

Quarterly Performance Report

Year 2 Quarter 4 August – October 2025

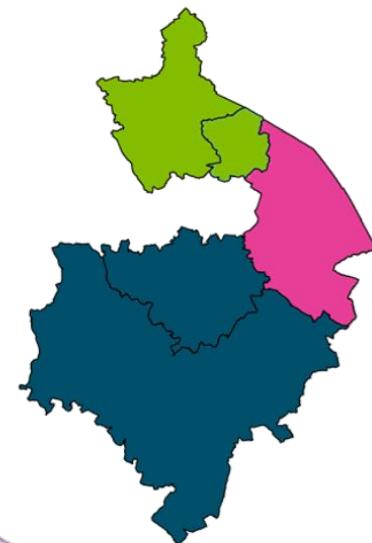


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Towns across Warwickshire



'Places' in Warwickshire



ICB Cluster:
Coventry & Warwickshire,
Herefordshire & Worcestershire

About Healthwatch Warwickshire

Healthwatch Warwickshire is your health and social care champion. If you use health services or need care, we want to hear about your experiences. We can also help you to find reliable and trustworthy information and support. Last year, we supported more than 52,000 people to have their say and get information about their care. Visit our [website](#) to find out more.

Healthwatch Warwickshire Priorities 2024-2025

- Improving care over time for all individuals, groups and communities across Warwickshire.
- Ensuring patient voice is heard where it needs to be, throughout the local government and NHS change processes, and is embedded into the new structures that emerge.
- A commitment to inclusive and ongoing community engagement, ensuring that all local residents, including those frequently ignored, have a meaningful voice in decisions that affect their lives.



Influencing services,
providers, and
commissioners



Engaging
with
communities

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.

Local News

Clustering of ICBs

The NHS Coventry and Warwickshire Integrated Care Board (ICB) has clustered with the NHS Herefordshire and Worcestershire ICB to share leadership and functions, in response to NHS England's requirement to reduce running costs by an average 50%. The two ICBs are working together across a larger geographical area and share a single Chief Executive (Simon Trickett) and Chair (Crishni Waring), but they remain separate legal entities with their own statutory functions and local accountability. [Find out more](#)

Changes to NHS Trust Leadership Staff

A single, joint executive board for George Eliot Hospital NHS Trust (GEH) and South Warwickshire University NHS Foundation Trust (SWFT) has been implemented with Adam Carson as acting joint Chief Executive for both Trusts. [Find out more](#)

At Coventry and Warwickshire Partnership NHS Trust (CWPT), Eamonn Kelly is the new Chair as Professor Jagtar Singh stepped down after 10 years. Mary Mumvuri is the new acting Chief Executive Officer of CWPT, effective August 2025, following the retirement of Mel Coombes MBE. [Find out more](#)

GP online triage systems

There has been a significant change to GP online triage systems in the UK with a new contractual requirement, effective 1 October 2025, for all practices to keep their online consultation tools switched on and available to patients throughout their core hours (8am to 6:30pm, Monday to Friday). This is an effort to combat the '8am scramble' faced by many patients trying to access a limited number of appointments available for that day. [Find out more](#)

Strategic influence

This quarter, August to October 2025, we represented the people of Warwickshire at 19 strategic meetings. Outcomes included:

Local Maternity and Neonatal System (LMNS) transformation meeting:

Staff presented findings from HWW pelvic health terminology report. Response from SWFT, " *It has been so fabulous to work with HWW, this work has been invaluable. It means we can enhance the understanding for those who use our website. I can't thank you enough.*"

Community Integrator/ Integrated Neighbourhood Teams:

Staff presented findings from Community Health Services Engagement on each Place, to assist with decisions about geographies of new Integrated Neighbourhood Teams.

Healthwatch East and West Midlands:

As Chair, HWW CE agreed to write a draft letter on behalf of pan-regional HW group to the Sponsoring Minister and the Secretary of State, re closure of Healthwatch.

WCC Adult Social Care and Health Overview and Scrutiny Committee (HOSC) Spokesperson's Meeting:

CE provided an update about the proposed abolition of Healthwatch England. No further information had been supplied by the Government to Healthwatch Warwickshire. In the meantime, the organisation continues to work positively and productively. Once more information was available, he would provide a briefing note to the Committee. The Chair praised the work carried out by Healthwatch Warwickshire, noting its valuable contribution to developing a clearer understanding of healthcare needs across the county, emphasising the importance of finding ways to sustain and build upon this positive work.

