

**Health and Care Research for All:
Strengthening Eastern European Voices**
A Research Engagement Network (REN) Project
Funded by:
NHS England, National Institute of Health
Research (NIHR) and Integrated Care
Northamptonshire (ICN)

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Introduction

NHS England and the National Institute of Health Research (NIHR) developed a Research Engagement Network (REN) to enable local Integrated Care Systems (ICS), the NIHR and Voluntary, Community and Social Enterprise (VCSE) organisations to work together to encourage diverse communities to be involved in health and social care research. Each year since 2022, ICS systems have applied for REN funding for specific research projects aimed at increasing research diversity and research participation.

The 2024-2025 cohort of REN projects had three objectives: to support sustainable research engagement for communities across ICS regions who are underserved by research, to increase inclusivity and to provide opportunities for diverse communities to take part in research and to embed approaches to diverse engagement around research, influencing the way the ICS operates.

Northamptonshire's ICS, Integrated Care Northamptonshire (ICN) chose to apply for this round of NHS England REN funding for the 2024-2025 cohort of projects. The ICN asked our organisation, Healthwatch North and West Northamptonshire (HWNW)¹, to partner with them to deliver the project locally and we agreed. The project work commenced at the start of November 2024 and engagement and project work finished on the 19th of March 2025.

HWNW previously collaborated on the 2023-2024 ICB and NHS England REN-funded project that focused on barriers to research engagement, in which we discovered insights into effective methods for successful engagement and ways to encourage individuals to take part in research². The 2024-2025 project was designed to tackle local challenges, align with system goals and ICS priorities, and focus on a diverse and underserved community cohort. Its primary aim was to enhance opportunities and promote inclusivity in research participation.

The ICN and HWNW formed a project steering group, which included members of the local authorities' Public Health teams, who met weekly to ensure oversight of the project and to offer guidance where needed. The group reviewed the demographics of Northamptonshire and identified the Eastern European population as one which experienced health inequalities and one which would benefit from improved access and increased engagement in research.

¹ Healthwatch North and West Northamptonshire split on the 1st of April 2025- the contract holder of the previous HWNW contract now holds the contract for Healthwatch West Northamptonshire and continues to deliver the REN work with the ICB.

² <https://www.healthwatchwestnorthants.com/report/2024-05-20/integrated-care-northamptonshire-engaging-research-collaborative-project>

Background and Purpose

In Northamptonshire, Eastern Europeans are the 2nd largest ethnic group, making up approximately 6.7% of the population. The population has grown significantly in recent years, comprising the largest cohort (76%) of the "White Other" category, with Polish and Romanian communities making up 51% of this category (2021 Census)³.

We found that many Eastern Europeans report feeling "forgotten" due to shared skin colour but have different life experiences that shape the way that they access the health and social care system, largely being affected due to language barriers and cultural differences. Eastern Europeans are largely underserved in research and face significant challenges, including limited knowledge of the UK healthcare system. There is often hesitancy to participate in research, and this is often largely driven by misinformation from non-English social media platforms. The ICN reported that there is a lower level of access to services and uptake of services within the Eastern European communities for services like vaccinations when compared to other demographics, which indicates that there may be a lack of awareness or knowledge of available services.

A recent informal survey by the ICN's Population Health team found that Eastern Europeans prefer to receive engagement and information in their native languages- in the survey, 20 Northamptonshire Romanian individuals were approached in English regarding the survey and all 20 declined to participate, while 49 of the 69 individuals who were approached in Romanian were open to discussion, when asked why they chose to participate, 26 people indicated that being approached in their native language, as the deciding factor. This gave us some initial background into the importance that native language has on health services, access and resources.

According to the ICN and NHS data, we were able to discern the most prevalent Eastern European countries that are within our community, which were: Romania, Poland, Moldova, Latvia, Lithuania, Ukraine and Albania. From this, we knew we needed to ensure our community engagement covered the languages spoken in all countries, with Romanian and Polish being the top languages spoken locally.

From the preliminary data and information above, we decided to run a small focus group at the start of the project to enhance our preexisting knowledge of

³ Office for National Statistics (ONS)- 2021 Census. Link: <https://www.ons.gov.uk/census/census2021>

Eastern European communities and their views. We did this with three members of the local Romanian community, where we discussed our goals of the project, the awareness and understanding of what research is and explored current challenges faced when accessing health and social care services.

From the focus group, we learned that there was a large gap regarding understanding of how to access the healthcare/NHS system, with individuals stating that they faced difficulties with understanding where to go for different ailments and issues, sometimes using the “wrong services” such as A&E instead of their GP. We heard that, as Romanians who had been in the country for various lengths of time, English was not always easy to read or understand and that it was hard to access information and guidance in their native language. We heard that there was a lot of distrust in the healthcare system and uncertainty of who should be listened to for medical information, with social media being the main source of where many Eastern Europeans gather information or resources with one another. It was thought that health and social care research sounded like it was healthcare testing and trials, and many in the focus group did not realise that it was research to share their voices and experiences with certain services or health topics.

The goal of this project was to increase inclusivity and to provide opportunities for diverse communities to take part in research, and for our Eastern European communities locally, this meant that our approach would have to be careful and genuine, working to make lasting connections with the communities locally and to ensure that our engagement with the communities was conducted in a way that we built trust and provided individuals with information that was accessible and fair. We would engage with all community members with Eastern European backgrounds, regardless of their protected characteristics or how long they've lived in the UK.

By utilising the information that we had gathered at the start of the project and by building trust and approaching the communities with cultural awareness, we could then enable easier access to research participation and increase the understanding of the benefits of research while also addressing hesitancy concerns.

Summary

The REN Health and Care Research for All: Strengthening Eastern European Voices project was funded by NHS England, the NIHR and Integrated Care Northamptonshire. The project was delivered across the span of four months by Healthwatch North and West Northamptonshire.

The project aimed to enhance opportunities and promote inclusivity in research participation amongst Northampton's Eastern European communities. This was chosen due to existing data and insights around the hesitancy of Eastern European groups when engaging in research and the lack of accessible information, including health and care services and research opportunities available. The Eastern European countries of focus were Romania, Poland, Moldova, Ukraine, Latvia, Lithuania and Albania.

A system-wide steering group was established to assist with the delivery and oversight of the HCRFA REN project. It was key that the engagement carried out would be culturally sensitive, that it would be inclusive and accessible and that it would draw from previous REN learnings. To do so, we used the support of translation services and with this, we ensured that all materials created would be translated into the 6 languages spoken by the selected EE countries of focus. We hired a Romanian Community Coordinator for the duration of the project, who was a key link during events and engagements as they spoke the most common Eastern European language in Northamptonshire, and they helped to ensure cultural appropriateness and sensitivity.

The Healthwatch REN team initiated research around the different Eastern European groups which reside within Northamptonshire to build knowledge and understanding of the different cultural groups and to begin building relationships. This was done through utilising social media and online resources, by conducting in person Community Mapping Exercises (CMEs) in town centres, through meeting with members of the communities and through liaising with local organisations.

To spread awareness of what health and care research is and to share opportunities for individuals locally to be involved in research, we selected the NIHR's Be Part of Research registry and a ICN funded Research Champion Programme to be the main resources we would share for the community to get involved in research. We also developed a community connector volunteer

programme and shared current local research, such as the ELSA study⁴. To gather further data and insights, we developed a short survey to share online, which explored the awareness and benefits of research, as well as barriers for Eastern Europeans when accessing and navigating the healthcare system.

