural North Warwickshire.

## **Rugby Citizen's Assembly**

We formed part of the planning group for the first Citizens Assembly. Items discussed included: facilitation, volunteers, timings, attendees, and speakers.

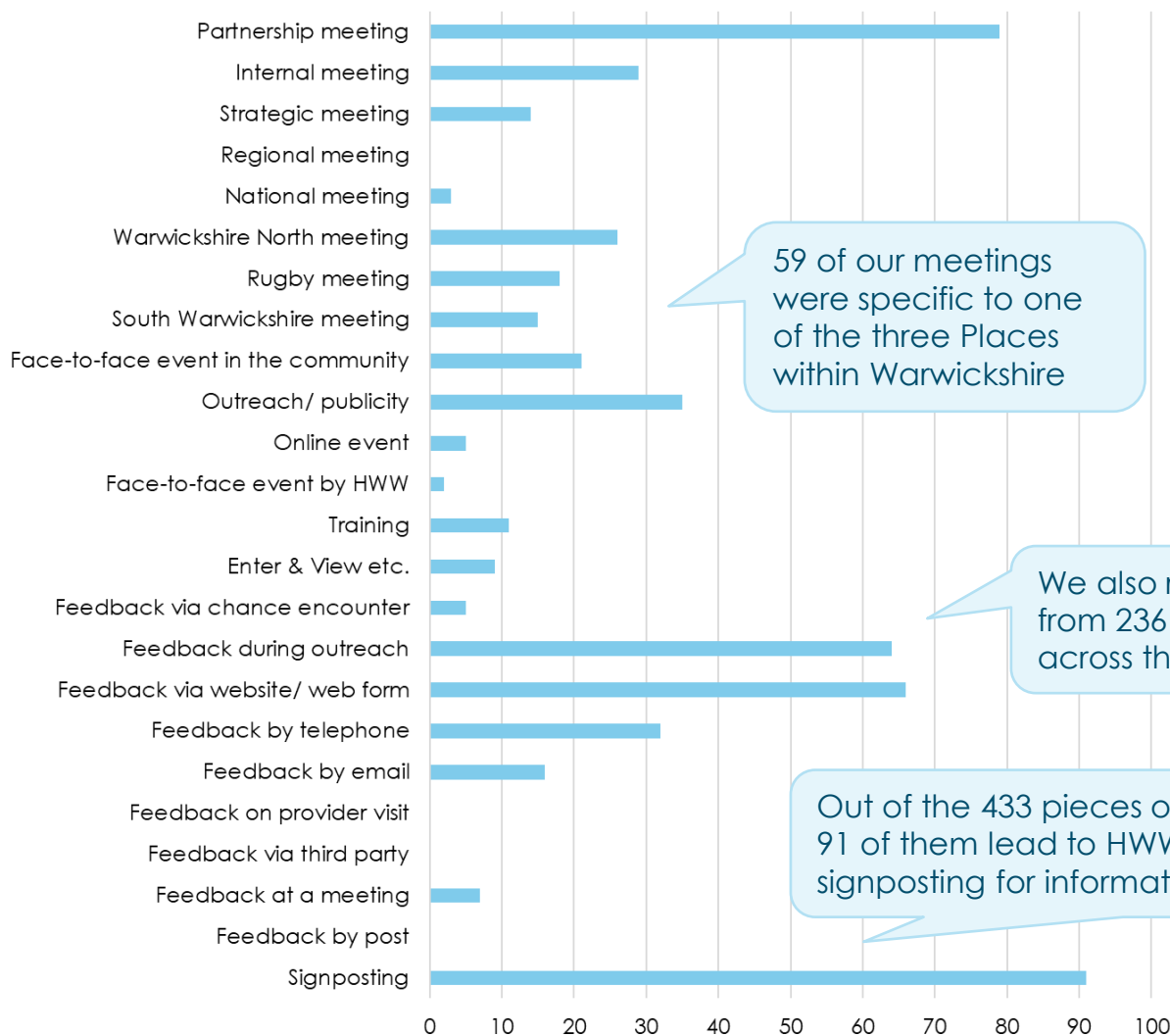
**Area our partnership meetings relate to**



# Our visibility in Warwickshire

Between February and April 2025, we recorded 644 activities.

## Activities undertaken by HWW colleagues



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

We also received feedback from 236 people at events across the county

Out of the 433 pieces of feedback we received 91 of them lead to HWW being able to offer signposting for information or support

319 people told us where they heard about HWW.

At an event	235
During outreach	61
Word of mouth-professional	7
Online search	6
Word of mouth-relative/ friend	6
Through their work	3
Social Media	1



# Engagement and Outreach

**This quarter we engaged at 63 events or opportunities for outreach and publicity (37% of these were face-to-face). We gave 32 presentations. Our Engagement and Outreach work reached an estimated 1,261 people.**

## **Completion of next phase of 'Young people's access to GPs and mental health support' engagement**

Our most recent engagement included:  
Leading a Year 12/13 assembly at Aylesford School, Warwick. Providing feedback cards to students in the support centre at Harrowbrook Campus. Attending a group for children with autism/ADHD. Leading two Health & Social Care classes at Leamington College.