Care Quality Commission (CQC):

CE gave a briefing on the relationship between HWW and WCC ahead of the CQC visit to WCC.

WCC Health and Wellbeing Board (HWBB):

CE shared a Statement of Intent from Healthwatch Warwickshire highlighting that work will continue to ensure that the patient voice is heard. The board agreed that there must be clear mechanisms in place to hear patient voices and lived experiences. CE welcomed the ICB's proposed plan for Integrated Urgent and Emergency Care (IUEC) transformation and its commitment to avoiding undue pressure on specific service areas. He asked how the ICB would ensure that outcomes were considered across the short, medium, and long term to support successful delivery of the proposed changes. The ICB representative agreed that focusing on outcomes was essential, including understanding patient needs, population requirements, and monitoring service outcomes.

Partnering for change

We worked with partners at 54 meetings this quarter, to support the people of Warwickshire to access the care they need.

Service Improvement: Pelvic Health

Healthwatch Warwickshire are supporting the Coventry and Warwickshire Perinatal Pelvic Health Service to develop information resources and a website by finding out what sort of language and words are understood by the public. The aim is to ensure that the information provided about pelvic health is understandable for all. Our report has been shared with local partners including NHS England Perinatal Team, C&W ICB Local Maternity Neonatal System (LMNS) lead, and engagement & maternity leads at SWFT, CWPT, UHCW and GEH.

Sharing good practice: Care Homes

We collated all positive evidence from Care Homes we have visited. We provided this information to the Ageing Well Programme Manager at SWFT as they are looking to highlight good practice, possibly through making videos.

Future-proofing the local health and care system through research and engagement

Staff attended the Coventry & Warwickshire Research and Engagement (REN) meeting alongside research reps from CWPT, UHCW, GEH, SWFT, NIHR, and WCAVA. HWW presented to the group about our ongoing work and were told: “Thank you lots of incredibly interesting work!” “Really impressed with what you are doing”.

Avoiding digital exclusion

We met staff from Public Health Warwickshire (PHW) to discuss the health and wellbeing strategy survey. HWW highlighted the importance of proactively encouraging people who are not online to fill in the survey. HWW provided paper copies of the survey to members of the public to encourage completion.

Supporting Action Menopause Warwickshire

Our staff provided feedback, and suggestions for improvement, to Action Menopause Warwickshire on their service feedback form. We also provided a statement of support for an award application, on the successful working relationship between HWW and AMW.