We designed and branded the project with its name “Health and Care Research for All: Strengthening Eastern European Voices” and a logo. We took the developed logo and created marketing materials which could be handed out for free at events, to accompany the information on research, as this would improve engagement (a finding from the previous year’s REN project).

We sought out existing events, mainly in the different EE communities to attend and bring information and brought a “mobile research hub” to these events for community members to interact with and to receive relevant information about research and local services in their native languages. We gathered this learning of existing events and attended a total of 18 community events and hosted a large-scale community celebration event on the 1st of March.

We created informational leaflets, flyers, posters, social media graphics and videos. The videos were developed in an AI assisted media generator, which enabled us to produce the videos in the predominantly spoken languages, Romanian and Polish. Social media was a valuable tool, and our REN Project media and information we shared reached a total of 20,799 unique impressions across Twitter/X, Facebook, TikTok and Instagram.

Translated leaflets and flyers were distributed during community engagement and at the events we attended and hosted (examples of these can be found within the Appendix). The relationships we established during our in-person community engagement and CME work, enabled us to leave relevant leaflets in commonly spoken languages in Eastern European shops and other local services.

To ensure we brought value to the community, we used our insights regarding the communities expressing a lack of information about local services in native languages to provide additional resources about NHS services and support services available through local authorities to bring to the engagement events we attended.

⁴ <https://www.elsadiabetes.nhs.uk/>

We hosted a large community Research Celebration Event with the intention of bringing together different Eastern European groups locally to celebrate traditional EE culture and to bring the communities together to learn more about health and care research, all within a fun environment. The event was a success, with over 200 members of the public attending, from those who chose to sign in to the event 68% were of Eastern European decent. The event offered a variety of culturally relevant activities and entertainment including traditional Romanian dancing, a Polish band, a Romanian pianist, a Romanian motivational speaker, a Polish fitness class, children's entertainment (a bouncy castle, a Romanian puppeteer, a Romanian kids show and the local Romanian Saturday School delivered Martisor crafts), and Polish and Romanian catered food. The event hosted 20 local community organisations and Eastern European businesses which included Latvian, Polish and Romanian small businesses.

The event created an opportunity to bring the communities together to celebrate traditions and culture and to offer information about research and the ability to engage in research.

Through the course of the project, the efforts being made to connect with the different eastern European communities was met with positive feedback from the communities. We feel as though we have made strides to connect with different Eastern European communities, especially the Romanian and Polish communities locally, forming relationships and creating connections to assist with further work. Through the events we attended and people we spoke to, we believe as though we have facilitated impactful conversations around research. We shared information about research into local communities and educated many people on what research is.

Commissioner and Provider Responses

“The “Health and Care Research for All – Strengthening Eastern European Voices” Research Engagement Network project has been a powerful demonstration of what can be achieved when communities, system leaders, and voluntary sector partners come together with a shared purpose. Working alongside Healthwatch, VCSE organisations, and dedicated individuals from across our health and care system, we’ve strengthened the voice of Eastern European communities in research – ensuring they are not just included but empowered.

The project was a partnership built on trust, cultural understanding, and mutual respect. We created space for genuine engagement and discussion about people’s experiences, and barriers around health and care research. It has laid foundations for sustainable partnerships and opened doors to ongoing dialogue.

We are immensely proud of the relationships built, the energy and commitment from all involved. We are also deeply grateful to all who contributed to transforming this from a potential idea to real success. The contributions from the community members, partners, and system leaders have been invaluable, and their voices have changed the way we think about engagement and equity in health and care research in Northamptonshire and beyond. Together, we’ve taken a significant step towards a more inclusive research landscape.” **-Northamptonshire ICB Research Manager**

Key Findings

Through our community engagement and research, we learned the following:

Developing connections with diverse communities:

- It takes time to build connections within different cultural communities, particularly ones who experienced exclusion. It is essential to approach conversations with sensitivity and cultural understanding. While this project achieved significant progress within just four months—researching, developing an engagement strategy, and delivering meaningful interactions—it's clear that much more could be achieved with additional time and resources. Deepening connections with local communities and diverse cultures requires sustained, intentional investment.
- Investing in trusted members of the community with the same heritage as the community being targeted ensures authentic engagement and research and allows for valuable insight into cultures and best approaches. We found that when engaging with Eastern European communities with the hired Community Connector, people were more receptive to conversations around research than if approached without the Connector present.

Effective strategies:

- Physically going to communities where they are ensures you meet diverse communities where they feel safe and welcome. Bringing along mobile research hubs to engagements in communities enable inclusivity and reduced barriers.
- Having materials available in native languages delivers immediate impact and has positive effects on individuals' ability to access and navigate both local services, as well as building knowledge around research and its benefits.
- Creating space for individuals to come together to celebrate their native cultures and traditions fosters positive relationships with communities and brings people together. Understanding the culture of common ethnic groups enables mutual cohesion around shared experiences.
- Celebrate culture to strengthen connections- Embed opportunities for people to celebrate their identity and traditions alongside health-related conversations.

- Utilising innovative resources like our AI video development tool helped to ensure we had more reach to diverse communities and could create more accessible informational materials.

Recommendations

Based on our findings throughout the project, we have made the following recommendations for national and local stakeholders to inform best practice:

1. **Engage with communities where they are, in their own culturally relevant formats.**

We learned the impact of prioritising outreach and delivery in community settings (local businesses, faith centres, cafes, etc.) where people already feel safe and welcome. Using approaches such as the mobile or pop-up models (for example, the Mobile Research Hub we delivered when attending events), is effective in reducing access barriers and sparks interest in non-traditional environments. It is key to ensure that outreach includes culturally relevant formats and is delivered in multiple languages.

2. **The system needs to continue to invest in sustainable community engagement, moving away from one-off funding pots.**

This has been an impactful workstream to have been engaged with to bring trust and to build relationships within our local Eastern European communities, however, in order to maintain trust and to further support the different communities, this work needs to be continued. Whether that is through changing the approach of community engagement or further funding, this needs to be looked at by the ICN as a system. We advocate for longer-term investments for community wellbeing and further research, backed by impact data.

3. **The system needs to encourage local authorities and NHS services to increase the provision of information in commonly spoken foreign languages.**

Throughout the project, during community engagement, people had an appreciation for materials being provided to them in their native languages. In order to ensure everyone can access and navigate our health care systems fairly and to ensure that individuals can participate and share their voices in research, it is key that the information provided to service users be offered in their native languages. Some individuals

expressed the importance of seeing information in their own language and how it allowed them to understand what was being conveyed. One Ukrainian individual stated that the information we provided was the first that they had seen in their native language since entering the UK.

4. The majority of people who were asked if they were aware of research occurring at their local GP, stated that they did not have awareness of this.

GP practices need to ensure they are providing information that is accessible in people's first languages, especially when conducting research or offering patients ongoing research opportunities. By advertising and sharing this information in different languages, practices can ensure they are hearing the voices of all patients and increasing inclusivity.

5. Encouraging health and care services and research organisations to share more messages and information on social media.

We had a large social media reach and made over 20,000 impressions throughout the project from our posted media and research information shared. We joined over 20 Eastern European groups specific to towns within Northamptonshire, which enabled us to share messages directly with those in communities that are harder to engage with. More could be done to utilise social media and it is an easy way for services to share translated information to large groups of individuals.

6. Further Eastern European engagement with Primary Care services.

By increasing engagement with Primary Care services, as a system, we can bring awareness to their patient demographics and language needs, so that research opportunities and information can be shared between GP services and other services like pharmacies.

Our team had planned to do extensive engagement with GP surgeries in areas of high Eastern European population, but did not have enough time or resources to deliver this. We recommend further work be done to support Primary Care services and encourage engagement with their patients.