## **Pain Clinic at The Makery**

This regular meeting is delivered by Nuneaton & Bedworth PCN Health & Wellbeing Coaches for individuals experiencing chronic pain. Attendees raised concerns about how they are not taken seriously when being seen by GPs as "pain isn't something you can see". The group discussed how medical terminology can subconsciously affect your mental health and contribute to pain, the use of medication and alternative treatments, GPs not seeing patients face-to-face and diagnosing conditions over the telephone.

## **Feedback Session on South Warwickshire Community Hospital Rehabilitation Beds Consultation**

HWW met with Coventry & Warwickshire Integrated Care Board and Shipston stakeholders to hear findings from the recent community beds survey. We supported those who could not complete the survey online by distributing paper copies, which made up almost 10% of the total 1242 responses. This was described as a "High response rate and robust sample" by the agency who ran the survey. HWW had made a concerted effort to share paper copies of the survey to counter digital exclusion.

## **Visiting local canal networks**

To ask people who live on a boat whether they can get the care and treatment they need, when they need it, we have visited: Atherstone Locks, Hawkesbury Junction, Ruby's Yard, Alvecote Marina, and Hatton Locks.

## **Spreading the word about HWW**

One of our HWW volunteers has attended several drop-in sessions at St John's Church, Kenilworth. As well as collecting feedback for their local PPG, they gave out Healthwatch Warwickshire leaflets.

# Digital communications

We communicate digitally via our website, newsletter and social media channels. You can find out about our ongoing work and get support for a range of issues.

## SOCIAL MEDIA

We aim to post on social media every day.

**Twitter/X:** 1,725 Followers [Visit us on Twitter/X](#) **Instagram:** 201 Followers [Visit us on Instagram](#)

**Facebook:** 617 Followers and 516 Page Likes. [Visit us on Facebook](#)

**Threads:** 29 Followers [Visit us on Threads](#) **Blue Sky:** 78 Followers [Visit us on Blue Sky](#)

Our most popular posts this quarter included links for members of the public to give their opinions on; NHS breast cancer screenings, and the Coventry and Warwickshire Integrated Care Board consultation around community rehabilitation beds.



## WEBSITE

There were 9.9 thousand views of our website this quarter.

The most popular pages were:

[Homepage](#) (2,103 views)

[News and reports](#) (1,877 views)

[Events](#) (642 views)

Our most popular information pages included: [Mental health support](#) and information about [parental support during pregnancy](#).

Read our Enter and View Report on Linden Grange Residential Home, [here](#).



## NEWSLETTER

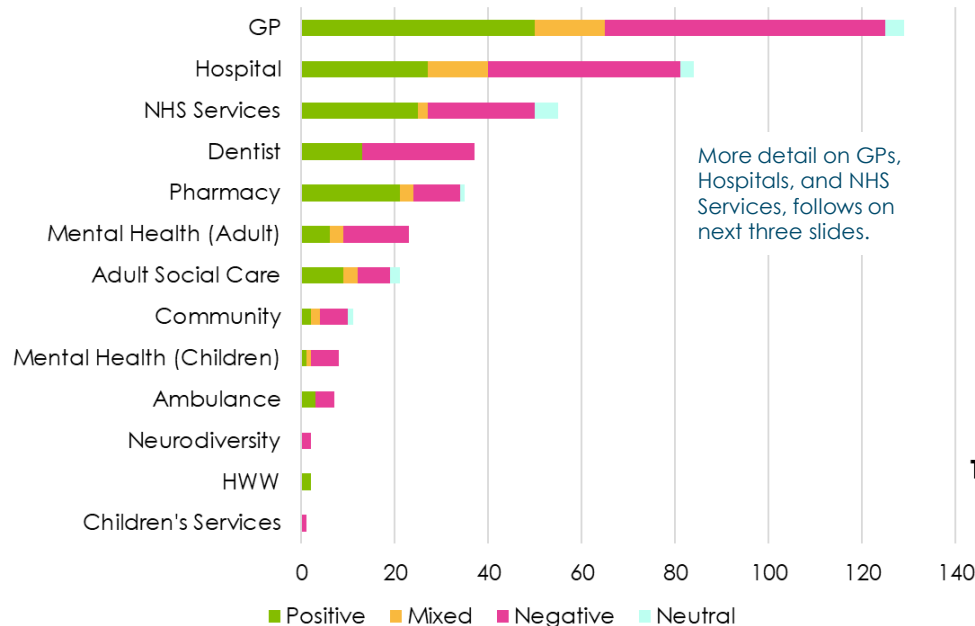
We aim to produce an email newsletter every three months. We did not produce a newsletter this quarter as we are awaiting the publication of two new reports on Young People and Boaters. We will publish our next newsletter once these reports are available.



# What we heard

Between February and April 2025, we received 433 pieces of feedback about local services.