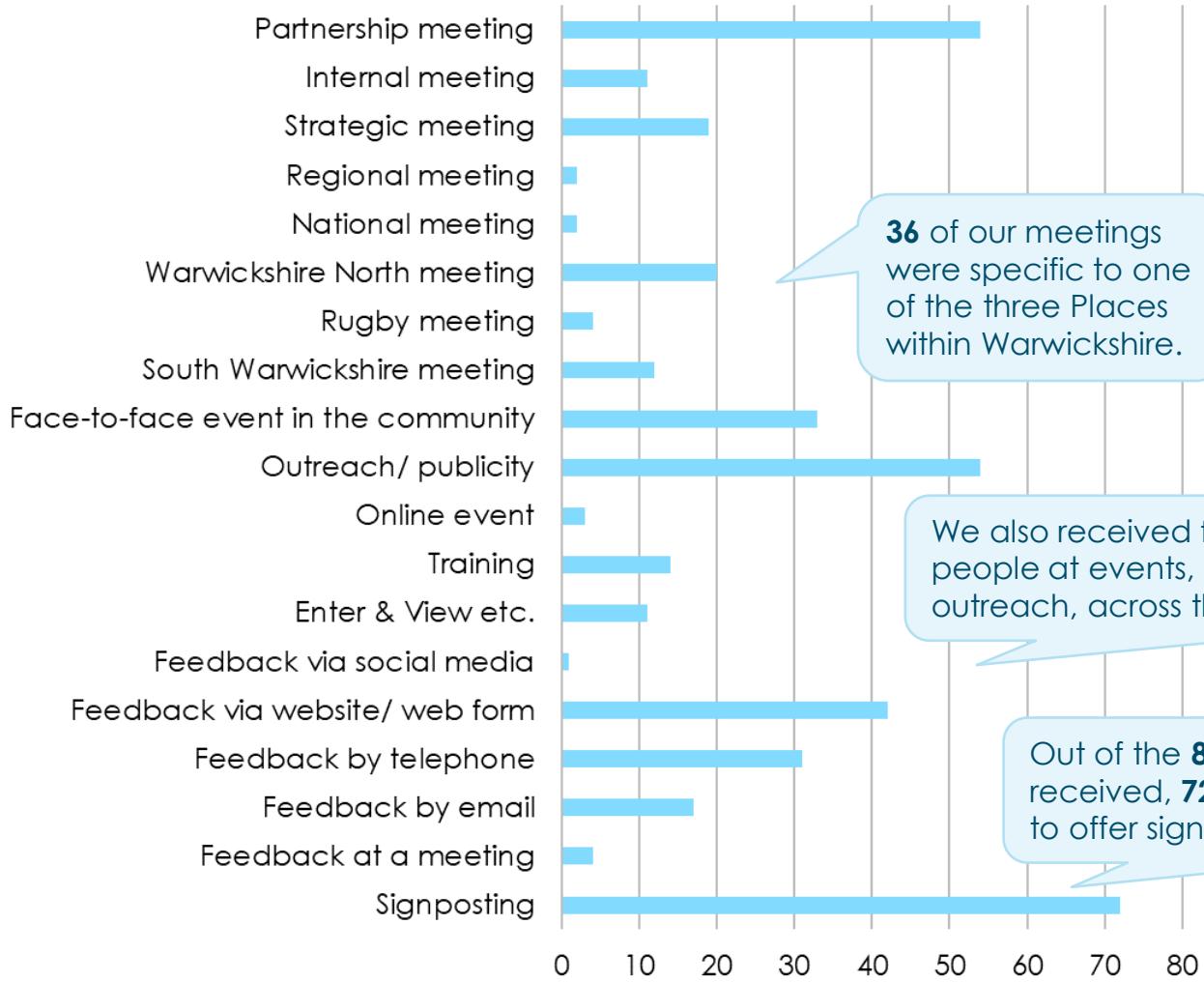
Application to 2025 Excellence in Health Creation Awards

Our submissions around access to health care for canal boat dwellers and young people were both shortlisted, and we were told: “your contribution to health creation – and the impact you’re making in your community – did not go unnoticed. Your commitment to delivering health creating approaches and programmes is what our movement is built on.”

Our visibility in Warwickshire

Between August and October 2025, we recorded 1,090 activities.

Activities undertaken by HWW colleagues



756 people told us where they heard about HWW.

During outreach	464
At an event	280
Online search	3
Other	3
Through their work	3
Word of mouth-professional	3

Engagement and Outreach

This quarter we engaged at 92 events or opportunities for outreach and publicity (36% of these were face-to-face). We gave 30 presentations. Our Engagement and Outreach work reached an estimated 1,393 people.

NHS Coventry & Warwickshire ICB
Macmillan Cancer Bus Tour
HWW staff attended venues around the county alongside experts from Coventry & Warwickshire ICB as well as GPs, Consultants, the Targeted Lung Health Check, and Bowel Screening Teams. Aiming to raise awareness about the signs and symptoms of cancer, and support services in the area. HWW informed organisers that WN residents in Coleshill, Water Orton, and Kingsbury hoped the cancer bus could make visits to these areas on next year's tour.

Phlebotomy services survey in person engagement

We attended venues across the county including Children & Family Centres, vaccination clinics, community centres, and libraries. We asked people about their experiences of blood taking services, from booking appointments to getting results. The findings from our engagement will be published next quarter.

College freshers Fairs

We held information stalls at local colleges for the start of the new academic year. We engaged with young people about their health and wellbeing and listened to their experiences of vaping; these findings will be published next quarter.

Warwickshire Pride Festival

Volunteers and staff held an information and engagement stall where we heard feedback on local services.



Kind Food Kind Communities events

Staff are attending these WCC led community engagement events. They provide live cooking demonstrations and free information about how to adopt healthier lifestyles as well as other food-related community support.



Read more about our engagement and outreach in Warwickshire North, Rugby, and South Warwickshire later in this report...

Reports published this quarter

We published four reports this quarter. Our reports are shared with stakeholders and local partners, published on our website, and through our social media channels. Some are shared with Healthwatch England, Coventry & Warwickshire Integrated Care Board, The Patient Experience Library, and the NHS.