7. There is a need for further engagement, especially with Latvian, Lithuanian, Albanian and Ukrainian communities locally.

Although we had success during the course of the project when engaging with Romanian, Moldovan and Polish groups, we had limited engagement with the Ukrainian community and found that we struggled to connect and

engage with the local Lithuanian, Latvian and Albanian communities. However, we consistently tried to connect through discussions as well as linking and messaging through social media during the project. After our project's engagement period ended, the Albanian cultural association locally did reach out to plan engagement and to find out more information about participating in research evidencing that our efforts to reach out were a success, so there is an opportunity for future work with this community.

8. **Increasing community events that bring together all members of the public to experience and learn more about a different cultural community**

We observed when attending community events, the impact of the events and the ability to bring awareness to issues which were directly affecting certain ethnic groups. We believe there would be benefits in encouraging the system to continue to deliver community events that bring local people together and bring exposure and celebration to different cultures.

9. **Looking to innovation technologies to expand the reach when sharing information with culturally diverse communities whose first language is not English.**

We had positive responses to our use of our AI assisted video development platform within our local system and when resources were shared with the different Eastern European communities. We found that the use of this innovative technology sparked ideas around how this can be used to enable communities to access key information about health and social care, how to access and navigate the healthcare system and to share key health messages both on social media and in health and social care spaces. The ICB took our videos as an inspiration and worked to create further videos about navigating the health system, based off the feedback we heard from the Eastern European communities, which were shared with healthcare providers. The ability to generate a video in multiple languages that is easy to view and that can have translated captions attached is a major step towards a more inclusive environment.

REN Project Specifications

The Research Engagement Network project's specifications were outlined in the original application for what was to be delivered during the course of the project by NHS England and the NIHR. In addition, during the application organisations were asked to outline key deliverables and ways in which we would meet the requirements for the project.

For our project we agreed to include and deliver the following key activities:

- Co-hosting culturally tailored community events
- Establishing mobile research hubs where possible – The research hubs will serve as trusted spaces where research participation feels safe and accessible, with open dialogue around concerns with research participation and will be embedded into community events where possible
- Attending existing local events in community hubs such as local churches, Russian/Latvian Saturday schools etc.
- Creating print and digital research information resources in Eastern European languages which will be embedded into routine VCSE communications and websites to enable easy access to research opportunities
- Creating culturally adapted materials and visual aids like infographics in simple, clear Eastern European languages to explain the importance of research participation
- Exploring innovative ways of sharing research outcomes to EE communities
- Using case studies to capture REN outcomes and share with the community in various formats
- Offering support for signing up to open studies, providing QR codes to join Be Part of Research registry, and signposting to further resources as required
- Encouraging members of the community to join as volunteers and research champions, and then training those who join through a structured programme and establishing peer mentor systems to join experienced champions with newer champions to facilitate shared knowledge and continuous learning
- Holding regular project meetings of our REN steering group to monitor progress, address any learning and training needs that arises.

- Hosting a showcase event to share the REN outcomes with community members



For the project, we agreed to share the two opportunities (Be Part of Research and Community Research Champion) as ways people could be involved in research locally, in addition to creating our materials and information around what health and care research is and what the benefits are to taking part in research.

We also offered the opportunity for the duration of the project to have community connector volunteers to support us with our work within the community, helping to build community connections in different Eastern European groups and to support us with events and engagement.

Project Materials

We developed leaflets which detailed the aim of our project and the research opportunities currently available, these were translated into the 6 EE languages (see index for the version in English and other languages). All translations were done through AA Global, a reputable translation service which is used by our NHS Trust for all medical information and document translation. We developed flyers



and posters to share the information and opportunities, including simple QR code posters, which sent people directly to the NIHR research registry and various posts on social media that shared our project's opportunities and links to our website (see below for an example of a flyer in English).

The leaflets and posters were shared during community engagement, including the community mapping exercises, as well as events that our team attended.

We used the logo we designed for the project materials, adding the logo to tote bags, pens, small notepads and lip balms, all of which

were used as free handouts when attending events and when hosting events to

support engagement and to bring incentive to individuals interacting with our team.

From our preliminary research and understanding of the Eastern European communities' challenges and barriers when engaging with health and social care services, as well as research engagement, we found that there would be a benefit in bringing a robust offer of informational materials to the events we attended to further support the communities which were additional to our research informational materials.

We worked with our ICN and local authorities to be able to provide key NHS and local service information, including guidance on things such as vaccinations, smoking cessation support and maternity services translated in the 6 main EE languages. This allowed us to provide individuals with a helpful variety of information beyond the research information, bringing further benefit and support to the different communities.

Innovation and AI Resources

As part of this project's commitment to innovation and accessibility, we utilised **AI-assisted video development tools (Simpleshow)** to create a series of engaging, multilingual explainer videos. These resources were designed to improve understanding of health and care research among Eastern European communities by delivering clear, culturally sensitive messages in **native languages** including Romanian and Polish. By pairing animation with translated narration and subtitles, we were able to present complex topics—like what research means, how to participate, and how services work—in a format that felt accessible, non-intimidating, and shareable via social media and community networks.

The introduction of these AI-driven videos represented a **step-change in how local systems think about accessible information**, and their impact extended beyond the REN project. Inspired by this work, Integrated Care Northamptonshire adopted the concept to develop a **"System Explainer"** project—an emerging system-wide initiative to create short, multilingual videos that explain how to navigate the health and care system. This legacy shows the power of innovation not only in reaching underserved communities but in influencing **strategic change at the system level**. Community feedback strongly supported the

approach, with many praising the clarity and usefulness of video-based information.

Despite its promise, the adoption of AI tools also highlighted **challenges**. These included the need for quality assurance in translation, cultural nuance and platform accessibility across different devices. However, the overwhelmingly positive reception from communities and professionals alike confirms that **AI-enabled, co-designed resources** can play a transformative role in building trust, improving health literacy, and making research and care more inclusive for all. This approach has paved the way for the system to incorporate more AI innovations in future public engagement materials.

Community Engagement Strategy

In order to achieve our intended goal to connect with the Eastern European Community locally, we took existing learnings and knowledge of the communities to formulate a careful approach. With language being a key barrier, we identified that we would need to provide research information in the identified Eastern European (EE) languages and that we would need to do this in multiple formats - verbal, written, video, and online resources, to ensure the information we wanted to share around the benefits to research and what research opportunities there are, would be more accessible to the groups of Eastern Europeans locally.

To ensure inclusivity and to have someone with lived experience who understood cultural contexts and who had insight into the different EE communities, the oversight group agreed it would be most appropriate to hire someone from one of the prevalent Eastern European communities as a Community Connector to assist with the project and who could aid our careful approach with engagement in the community. We hired a person from the Northampton community who spoke Romanian and could assist with the project through supporting in-person engagement and making connections with various Eastern European groups across Northamptonshire.

The community research champions, and Community Connector acted as key links during events and ensured cultural appropriateness and sensitivity. A key strength of this project was the collaboration with voluntary **Community Connectors** and community research champions, who acted as vital bridges between health system structures and local Eastern European communities.

These connectors not only facilitated trust-building but were instrumental in ensuring that resources—such as translated materials, digital explainer videos, and engagement tools—were effectively shared and embedded within community spaces.

Through this collaboration, materials were co-developed and **disseminated via culturally appropriate channels**, including WhatsApp groups, community cafés, schools and local places of worship. Connectors also provided direct feedback from their communities, helping us adapt content in real time and respond to specific concerns or misunderstandings. This approach ensured that resources were not only translated linguistically, but also **contextualised and localised**—increasing relevance, understanding, and uptake.