Feedback or enquiries by service type

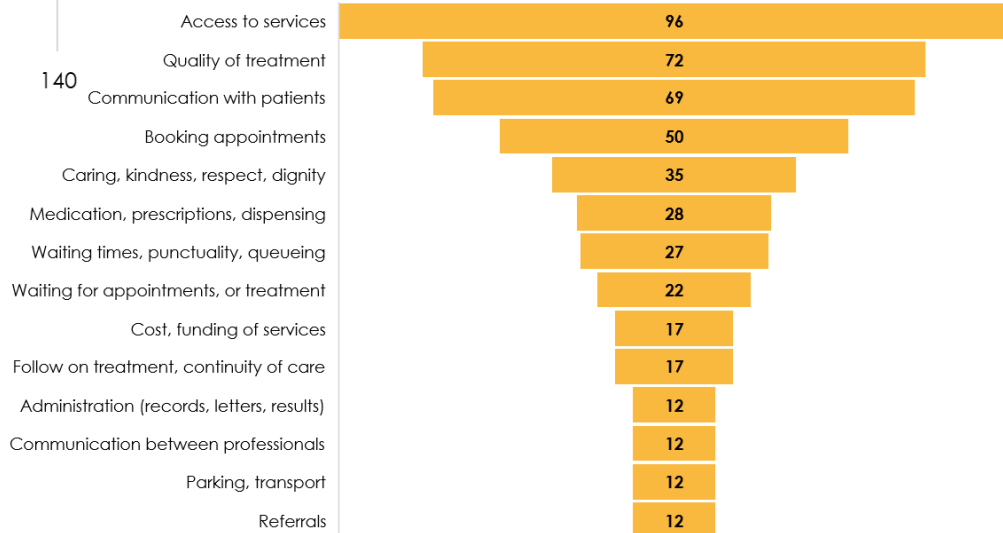


Feedback received as part of our engagement with Young People, and with people who live on boats, will be reported when the projects are complete.

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 settings.

We categorise the feedback into themes.

Top Ten most common themes discussed with HWW across all services

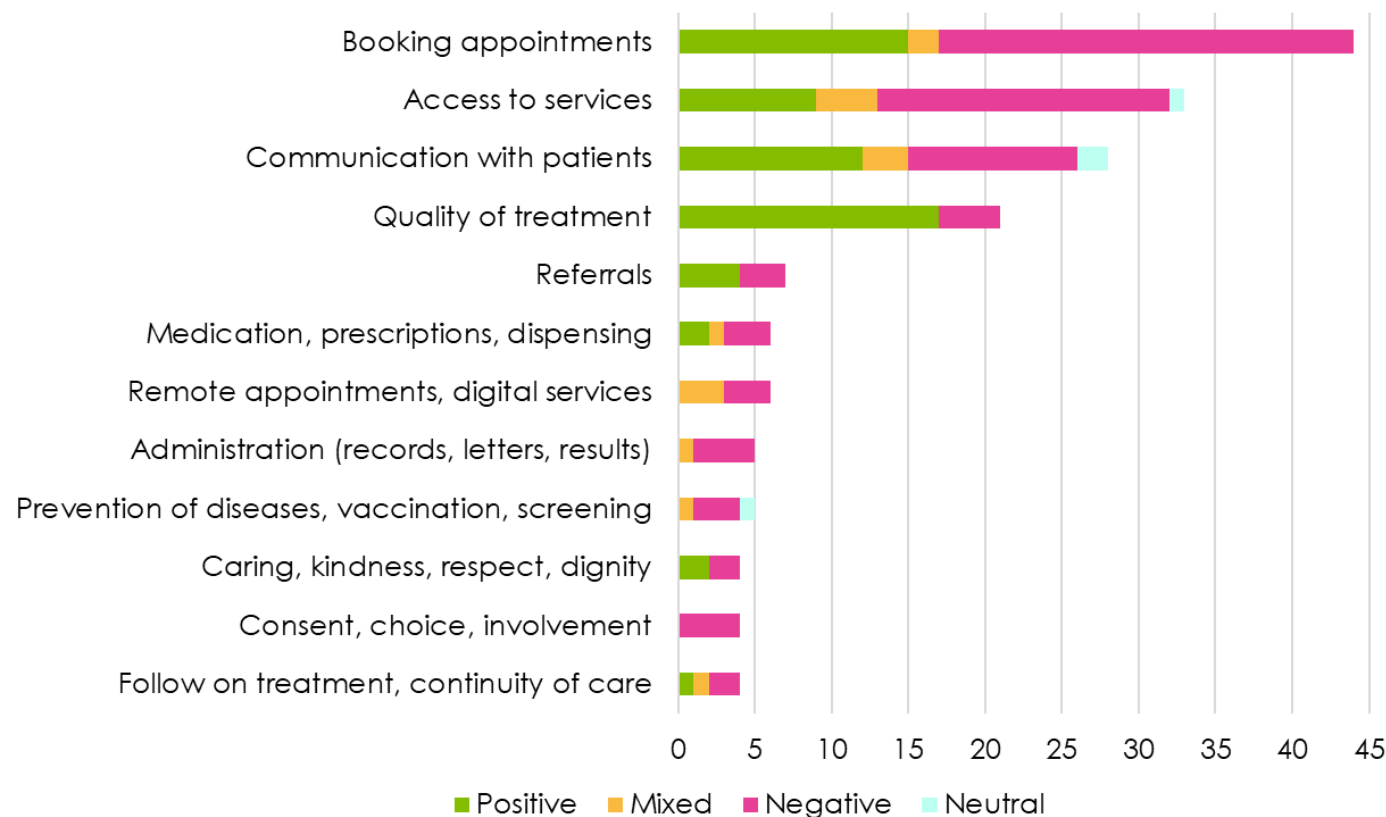


There are no NHS dentists near Shipston. It is hopeless around here. On local notice boards people are always asking about dentists and there is nothing in this area. People can't afford to go to the dentist privately.