Read our Healthwatch Warwickshire

Enter and View Report for '55 Daventry Road' [here](#)

Read our Healthwatch Warwickshire

'Community Health Services' Report [here](#)

Read our Healthwatch Warwickshire

'Pelvic Health Terminology' Report [here](#)



Feedback briefings shared this quarter

We highlight emerging themes from the feedback we hear and present this to relevant service providers and commissioners. We do not publish these briefings. We provide anonymous feedback on Adult Social Care to WCC every three months

Briefing content...

Prostate Cancer and PSA tests briefing paper

Experiences of GEH Maternity Services

Orbit residents feedback on discharge from hospital

Experiences of Hastings House Surgery

Experiences of GP services in Rugby

Carers' experiences of CWPT services

• Shared with...

- Coventry and Warwickshire ICB: Head of Primary Care.

- GEH: Midwives, Matrons. Head of Patient Experience, Community Engagement Officers.

- SWFT: Complex Discharge Lead. HWW staff provided contact details for the Orbit Regional Manager.

- Hastings House Surgery PPG. This followed attendance at the Wellesbourne vaccination event, where HWW staff assisted eight people to complete the PPG feedback form.

- Rugby PCN Leads.

- CWPT: Associate Director, Allied Health Professionals, Nursing, AHPs and Quality Directorate.

Digital communications

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

SOCIAL MEDIA

We aim to post on social media every day.

X/ Twitter:

1,710 Followers [Visit us on X](#)

Facebook:

656 followers [Visit us on Facebook](#)

Instagram:

213 Followers [Visit us on Instagram](#)

Threads:

30 Followers [Visit us on Threads](#)

Blue Sky:

91 Followers [Visit us on Blue Sky](#)

LinkedIn:

11 connections

[Connect with us on LinkedIn](#)

Most popular posts: Link to our website for findings across all places on Community Health Services.



NEWSLETTER

Last quarter we asked our stakeholders, including current recipients of our e-newsletter, to answer a few questions to see how we could improve the e-newsletter.

24 people responded.

79% told us they thought receiving the e-newsletter every 3 months felt 'about right', with a further 20% saying they would be happy to receive one more often.

88% told us that five articles feels 'about right', with a further 13% saying they would be happy with more.

When asked what people would like to read about in our e-newsletter, the most common responses were local health and care issues, and local events.

Suggestions included that we vary additional articles across publications, and that we include some reflection on previous successes.

WEBSITE

4.1 thousand people visited our website this quarter.

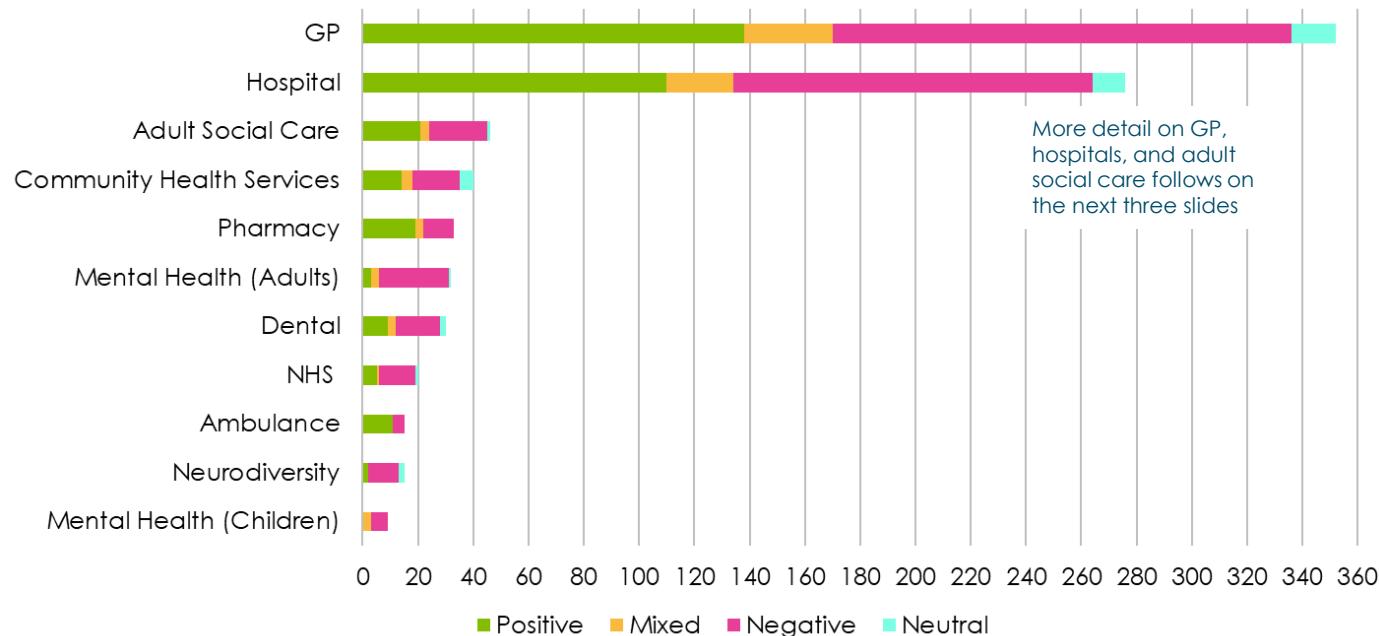
The most popular pages were:

- Homepage (2.4 thousand visits)
- News and Reports (1.2 thousand visits)
- Volunteer Forum (727 visits)

What we heard

Between August and October, we received 881 pieces of feedback about local services.

Feedback or enquiries by service type (ten most common)



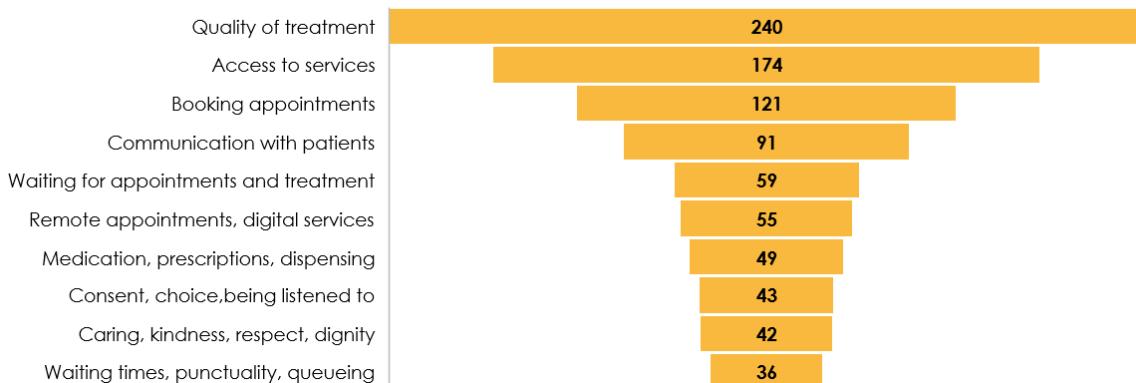
More detail on GP, hospitals, and adult social care follows on the next three slides

HWW often hear the most feedback about GPs and Hospitals across Warwickshire. We encourage people to tell us about their experiences, good and bad, in any health or care setting.

We categorise the feedback into themes.