The model of working with connectors enabled **resource sharing beyond traditional system boundaries**, encouraging mutual learning between statutory services and grassroots networks. It also helped lay the foundation for sustainable community involvement in future health and care research activity, creating an inclusive feedback loop that strengthens both community empowerment and system responsiveness. This helped to further build trust and ensure optimal participation. We also utilised our existing stakeholder relationships locally to engage with healthcare professionals from EE heritage who speak the languages to further support our work.

We wanted to establish connections across Northamptonshire with the various EE origin groups, and part of this was actively researching and identifying where the different groups of Eastern Europeans resided locally, as well as understanding and identifying community groups and gathering places that could be utilised to connect with these groups. Research was done online, searching the web and using resources like Facebook to search for existing clubs, groups and organisations that may offer support or a place to connect for each group.

Community Mapping Exercises (CMEs) were used to have an on-the-ground approach to help us get to know the communities locally and to help identify what countries had prevalence in each location within our county. By speaking to shop owners, community organisations, health services and churches, it proved to be a useful approach to meet people from the communities and to start to form relationships as well as to gather some key information about local communities. Through these connections and through establishing these

connections, we built relationships where we could return and have individuals who were willing to have our project's informational materials displayed and available for the public to interact with.

Through conducting CMEs in town centres and areas with high Eastern European presence and through online research and queries, we were able to get a good understanding of what currently existed and which groups or organisations would be supportive in helping us connect with more members of the Eastern European communities through attending existing events or meetings.

This project aims to address these issues using sustainable, culturally sensitive approaches tailored to their specific needs.

Community Events and Engagement

To get the information across to the Eastern European community about the benefits of research and what research opportunities were available, such as the NIHR Be Part of Research, attending events, and engagement opportunities, was key for the project's success.

We used our branded materials, the project board we created and brought various translated informational materials to share with members of the Eastern European community when attending events and community meetings. We attended each event with our Healthwatch team, which included our Eastern European Community Connector. We facilitated mobile research hubs at the events we attended, by offering the opportunities to get involved in research and links to our website where current studies happening locally were highlighted.

Survey

In order to gain additional information and data from the local Eastern European community, we developed and launched a survey designed by our steering group which asked the following questions:

- What local healthcare services do you wish you had more information about?
- Do you know what health and social care research is?
- Do you know why it is important to take part in local research?
- Do you know if research is happening at your local GP?
- What is difficult about using health care services in the UK?

We wanted to gather feedback and information from individuals online and to offer surveys at our large celebration event at the end of the project as a part of our research on the day. We felt that it was beneficial to ask questions around the awareness of research and the importance of research, in order to gauge the average understanding within different groups of Eastern Europeans. We asked about the barriers of healthcare services to help us identify any gaps in service provision and/or accessibility.

Celebration Event

We agreed to plan and host a large celebration event to showcase the work that was delivered throughout the course of the project and to offer an opportunity for the Eastern European community and wider community to gather to celebrate culture and traditions. Using previous learnings from our work with the 2023-2024 REN funded project, we agreed that the event would offer free traditional food from Eastern European countries and offered free activities and entertainment, to encourage participation and inclusivity.

This event offered a place for many local health and care organisations to come together and share information about their programmes and services in an accessible and fair format. This event offered to opportunity for a large mobile research hub to form where attendees could connect with the REN project research opportunities and engage in research questions.

Measuring Impact

In order to measure the success of the project, we measured impact and collected data through multiple methods:

- The number of events we attended, and mobile research hubs hosted
- The number of Community Mapping Exercises delivered
- Social media impressions – the engagement the public had with our social media and relevant posts to community groups online
- The number of materials distributed throughout the project
- Attendance and feedback from our hosted event
- Data collected through our short survey
- Number of volunteers and research champions recruited
- Feedback from project volunteers, research champions and community members to gauge changes in trust and attitudes towards research, their

perceptions of REN's impact on their empowerment and access to research opportunities

- Case studies and feedback related to community experiences to show tangible proof of success and to help humanise the data



Project Outcomes and Findings

Community Engagement

We attended a total of **18** community events and engaged face to face with approximately **400** people during the course of the project, which included culturally relevant events such as:

- Polish Family Health Day – Northamptonshire Carers
- National Day of Romania
- Romanian School Christmas Event
- Moldovan and Romanian Christmas Market Event
- Attending Language Cafes at local libraries
- Ukrainian Social Group- Corby Library
- Tackling Inequality and Injustice in Health Conference
- Romanian & Moldavian Family Day Event

We conducted **9** Community Mapping Exercises in the community, which occurred in the main town centres across Northamptonshire: Northampton, Wellingborough, Kettering and Corby. During the Community Mapping Exercises, we spoke to a total of **64** local businesses, churches and places of faith, health and care services (including pharmacies and GPs) and local not-for-profit and

Between our social media pages and the additional groups that we joined, we had a total of **20,799** impressions on our posts. The breakdown of these platforms can be seen in the chart below.

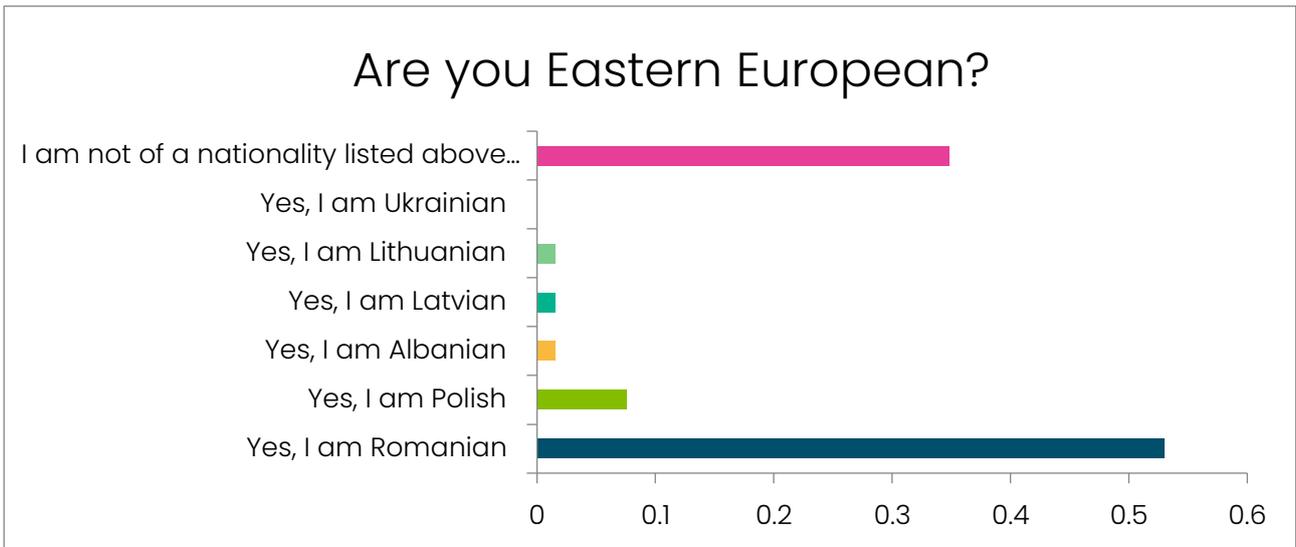
Social Media Platform	Impressions	Likes	Shares
Instagram total	783	28	0
Facebook total (inc groups)	11,750	34	39
Facebook total (exc groups)	8,959	24	39
Twitter total	431	7	0
TikTok total	7,835	45	1
Total	20,799	114	40

Key Data and Survey Results

Part of the REN project was around exploring existing knowledge of research and exploring any barrier that may exist within the Eastern European community. We conducted a survey with 5 key questions aimed at the EE communities locally, the survey was distributed online through our social media platforms and in the identified Eastern European groups online. The same questions were shared at our Celebration Event in the form of a flipchart activity, as a way for attendees of the event to interact within the mobile research hub and to take part in active research.