I have my COVID jabs at the pharmacy. Easy to order medicine, I tick the boxes on the sheet and hand them in. The prescription is ready every month. I pick them up physically, if I am unwell, they will do a home delivery.

# What we heard about GPs

## Most common themes discussed with HWW about GPs



*I moved GP in 2020. They told me they can't get my past records. I complained formally, the result was they don't know why. They're needed for my current care.*

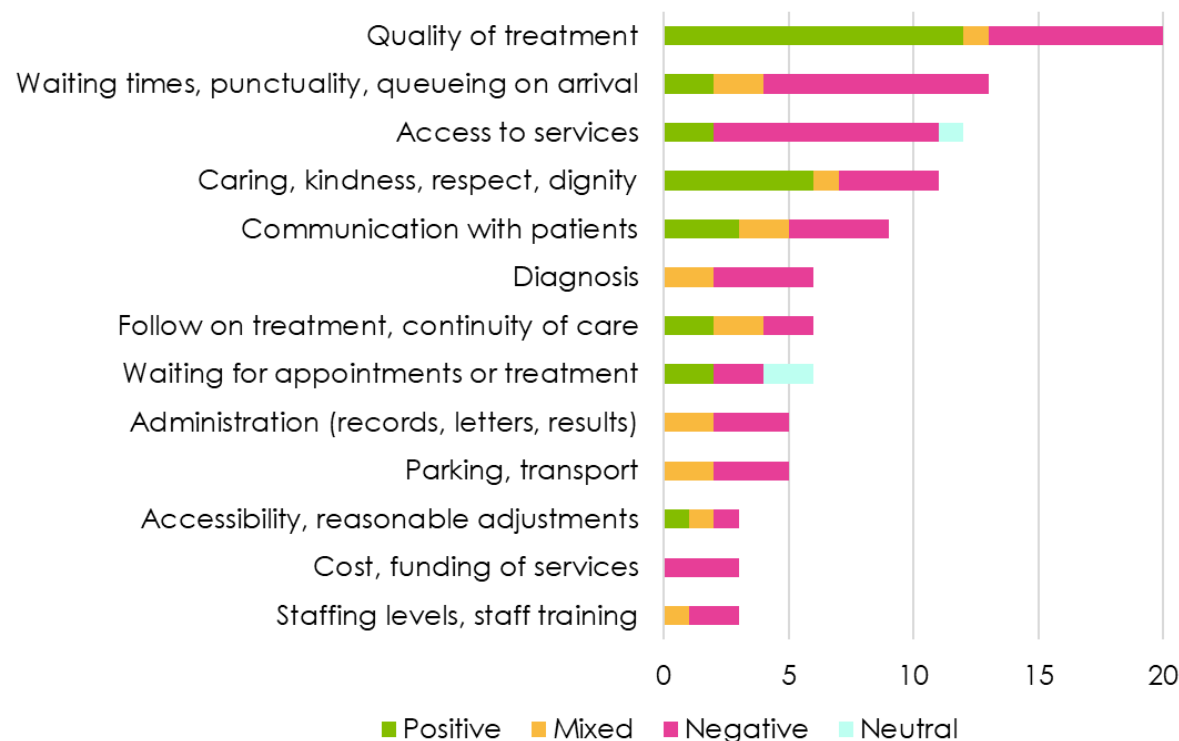
*I logged a complaint with the surgery, but they wouldn't take it seriously and went with the comments the GP had placed on my notes. I don't feel the GP listened to me or that they documented our conversation properly.*

*I don't know how to get an appointment at the doctors; it might be my own ignorance as to how to get on the app or how the system works. They are always lovely when you go in, but I am put off trying because I am put off by the process. I will have to call in and ask reception to help me, but I don't like the way that they look at you because 'we do this online now'. I wish there was a step-by-step guide.*

*HWW helped me set up Patient Access and it is brilliant. I can see what my appointments are about and what needs to happen when my results come back. I saw my doctor and they have been really good. They didn't just treat the problem they looked into it.*

# What we heard about Hospitals

## Most common themes discussed with HWW about hospitals

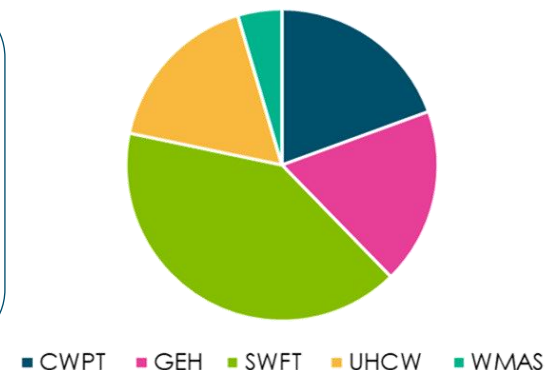


The procedure went as well as it could have, but the administration could not have been worse. I was given an appointment at 8:45am, 15 minutes before the department opened. I had unclear instructions about ceasing my medication. Once in the department I was unable to use the preferred waiting room, as a wheelchair user not all rooms were suitable, but the room I was sent to was occupied.