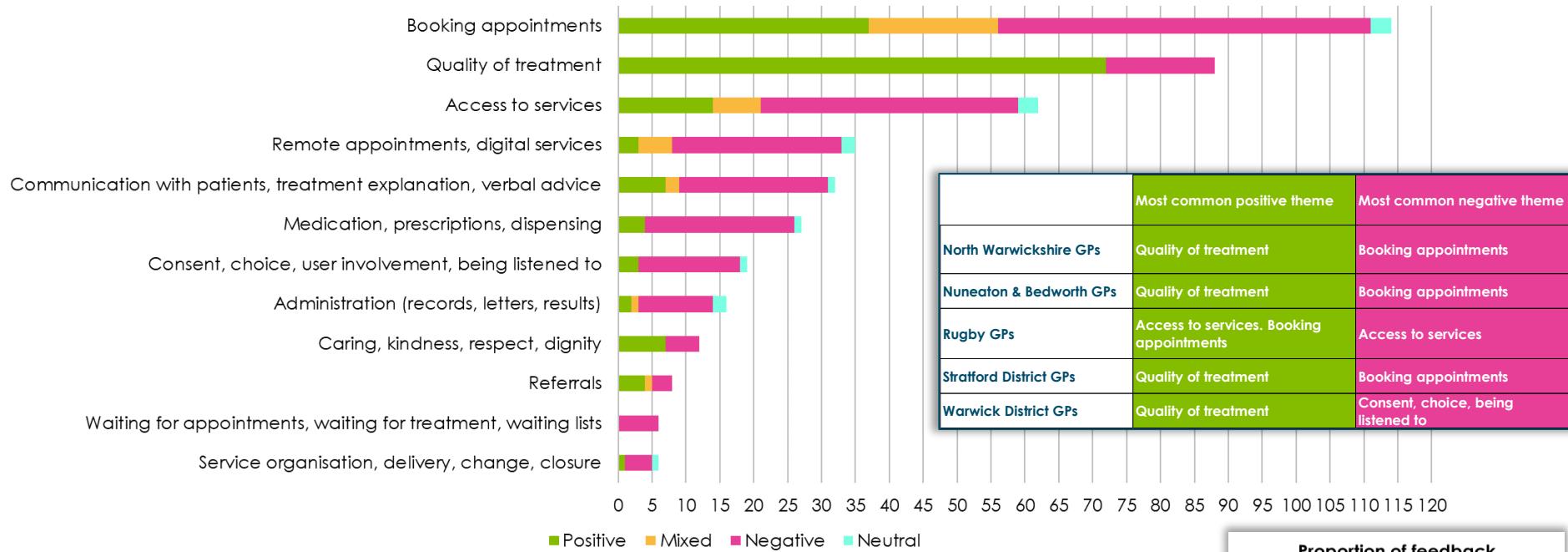
"I have always had an appointment when I needed one. They answer the phone. They listen. I've not waited days and weeks to see a doctor. If you need half an hour and have a few things to discuss they are happy to take the time to speak to you. I think they give me the time I need. I phone up to make the appointment as the online system doesn't work often times."

Most common themes discussed with HWW across all services



What we heard about GPs

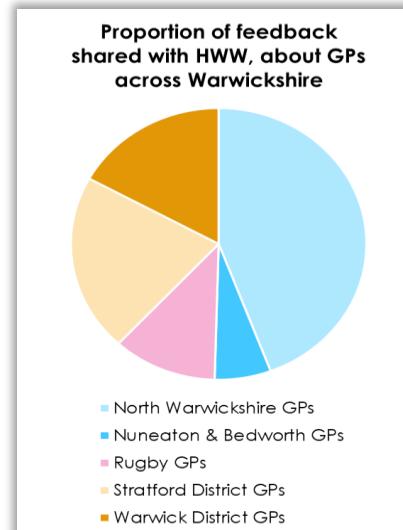
Most common themes discussed with HWW about GPs



'Booking appointments', people told us:

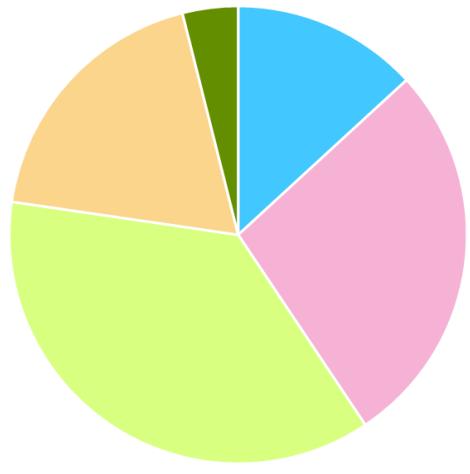
- they are dissatisfied when they are expected to use the telephone either to try and make an appointment, or in some cases for the appointment itself.
- they sometimes feel they must insist on a face-to-face appointment and choose to visit their surgeries in person to make an appointment.
- their concerns about online triage systems.

"The recorded message when you phone up is too long, it is stressful when you are ill. I have not got a computer so can't use online systems."



What we heard about Hospitals and NHS Trusts

Proportion of feedback shared with HWW, about local NHS Trusts



- CWPT (Coventry & Warwickshire Partnership Trust)
- GEH (George Eliot Hospital)
- SWFT (South Warwickshire University Foundation Trust)
- UHCW (University Hospitals Coventry & Warwickshire)
- WMAS (West Midlands Ambulance service)

We heard 47 pieces of feedback about **CWPT** services this quarter.

- 77% of this feedback was negative in sentiment.
- We have provided all feedback, positive and negative, directly to CWPT this quarter, focussing on carers experience of CWPT services.

We heard 14 pieces of feedback about **WMAS** this quarter.