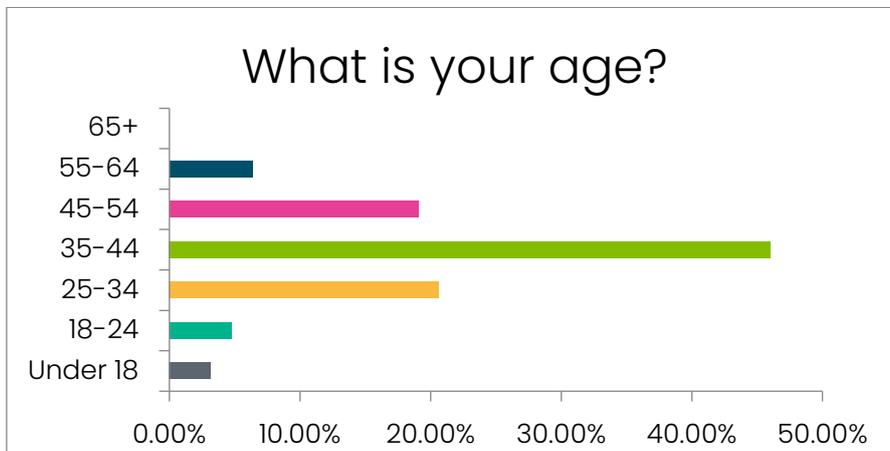
Survey

There was a total of 68 people who responded to the survey, we asked a few demographic questions (gender, ethnicity and age), of those who responded to the survey 72% were from Eastern European backgrounds. From the Eastern European participants, 35 were Romanian, 5 were Polish, 2 were Moldovan and 1 Lithuanian, 1 Latvian, 1 Albanian, 1 Bulgarian and 1 Hungarian participated.



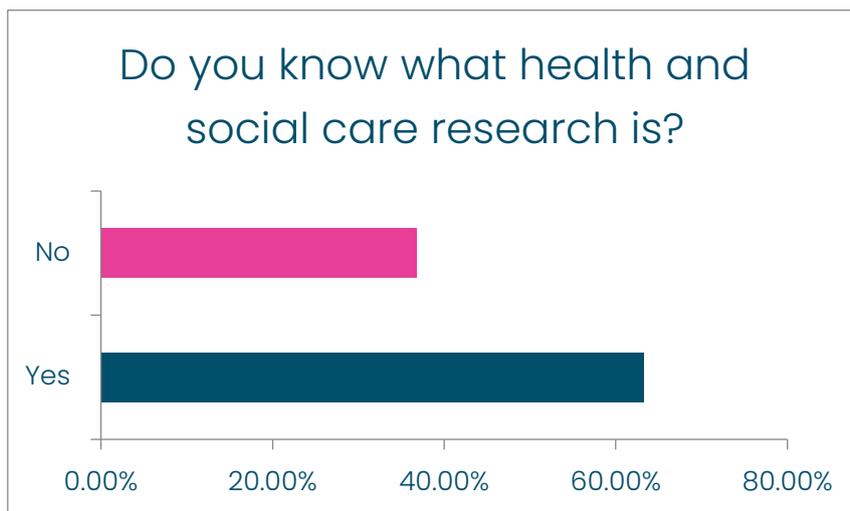
Of those who chose to share their gender, 74% were female, 23% were male and 3% chose other.

Of those who chose to share their age, participants ranged between under 18 to 64 years of age. With the majority of respondents between the ages of 35 and 44 (46%), followed by 21% between the ages of 25-34 and 19.05% between 45 and 54 years of age.



Each of the survey questions allowed for participants to enter a free text response to attach to their answers, which allowed us to identify themes and capture the voices of the EE community.

We asked people if they knew what health and social care research was, the majority (63%) answered that they did know what health and social care research was, while 37% felt they did not know what health and social care research was.



Some of the participants that included free text and answered “yes”, stated the following:

“Gathering data from group specifically related to healthcare.”

“It is research on investigations (in health and care(with eastern community in mind)) within an organisation that unifies a lot of services together in order to provide better care for us.”

“I have conducted research, it improved knowledge and understanding of how to provide quality care.”

“To improve quality of life.”

We asked if people knew why it was important to take part in research, the majority said that they did know, with only 24% stating they did not know the importance.



Of those participants who chose to include free text to their response, those who said they did know why it is important to take part in local research said the following:

"To be able to change services."

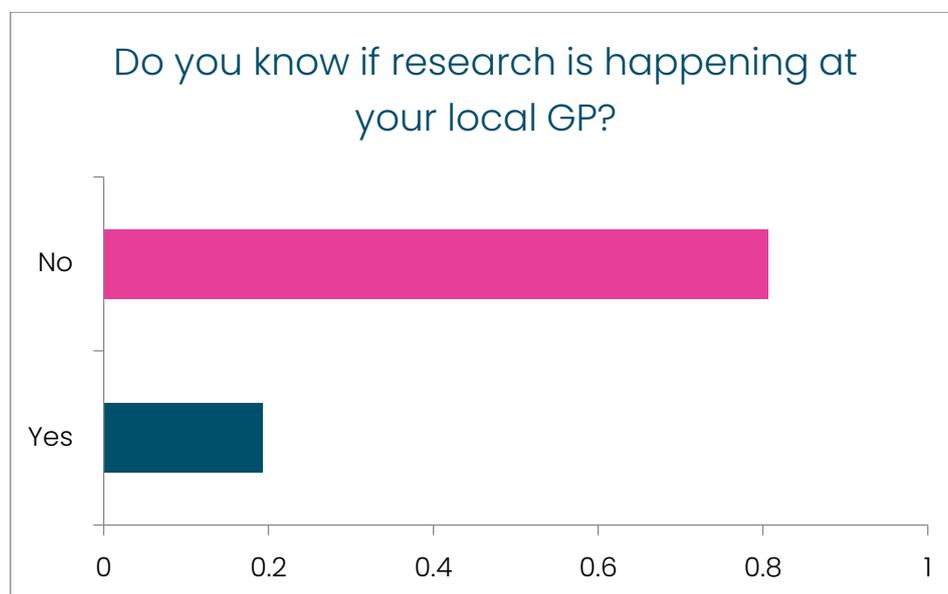
"Research enables us to progress and develop."

"Represent local needs, views, issues."

"So the health and care services are aware of our needs and can adapt their services and support for all eastern European community."

"Because we need to improve the communication with the system that not works well."

We asked people if they were aware of research happening within their GP, 81% stated that they did not know and only 19% were aware of research happening.



Of those participants who chose to include free text to their response, those who said they did know if research was happening at their GP said the following:

"Our GP practice is interested in increasing uptake of health checks and check up LTC appointments."