We theme feedback about 'Mental Health' separately to the feedback about 'Hospitals'. 26 out of the 30 pieces of feedback about 'Mental Health' were about CWPT.

My child had waited over a year to see a dermatologist when we received a phone call to attend the next working day - I assume because of a cancellation. We went straight into the appointment at the time given, the consultant was friendly and put my child at ease. They were given a diagnosis with clear explanation and a prescription which was ready within 20 mins from the hospital pharmacy. Really good care - I just hope the treatment works. We were given a follow up appointment for next year and told we could phone the consultant's secretary if anything changed.

## Proportion of feedback shared with HWW, about local NHS Trusts



# What we heard about NHS Services

**We heard 55 pieces of feedback about 21 different NHS Services this quarter. 45% of this feedback was positive in sentiment. The most common feedback we themed as:**

## **'Discharge lounge/ discharge team/ discharge to assess'**

71% of feedback was negative in sentiment.

*"My friend has been discharged from the hospital without any district nursing but needs it. A nurse from the podiatry team is changing his dressings as an act of goodwill. He has an infection in his leg."*

## **'Orthopaedics and fracture clinic'**

50% of feedback was negative in sentiment.

*"My husband is waiting for a hip operation. Which has been cancelled. We went in for the pre-op, they took another blood test and x-ray and then cancelled it again. Unless you have a clear pathway from pre-op to operations they don't do it."*

## **'Neurology, neurosurgery and stroke care'**

50% of feedback was negative in sentiment.

*"I have been waiting two and a half years for a neurology appointment for a brain injury. When I go to Birmingham Hospital; their records don't go to my GP or to other hospitals, I have to tell them what was said or done."*

**HWW offer information, and signposting to other organisations for support, where appropriate.**

# Focus on Warwickshire North

**110 people gave us feedback about services in Warwickshire North this quarter. We attended 43 meetings, outreach or events.**

## This quarter we:

- Visited colleges to listen to young people. The report on the findings from this engagement will be published next quarter.
- Continued to engage with diverse communities in Warwickshire North. Made links with the Probation Service to work with ex-offenders.
- Heard from 57 people who live on boats as part of our focussed engagement work. We visited marinas and canal towpaths and carried out interviews with boaters, Canal and River Trust volunteers, and marina owners.
- Assisted someone living on a boat not to have to travel back to Devon for blood tests. Helped a boater order prescriptions via the NHS App and get them delivered to a local pharmacy where his boat is moored.
- Presented an introduction to HWW at Nuneaton & Bedworth Borough Council Overview and Scrutiny Committee, and Warwickshire North PLACE.
- Started engagement with people living on Gypsy, Roma, Traveller sites. Worked with partner organisations to help register a pregnant Irish traveller so she could start receiving maternity care.



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

[Image credit](#)



Shabina, Engagement & Outreach Officer for Warwickshire North

**Next quarter:** Publishing our report on findings from our engagement with people who live on boats.

# Focus on Rugby

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

## This quarter we:

- Visited colleges to listen to young people. The report on the findings from this engagement will be published next quarter.
- Held our fifth Young People's well-being networking event in Rugby.
- Assisted a member of college staff who asked if we knew of a stop smoking service that might attend their mental health week events. We put them in touch with the WCC commissioned stop smoking service Fitter Futures.
- Shared options for terms of reference for PPGs (Patient Participation Group) with the network of Rugby PPGs
- Were involved in the planning of the first Rugby Citizen's Panel. This event is postponed until 23 May.
- Attended the Rugby Health and Improvement Group.



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

[Image credit](#)



Vina, Engagement & Outreach Officer for Rugby

**Next quarter:** Presenting at the Rugby Citizen's Assembly. Young People's Wellbeing network meeting presenting HWW findings from engagement. Visits to Rugby Library and Rugby College. Attending the Integrated Neighbourhood Teams workshop.



# Focus on South Warwickshire

241 people gave us feedback about services in South Warwickshire this quarter. We attended 44 meetings, outreach or events.

## This quarter we:

- Presented at the South Warwickshire Place Priority Setting Workshop to inform the Health and Wellbeing Strategy 2026-31.
- Engaged with young people. The report on the findings from this engagement will be published next quarter.
- Visited foodbanks across Stratford and Warwick district.
- Wrote a briefing paper for HOSC highlighting issues of access to PSA tests, and the importance of targeting tests at higher risk groups, following a visit to the South Warwickshire prostate cancer support group. We supported an individual taking part in a clinical trial, who was concerned that their data was not being recorded adequately, to correspond with the study lead. The individual replied to say: ***"I'm happy that the study is progressing, and all elements and side effects are being considered."***
- Visited the canal network in South Warwickshire to speak to boaters and listen to their experience of health and social care.
- Began delivering new Healthwatch Warwickshire publicity materials to GP's and pharmacies.