- 79% of this feedback was positive in sentiment.
- People told us they were satisfied with short waiting times and pleased with the care they received from staff.

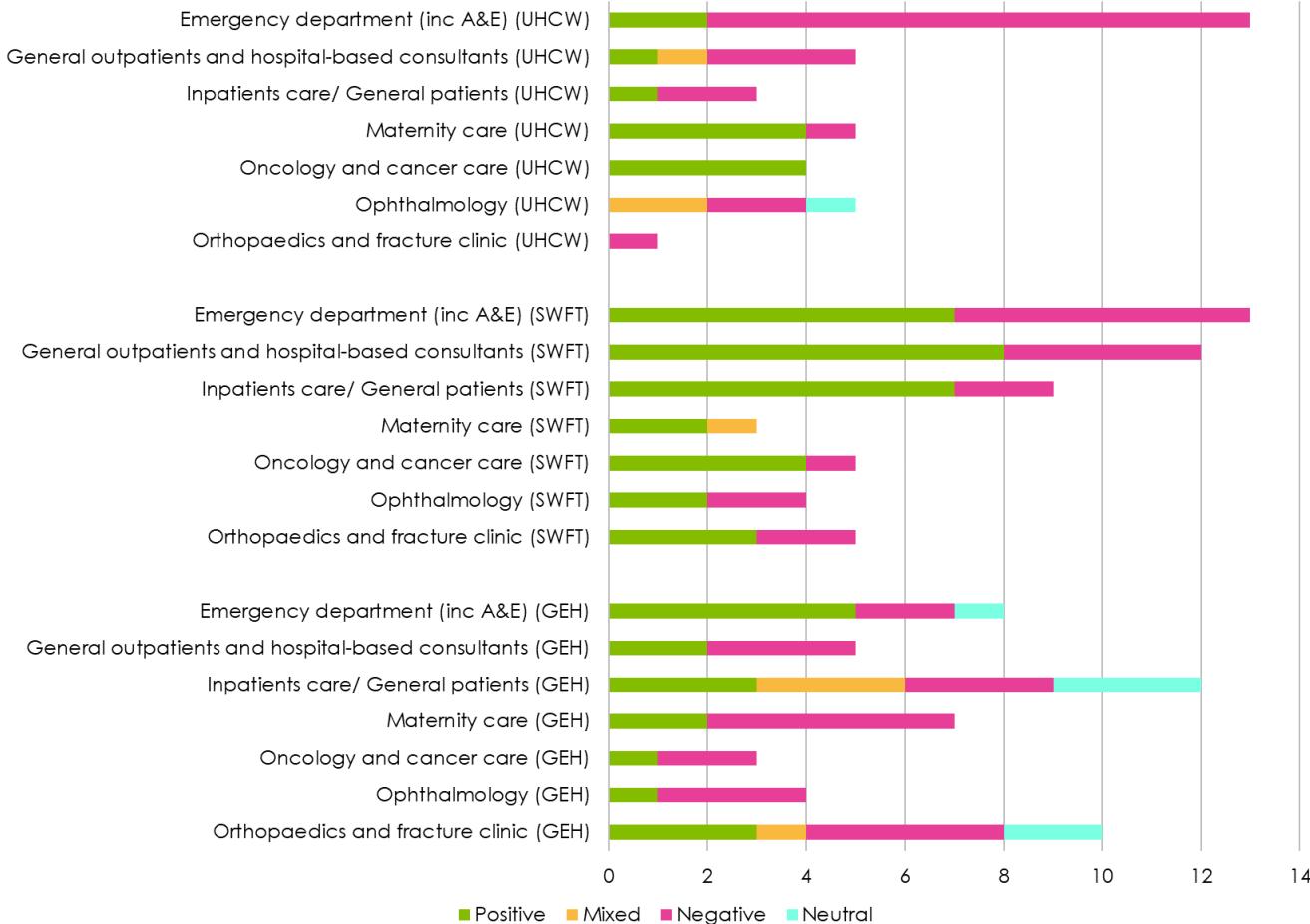
The **Community Health Services** that people talk to us about such as screening, vaccinations and optometry may be run by SWFT, UHCW, GEH, or other providers.

This quarter HWW have been listening to people's experiences specifically about blood taking services and will report on the findings next quarter.

When people share their experiences of **pregnancy care** with us, these services may be hospital clinics, wards, midwives, or community health visitors. Some negative feedback we heard this quarter focussed on patients feeling they were not being listened to and wanting to be treated with kindness and dignity.