"Smoking research"

"GP patient groups"

Of those participants who chose to include free text to their response, those who said they did not know if research was happening at their GP said the following:

"No idea"

"I haven't heard about it"

"I haven't asked or checked"

We asked people what local healthcare services they wish they had more information about, we took the responses and identified common themes of need for the participants which included:

1. Mental Health Services (15%)

- Child and adolescent mental health, including learning difficulties
- Adult mental health support (transition age group 18-25, general mental health services)
- Availability of free mental health services

2. Awareness and Accessibility of Services (15%)

- Understanding free vs. paid services
- General lack of awareness ("I don't know", "not sure")
- Health advocacy and knowing rights

3. Primary Care and GP Services (11%)

- Awareness of GP services and access issues
- Specific GP practices mentioned (e.g., Whitefields Surgery, St. Luke's Centre Duston, Wellingborough)
- Pharmacy First and antibiotic access

4. Children's Health Services (7%)

- Children's dentistry
- Immunisations and health checks for children
- Special needs support

5. Preventative and Screening Services (7%)

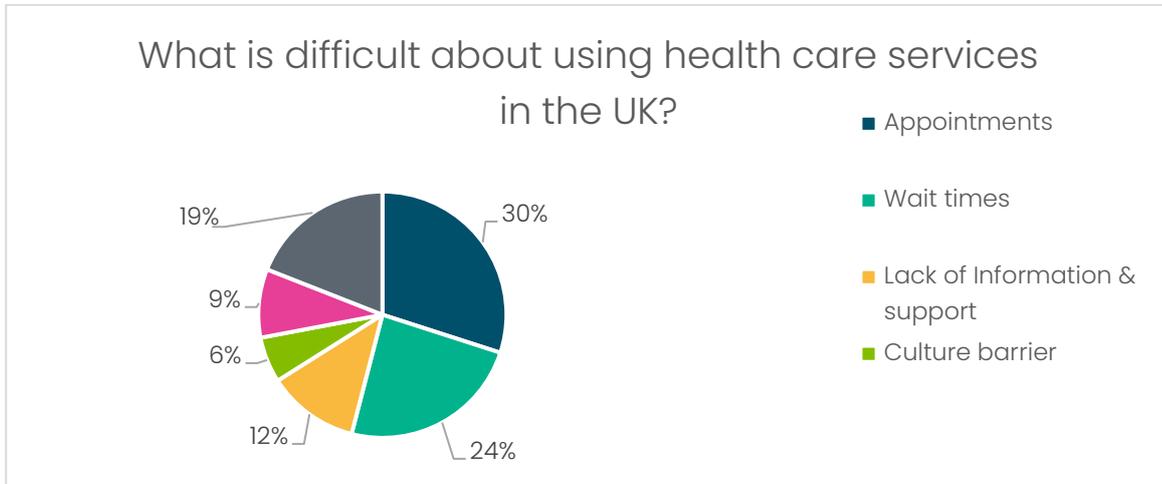
- Cervical screening
- Diabetes screening and prevention
- Osteoarthritis treatment and prevention
- Hormonal and thyroid checks

6. Physical Health and Lifestyle Support (6%)

- Physiotherapy and long wait times
- Combatting drugs, alcohol, and smoking
- Physical activity and diet

We asked people what is difficult about using health care services in the UK and collated the most common difficulties into themes, we found that the main

difficulties were around appointments (30%) and experiencing cultural barriers (24%)



What People Told Us

Research Corner Question Responses

As a part of our research hub we hosted at the Research Celebration Event, we placed each survey question on a flip chart and encouraged the public to engage and share their views on a chosen question. The results of the common responses are detailed below in visual word clouds.

1. What local healthcare services do you wish you had more information about?
 - The most common response was mental health services



2. What is difficult about using healthcare services in the UK?
 - The most common responses were around access to appointments (mainly dentists and GPs) and not feeling listened to by GPs.
 - People also discussed issues around issues with digital platforms and a lack of trust in healthcare professionals.

People said:

"Making GP appointments, it's difficult."

"Getting a dentist appointment (it's expensive too)."

3. Do you know why is important to take part in local research?

People said:

"Because it will help your experience"

"So, you can hear different views and know what needs to change"

"Hear real experiences from people like you and in similar situations"

4. Do you know if Research is happening at your local GP?

People said:

"I don't know"

"Yes!"

5. What health service would you like to know more about?

People said:

"Prescription delivery"

"Osteoarthritis"

"PALS and how that works"

"GP services"

"Autism support"

"Sickle cell anaemia"

Case Study and Engagement Feedback

We conducted a few case studies to speak to people directly about research and health and care services. We did this both at engagement events and at our Research Celebration Event, where we filmed a few case studies; these can be found in the links within the Appendix, page 40.

We asked people if they had heard about research, and people said the following:

"You get information about this through friends, social media and online."

"I got letters and emails, messages in which I am invited to be a part of one of these research projects."

"No, but I do my own research."

"Yes, basically they advertise on social media, you can see on the internet, it is being heard from Romanian communities. If you scroll through social media, you get adverts with what research is being done."

At the event, we asked people if they know the importance of health and care research, people said the following:

"Yes, it helps us improve as community, as society, that is my opinion."

"I think it is very important that we participate in research, because each of us use these services, and it is important that the health system knows exactly what the needs are to improve, to make it as accessible as possible and for health services to be as productive as possible in the UK."

At the event, we asked people if they knew if research was happening at their GP practice, people said the following:

"I got a message, I think in the mail about smoking, as they were doing a survey to see how many people are smokers in my local area."

"No, I don't think they are happening, but to be honest I do not know."

"Research is happening, I was made aware of this through messages and letters, and I intend to participate to help improve health services."

One of our engagement events was joining the Ukrainian support group that meets regularly at the Corby Library. We wanted to hear from Ukrainians, especially considering many Ukrainians sought refuge in the UK due to the war and turmoil in their country. We listened to their discussions and joined in on the English languages activities they were engaging with before introducing our project work and opportunities. We spoke about research and encouraged the group to scan the QR code and register with the Be Part of Registry so that they could share their experiences and be a part of active research.

- We asked when they first entered into the UK, if there was anything particularly challenging, they said "everything", reflecting that it felt

disorienting and that not much was done to help refugees with understanding what is available and what resources are there.

- We asked the group if they felt that receiving information in their own languages was of help, they said it was very important, but that it doesn't happen often.

One individual said, *"this is the first time I have been given information in Ukrainian"*, this individual had been living in North Northamptonshire for 3 years.

- We asked the group if their GP gave them information in Ukrainian and they collectively said "no", that they had not been given any information that was translated from their practices, which meant they often relied on Google Translate.

Research Celebration Event Outcomes and Reflections

On Saturday, March 1st, we successfully hosted the Health and Care Research for All Celebration Event at New Life Church, bringing together over 200 attendees from diverse backgrounds to celebrate community, culture, and research. Of the attendees who chose to sign in to the event, 68% were of Eastern European decent. We had 20 different local organisations and Eastern European local businesses who attended, including those from Latvia, Poland and Romania.

The atmosphere was vibrant and welcoming, with traditional dancers, live music, and a range of Eastern European activities and entertainment, we offered both Polish and Romanian food and refreshments creating a rich sensory experience that reflected the cultural tapestry of our local population. The inclusion of children's entertainment, such as a bouncy castle, games, balloon modelling, and a mini bubble show, made it a true family-friendly event, encouraging community cohesion across generations. Children took part in Martisor, an Eastern European craft that is made to mark the start of spring.

A key highlight was the Mobile Research Hub—our "Research Corner"—which served as an accessible, engaging space to learn about health and care research. The hub provided:

- Multilingual resources on research participation and its benefits
- Information about current research opportunities
- Interactive flipchart activities and surveys, which received enthusiastic engagement from attendees

Attendees appreciated the opportunity to share their views, ask questions, and explore ways to get involved in research. The Mobile Research Hub allowed us to demystify the concept of research and emphasise its relevance and importance to everyday health and care experiences.