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

[Image credit](#)



Caroline, Engagement & Outreach Officer for South Warwickshire

**Next quarter:** Continue distributing publicity materials throughout South Warwickshire, presenting findings of young people's report, presenting to a PPG meeting in Southam. Stall holder at Lillington health hub open event and Armed Forces Day. Listening to feedback from independent living property managers about 'failed discharge.'

# Information and signposting

This quarter, we provided information and signposting to 91 people. Some people were signposted to more than one organisation. We provided 114 signposts.

Signposted to	Number
GP	23
Support organisations	20
George Eliot Hospital (GEH)	14
Coventry and Warwickshire Partnership Trust (CWPT)	8
South Warwickshire University Foundation Trust (SWFT)	8
University Hospitals Coventry and Warwickshire (UHCW)	7
Warwickshire County Council (WCC)	7
Healthwatch	6
Integrated Care System/ Board (ICS/ICB)	6
NHS	4
Care Quality Commission (CQC)	3
Dentist	2
West Midlands Ambulance Service University Trust (WMAS)	2
Coventry County Council	1
Non NHS Complaints	1
Parliamentary and Health Service Ombudsman	1
Pharmacy	1

*Thanks for getting back to me, I will contact the hospital, and copy you in.*

*Many thanks for including the information on your website, it's really helpful to us and we appreciate it.*

*Thank you for your email and help in this matter. Good news at last.*

# Our impact in Warwickshire

## What we heard and what we did

### Assisted a pregnant Irish Traveller with GP registration

Marie\* experienced difficulties registering with a GP surgery. She is pregnant and has two other children. Marie was told to register online but she can't read or write in English. HWW, the County Council GRT Advisor, and the Site Manager contacted the GP surgery and attempted to complete the online form with Marie. After several delays, including the site post code not being recognised by the registration system despite being in the catchment area for the surgery, Marie and her children are now registered. We have also requested that a note is put on Marie's file that communication must be by phone call.

### Assisted with a paediatrician's appointment

George\* was struggling to make an appointment with a paediatrician for his child's annual check. His child was seen at Warwick Hospital but now attends a special needs school. George thought that the paediatrician should come out to them, he called the nurse from SWFT and believed they were trying to get a locum. George told us: ***'You shouldn't struggle to get mental health appointments. Why do they cut mental health and special needs services. I don't know if my daughter is under SWFT or CWPT - the point is she can't get to see anyone.'***

HWW contacted SWFT PALS on George's behalf. PALS told us they have contacted George and made his child an appointment for within the next few months.

\*not their real names

### Contact with VoiceAbility

Anika\* told us about several concerns she had, ***'I have fibromyalgia, and they don't believe in it; the GP say they don't know anything about it. I had to take leaflets in'***. She had bleeding and other symptoms that she had not had any referrals for. Anika was concerned that she could only speak to a GP about one issue at a time. She told us that a dentist referred her to an ENT, who then referred her to rheumatology, who confirmed fibromyalgia. We contacted VoiceAbility, with Anika's consent, to see what assistance they could offer.

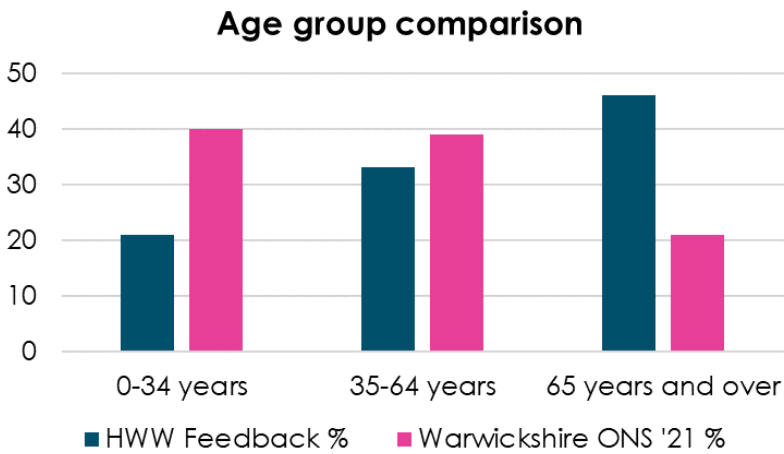
### Clarified Specsavers audiology contract for someone registered blind

Hamish\* who has been registered blind for 20 years, began having hearing problems and chose to visit Specsavers as he had been very satisfied with their service. He was given one pair of free hearing aids but believed he should have been given a second pair. A year later he paid for a second pair. Hamish contacted HWW to clarify the situation. HWW contacted the ICB on Hamish's behalf, to query the audiology contract. The ICB confirmed that Hamish should have been given a second pair of hearing aids for free. HWW contacted Specsavers who reimbursed Hamish and told us they will, ***'ensure all staff in audiology are reminded/informed of the eligibility criteria in the contract.'***

# Who we heard from

## We heard feedback from 432 people between February and April 2025.

We also heard from 57 people through our engagement with people who live on boats. The demographic information will be included next quarter.