Feedback indicated that visitors:

- Felt more informed about how to take part in research
- Valued the availability of materials in multiple languages, which helped bridge accessibility gaps
- Enjoyed the creative and informal setup that made research feel approachable and inclusive
- Had fun and enjoyed the atmosphere, feeling a sense of community from the event

Outcomes and Impact

- Over 200 community members engaged with the event and the Research Corner
- The event strengthened community trust and awareness of ongoing health and care research
- The event facilitated conversations around health equity, access, and representation in research
- From the event we collected valuable input through interactive surveys, case studies and discussions
- The event highlighted the importance of celebrating culture as a gateway to deeper engagement



Appendix

More about us

This project is funded by the Research Engagement Network from NHS England and run by HWNW and the ICB of Northamptonshire.

Who is Healthwatch?

Healthwatch was established to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We work to help people get the best out of care. By listening to the public's experiences, good or bad, we can help shape the services received.

Who is the ICB?

The Integrated Care Board (ICB) oversees NHS services, budgets, and performance in the local area. It helps bring together hospitals and family doctors, physical and mental health, the NHS, local councils, and community and voluntary sector organisations. By working together, these groups can provide better, more coordinated care that meets people's needs.

What is "Health and Care Research for All" About?

- Supporting Eastern European communities in Northamptonshire
- Reducing barriers to participation in health and care research
- Sharing the benefits of getting involved in health and care research
- Encouraging people to take part and register their interest for existing research programmes (Be Part of Research and Research Champion Programme)
- Gathering views and experiences to improve health and social care services
- Making connections within the Eastern European community
- Attending and hosting events in the Eastern European Community

Why Join?

- **Improve services:** help shape healthcare that meets your needs
- **Build trust:** connect your community with local health and care providers
- **Be represented:** ensure the voices of Eastern European communities are heard in research

Want to learn more?

Scan the QR code to access our website for upcoming events



We can't wait to connect with you!

 @Healthwatchnorthandwestnorthamptonshire
enquiries@healthwatchnorthamptonshire.co.uk
www.healthwatchnorthamptonshire.co.uk

Supported by:



Community Interest Company Registered in England and Wales
No. 8496240

How You Can Get Involved

- Attend our culturally tailored events or research hubs we are establishing within the Eastern European communities in Northamptonshire
- Register your interest to get involved in research, with the project "Be Part of Research"
- Share your health and care experiences through surveys or conversations
- Become a Research Champion and inspire others to participate
- Connect with us at local community events and networks

Benefits of Participation

- Raise awareness about the unique challenges your community faces
- Influence decisions that affect health and care services in Northamptonshire
- Gain access to useful resources, information and free branded products
- Make your voice heard about local issues



Speak up today, shape health services for tomorrow



Health & Care Research works best when all voices are heard

Join us because together, we can reduce health inequalities and create a better future

Join the NIHR Be Part of Research registry

Be Part of Research is a website that helps you find and take part in health and social care research at locations near you. Health and social care research changes lives. It is through research that we develop better treatments, as well as improve diagnosis, prevention, care, and quality of life for everyone.



Become a Research Champion

A Community Research Champion is someone who promotes health and care research from a community's point of view to patients and the public. They also help researchers and healthcare staff understand more about the barriers faced by those communities underserved in research.

Example of Translated leaflet (Ukrainian)

Більше про нас

Цей проєкт фінансується Мережею дослідницької діяльності Національної служби охорони здоров'я Англії та управляється організацією Healthwatch Північного та Західного Нортгемптонширу та Радою інтегрованої медичної допомоги Нортгемптонширу.

Чим займається організація Healthwatch?

Healthwatch була створена для того, щоб зрозуміти потреби, досвід і проблеми людей, які користуються медичними та соціальними послугами, і виступати від їхнього імені. Ми працюємо, щоб допомогти людям отримати найкраще від медичної допомоги. Прислухаючись до відгуків громадськості — як позитивних, так і негативних — ми можемо допомогти покращувати послуги, які вони отримують.

Чим займається Рада інтегрованої медичної допомоги?

Рада інтегрованої медичної допомоги (ICB) здійснює нагляд за послугами, бюджетом та діяльністю НСЗ на місцевому рівні. Вона допомагає об'єднати зусилля лікарень і сімейних лікарів, служб фізичного та психічного здоров'я, НСЗ, місцевих рад, громадських та волонтерських організацій. Працюючи разом, ці групи можуть надавати кращу, більш скоординовану медичну допомогу, яка відповідає потребам людей.

Хочете дізнатися більше?

Відскануйте QR-код, щоб отримати доступ до нашого вебсайту з інформацією про майбутні події



Ми з нетерпінням чекаємо зустрічі з вами!

@Healthwatchnorthandwestnorthamptonshire

enquiries@healthwatchnorthamptonshire.co.uk
www.healthwatchnorthamptonshire.co.uk

За підтримки:

healthwatch
North Northamptonshire
West Northamptonshire

Integrated Care
Northamptonshire

Компанія суспільних інтересів, зареєстрована в Англії та Уельсі
No. 8496240

 **Health & Care
Research for all**
Strengthening Eastern European Voices

Будьте почутими сьогодні, формуйте медичні послуги для майбутнього



Дослідження в галузі охорони здоров'я та допомоги працюють ефективніше, коли всі голоси почуті

Приєднуйтеся до нас, адже разом ми можемо зменшити нерівність у сфері охорони здоров'я та створити краще майбутнє

Чим займається проєкт «Дослідження у сфері охорони здоров'я та догляду для всіх»?

- Підтримка східноєвропейських громад у Нортгемптонширу
- Зменшення бар'єрів для участі в дослідженнях у сфері охорони здоров'я
- Поширення інформації про переваги участі в дослідженнях у сфері охорони здоров'я та медичної допомоги
- Заохочення людей брати участь і реєструвати свою зацікавленість в наявних дослідницьких програмах (Програма «Стань частиною досліджень і дослідницьких ініціатив»)
- Збір думок та відгуків для покращення послуг у сфері охорони здоров'я та соціальної допомоги
- Налагодження зв'язків у східноєвропейській спільноті
- Відвідування та проведення заходів у Східноєвропейському співтоваристві

Чому варто долучитися?

- **Покращення послуг:** допоможіть сформувати систему охорони здоров'я, яка відповідає вашим потребам
- **Розбудуйте довіру:** налагоджуйте зв'язок між вашою громадою та місцевими закладами охорони здоров'я та медичними установами
- **Будьте почутими:** забезпечте, щоб голоси східноєвропейських громад були почуті в дослідженнях

Як ви можете долучитися

- Відвідайте наші культурно адаптовані заходи або дослідницькі центри, які ми створюємо в східноєвропейських громадах Нортгемптонширу
- Зареєструйте свою зацікавленість в участі в дослідженнях за допомогою проєкту «Стань частиною досліджень»
- Поділіться своїм досвідом у сфері охорони здоров'я та догляду за допомогою опитувань або обговорень
- Станьте поборником досліджень та надихайте інших до участі
- Спілкуйтеся з нами на місцевих громадських заходах та в мережах



Переваги участі

- Підвищуйте обізнаність про унікальні виклики, з якими стикається ваша громада
- Впливайте на рішення, що впливають на охорону здоров'я та медичні послуги в Нортгемптонширу
- Отримайте доступ до корисних ресурсів, інформації та безкоштовних фірмових продуктів
- Висловіть свою позицію щодо місцевих проблем

Приєднуйтеся до реєстру Національного інституту досліджень у сфері охорони здоров'я та допомоги «Be Part of Research»

Be Part of Research — це вебсайт, який допоможе вам знайти та взяти участь у дослідженнях у сфері охорони здоров'я та соціальної допомоги, що проводяться поблизу вас. Дослідження в галузі охорони здоров'я та соціальної допомоги змінюють життя. Саме завдяки дослідженням ми розробляємо кращі методи лікування, а також покращуємо діагностику, профілактику, догляд та якість життя для кожного.