- **252** people chose to share their **age** with us.

Not all figures are shown for Warwickshire

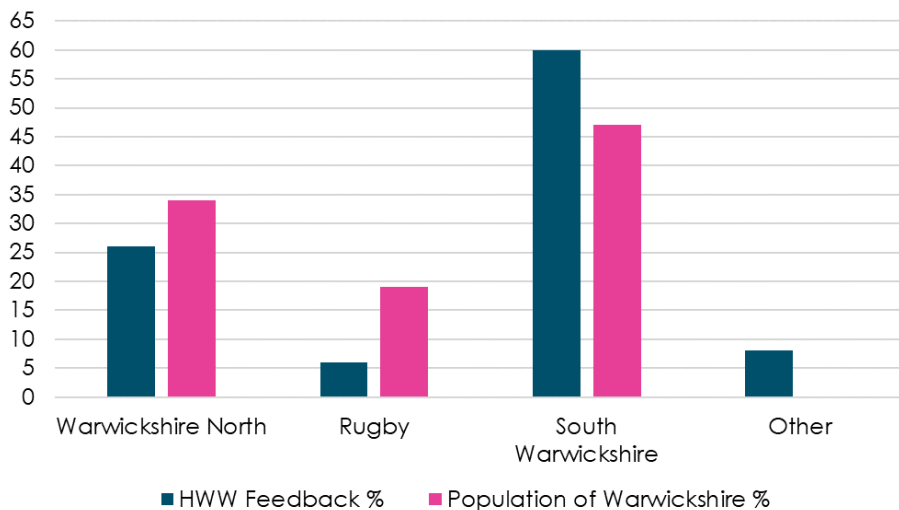
<ul style="list-style-type: none"><li>• <b>187</b> people chose to share their <b>ethnicity</b> with us. We are aware when 'categorising' ethnicity, that the existing choices are not always suitable.</li></ul>	Ethnicity of people providing feedback to HWW %	Comparative figures for Warwickshire %
White: British / English / Northern Irish / Scottish / Welsh	70.00	82.1
Asian / Asian British: Indian	10.00	4.1
White: Any other White background	8.50	5.9
White: Gypsy, Traveller, or Irish Traveller	5.90	0.1
Black / Black British: Any other Black or Black British Background	1.60	0.2
Asian / Asian British: Any other Asian / Asian British background	1.10	1
Asian/ Asian British: Chinese	1.10	0.5
White: Irish	1.10	0.9
Black / Black British: African	0.54	0.8
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background	0.54	0.5

# Who we heard from

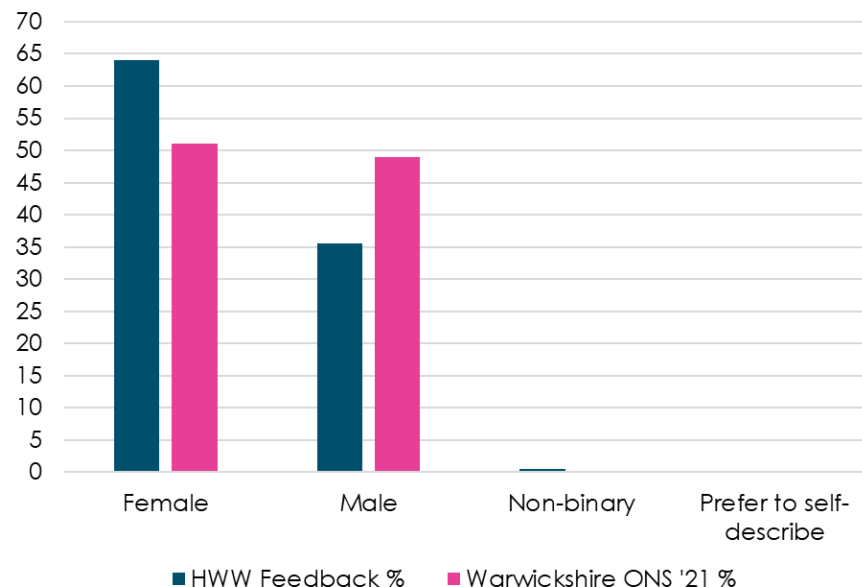
We ask people about their personal circumstances to help us ensure that we represent the people who live in Warwickshire.

- **290** 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?' **3** people said 'yes'.