Станьте поборником досліджень

Громадські поборники досліджень — це ті, хто просуває дослідження в галузі охорони здоров'я та догляду за хворими з перспективи громади серед пацієнтів та громадськості. Вони також допомагають дослідникам і медичним працівникам краще зрозуміти бар'єри, з якими стикаються громади, недостатньо охоплені дослідженнями.

Example of Translated Photo Consent Form



Connected Together
First for Community Engagement



healthwatch
North Northamptonshire
West Northamptonshire

Formular de consimțământ pentru utilizarea fotografiei dumneavoastră

Acest formular vă solicită consimțământul pentru ca fotografia dumneavoastră să fie utilizată de către Healthwatch North and West Northamptonshire.

Fotografia dumneavoastră poate fi utilizată:

- În publicațiile noastre tipărite;
- În comunicatele noastre de presă;
- În videoclipurile noastre;
- Pe canalele noastre de social media;
- În materialele noastre de prezentare;
- Pe site-ul nostru web.

Nu vom include datele dumneavoastră cu caracter personal (precum numele, adresa poștală sau numere de telefon).

Dacă vă retrageți consimțământul, Healthwatch North and West Northamptonshire (HWNW) nu va utiliza fotografia dumneavoastră în nicio publicație nouă sau material nou și va șterge fotografia din evidențele noastre.

Vă rugăm să răspundeți la întrebările de mai jos și apoi să semnați și să datați formularul.

Îmi acord consimțământul de a fi fotografiat(ă) și de a ceda fotografia mea lui HWNW. Mi-au fost explicate scopurile în care o să fie utilizate fotografiile mele. Înțeleg că fotografiile rămân proprietatea HWNW.

Acord lui HWNW dreptul absolut de a utiliza fotografia mea și orice reproducere sau variantă prelucrată a acesteia, conform celor indicate mai jos:

- Îmi acord consimțământul ca fotografia mea să fie utilizată pentru a reprezenta o persoană fictivă.
- Îmi acord consimțământul ca fotografia mea să fie folosită în următoarele scopuri:
În publicațiile HWNW and Healthwatch England, pe site-ul nostru web, în publicitate și pe canalele media.
- Îmi acord consimțământul ca fotografia mea să fie utilizată de HWNW.
- Îmi acord consimțământul ca fotografia mea să fie păstrată de HWNW timp de cinci ani.
- Am peste 18 ani*

Nume:

Loc:

Număr telefon de contact:

Semnătură:

Data:

Example of Research QR Code Poster in Polish

**Czy jesteś
Polsku?**

**DOŁĄCZ DO
NIHR STAN SIĘ
CZĘŚCIĄ
REJESTRU
BADAŃ**

**Spraw, aby Twój głos
pomaga zmienić
lokalne usługi opieki
zdrowotnej**

 **Health & Care
Research for all**
Strengthening Eastern European Voices

healthwatch
North Northamptonshire
West Northamptonshire

Example of HCRFA Event Poster in Romanian



VĂ INVITĂM LA

**UN EVENIMENT DE CELEBRARE A
CERCETĂRII ÎN SĂNĂTATE ȘI ÎNGRIJIRE
PENTRU TOȚI**

1 MARTIE

- ◆ Dansuri tradiționale și muzică live
- ◆ Activități pentru copii (toate gratuite): jocuri, figurine din baloane, castel gonflabil, atelier de mărțișoare, spectacol cu baloane de săpun și multe altele!
- ◆ Mâncare și băutură gratuite, cu aroma Europei de Est
- ◆ Formație și pianist live, pentru o atmosferă animată și primitoare
- ◆ Atelier de mărțișoare (simbolul primăverii)

Intrare gratuită!
**Distracție pentru întreaga familie – nu pierdeți această
celebrare a culturii și comunității!**

Sâmbătă, 1 martie, orele 10:00 – 15:00

New Life Church, NNI 2SN

**Doriți să vă implicați în calitate de afacere sau organizație locală?
Contactați-ne la - enquiries@healthwatchnorthamptonshire.co.uk
Ne-ar face mare plăcere să vă avem alături!**

**Acces: cea mai apropiată parcare este peste drum, la Mayorhold,
NNI 3AH. De asemenea, stația de autobuz Northampton se află la o
distanță de 5 minute de mers pe jos.**

Example of HCRFA Event Poster in English

YOU ARE INVITED TO A

HEALTH AND CARE RESEARCH FOR ALL CELEBRATION EVENT

1ST MARCH

- Traditional dancers and live music performance
- Free food and refreshments showcasing Eastern European flavours
- Handmade Martisor crafting (symbol of Spring)
- Kids' entertainment (all free): bouncy castle, games, balloon modelling, and a mini bubble show
- Live band and pianist to create a lively and welcoming atmosphere

Free Entry!
Fun for the whole family - don't miss this celebration of culture and community!

Saturday 1st March 10am - 3pm

New Life Church, NN1 2SN

Do you want to get involved as a local business or organisation?
Contact us - enquiries@healthwatchnorthamptonshire.co.uk
We would love to have you there!

Access: the closest car park is across the road at Mayorhold, NN1 3AH. The Northampton bus station is also a 5 minute walk.



HCRFA Project Videos

<https://www.healthwatchwestnorthants.com/health-and-care-research-all-videos>

Images of HCRFA Celebration Event





About West Northamptonshire Healthwatch

Healthwatch West Northamptonshire is the local independent consumer champion for health and social care. We are part of a national network of local Healthwatch organisations. Our central role is to be a voice for local people to influence better health and wellbeing and improve the quality of services to meet people's needs. This involves us visiting local services and talking to people about their views and experiences. We share our reports with the NHS and social care, and the Care Quality Commission (CQC) (the inspector and regulator for health and social care), with recommendations for improvement, where required.

Our rights and responsibilities include:

- We have the power to monitor (known as "Enter and View") health and social care services (with one or two exceptions). Our primary purpose is to find out what patients, service users, carers and the wider public think of health and social care.
- We report our findings of local views and experiences to health and social care decision-makers and make the case for improved services where we find there is a need for improvement.
- We strive to be a strong and powerful voice for local people, and to influence how services are planned, organised and delivered.
- We aim to be an effective voice rooted in the community. To be that voice, we find out what local people think about health and social care. We research patient, user and carer opinions using many different ways to discover views and experiences. We do this to give local people a voice. We provide information and advice about health and social care services.

Where we feel that the views and voices of Healthwatch West Northamptonshire and the people whom we strive to speak on behalf of are not being heard, we have the option to escalate our concerns and report our evidence to national organisations including Healthwatch England, NHS England and the Care Quality Commission.

Find out more at <https://www.healthwatchwestnorthants.com/>



About Connected Together

Connected Together Community Interest Company (CIC) is the legal entity and governing body for Healthwatch West Northamptonshire.

The remit of the Connected Together CIC includes:

- Contract compliance
- Legal requirements
- Financial and risk management
- Sustainability and growth
- Agreeing strategy and operations
- Agreeing policies and procedures



Connected Together CIC is a social enterprise. It aims to be first for community engagement across the county of Northamptonshire and beyond.

By using our expertise and experience, we can help you in delivering community engagement programmes including workshops, research, surveys, training and more. Contact us to find out how we can help your community.

We welcome ideas and suggestions for projects that benefit Northamptonshire and its community.

Find out more at www.connectedtogether.co.uk

Contact Us



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We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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