Comparison of Place population with all HWW feedback and enquiries received



Gender comparison



**58** people told us they have a **Disability**.

**82** people told us they have a **Long-Term Condition**.

**38** people told us they are a **Carer**.

**0** 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 11 Volunteers and 8 Board Directors.**

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

- Attended one in-person Formal Board Meeting
- Attended two Informal Board Meetings
- Attended one Finance and Audit Group Meeting
- Attended two Operations Committee Meetings
- Attended Healthwatch East & West Regional Network meeting, WCC Health & Wellbeing Board, Warwickshire North Health & Wellbeing Partnership Board, Warwickshire North Place Board/ Executive, shared HWW Performance Report.
- Attended the South Warwickshire Place Partnership Board
- Discussed potential negative impacts of pharmacy delays on discharge at UHCW with Chair of UHCW
- Attended a coproduction launch regarding adult social care with WCC

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

- Attended two Volunteer Forums
- Attended HWW Development Day
- Distributed HWW leaflets to local community groups and drop-in sessions.
- Provided feedback on local care homes.
- Carried out an Enter & View visit at Lindon Grange Care Home
- Attended Support and Supervision session focussing on their engagement with HWW activities now and in the future, and their training needs



# 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
<b>'Writing research and engagement reports', HWE</b>	Improved focus on appropriate content of reports, consideration of the HWE document 'Developing Effective Recommendations'.
<b>'Working with Perpetrators and the Domestic Abuse Perpetrators Programme.', WCC</b>	Understanding perpetrators, relationships, interviewing and questioning techniques.
<b>'How Kooth and Qwell can support SEND and Neurodivergent people', Kooth webinar</b>	Overview provide to HWW staff about signposting provision for people with neurodiversity and additional needs.
<b>'Smell and Taste Loss', Fifth Sense</b>	Signs of loss of smell and taste and how it may impact someone. Useful for signposting and enter and view visits.
<b>'Midlife, Menopause and Physical Activity', Think Active webinar</b>	Overview of menopause symptoms and definitions. Barriers to and benefits of physical activity.
<b>'Impact and recommendations', HWE</b>	Improved focus on what impact HWW can have and using this to help decide on whether to undertake certain project work.
<b>'Talk 2', WCC Young People and Mental Health</b>	Understanding how young people's backgrounds and environment may impact on their mental health.

# Looking Forward

Our plans and commitments for the next quarter.

## April

- HWW Development Day for all colleagues
- HWW Informal Board meeting
- HWW Operations Committee
- HWW Volunteer Forum
- PIPER Study Collaborators Research Team Meeting

## May

- Enter & View visit
- Publish HWW Young People's Report
- HWW Formal Board Meeting
- Integrated Neighbourhood Team Workshop
- JSNA Strategic Group
- Mental Health Collaborative
- C&W ICB meeting
- GP Net-0 Executive Next Steps
- VCFSE Collaborative

## June

- Publish HWW Boater's Report
- HWW colleague walk to celebrate Volunteer's Week
- HWW Informal Board meeting
- HWW Operations Committee
- Warwickshire Collaborative Forum
- C&W ICB QSEC
- WCC HWBB
- WCC HOSC
- ICP Meeting

## July

- HWW Formal Board Meeting
- Prevention Network Meeting
- WCC HWBB and Executive
- PIPER Study Collaborators Research Team Meeting
- C&W ICB Meeting
- East & West Midlands HW meeting
- JSNA Strategic Group

# 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 2024 – March 2025.

Income		Expenditure	
Annual grant from Government	£243,938	Expenditure on pay	£203,184
Additional income	£9	Non-pay expenditure	£9,984
		Office and management fees	£33,469
<b>Total income</b>	<b>£243,947</b>	<b>Total expenditure</b>	<b>£246,637</b>

These figures for the financial year ending 31 March 2025, 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
<b>CASS</b>	Community Autism Support Service
<b>CCC</b>	Coventry City Council
<b>CQC</b>	Care Quality Commission
<b>CWHWF</b>	Coventry and Warwickshire Health and Wellbeing Forum
<b>CWPT</b>	Coventry and Warwickshire Partnership Trust
<b>GEH</b>	George Eliot Hospital
<b>HOSC</b>	(Adult Social Care and) Health Overview and Scrutiny Committee
<b>HWBB</b>	Health and Wellbeing Board
<b>HWC</b> <b>HWE</b> <b>HWW</b>	Healthwatch Coventry Healthwatch England Healthwatch Warwickshire
<b>ICS</b> <b>ICB</b> <b>ICP</b>	Integrated Care System Integrated Care Board Integrated Care Partnership
<b>JSNA</b>	Joint Strategic Needs Assessment
<b>LMC</b>	Local Medical Committee

Acronym	Term
<b>NHSE&amp;I</b>	National Health Service England & Improvement
<b>PALS</b>	Patient Advice and Liaison Service
<b>POD</b>	Prescription Ordering Direct
<b>QSEC</b>	Quality, Safety and Experience Committee
<b>RAP</b>	Rights to Access Primary Care Project
<b>PCN</b>	Primary Care Network
<b>PPG</b> <b>SWPE</b>	Patient Participation Group South Warwickshire Patient Engagement Forum
<b>SWGPF</b>	South Warwickshire General Practice Federation
<b>SWUFT</b>	South Warwickshire University Foundation Trust
<b>UHCW</b>	University Hospital Coventry and Warwickshire
<b>VCFSE</b>	Voluntary, Community, Faith and Social Enterprise
<b>WCAVA</b>	Warwickshire Community and Voluntary Action
<b>WCC</b>	Warwickshire County Council

**For more information:**

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