What we heard about Hospitals and NHS Trusts

Most common hospital services discussed with HWW



“I had a fall at home, and my family took me to A&E at GEH. I was seen by the triage nurse straightaway. The consultant saw me quickly and sent me for x-rays. They were very good to me. I asked to be discharged the same day because I was having a new bathroom fitted the following day. They respected my wishes.”

This quarter 40 people told us about their experiences of Emergency Departments, or Accident and Emergency, across the county.

Negative feedback included longer waiting times than expected, and issues with incorrect diagnoses.

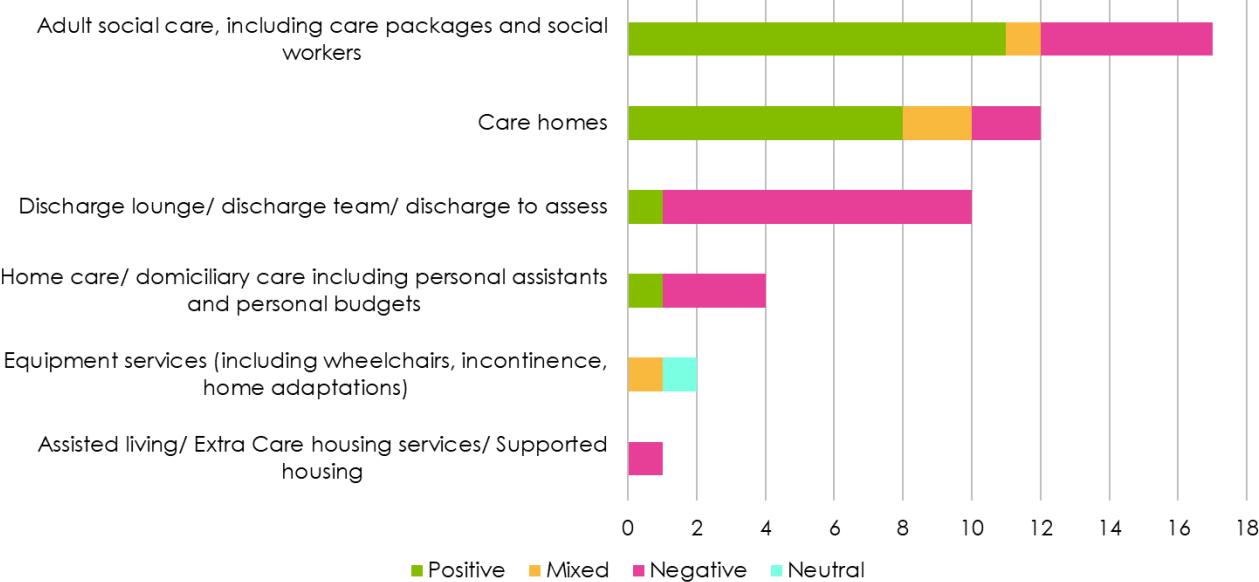
Positive feedback included satisfaction with the quality of treatment provided by staff.

“My dad was sent to UHCW A&E from the walk-in centre where the doctor had told him that he would go straight to the ward, but he ended up waiting from 4pm to 5am in the waiting area. He just needed medication to go home.”

What we heard about Adult Social Care

Every 3 months we provide anonymous feedback to Warwickshire County Council's Adult Social Care Team about feedback we have heard.

Sentiment of feedback on Adult Social Care services



When people share their experiences with us about discharge from hospital, this may also include their experiences of further care, from a community team, or from a care home.

This quarter HWW are asking about people's experiences of 'Discharge to Assess' care provided in care homes after people leave hospital.

Impact:

- WCC 'Older People Commissioning Social Care and Health Commissioning' requested all HWW's Adult Social Care reports and will incorporate the feedback into its current Care Home contract review.
- HWW and the WCC Quality Assurance Team have scheduled regular meetings to share feedback on care homes and inform visits. It has been agreed that the Quality Assurance Team will receive all feedback on Discharge to Assess care home beds immediately and embed it into their quality assurance processes.

"My friend is in UHCW and now the nurses and carers are saying they will send him home. His wife is going in to feed him every day as the staff are too busy to feed him. She is already caring for a disabled sister and will not be able to look after them both. Patients and relatives have to search out the guidance they need themselves for support."

Focus on Warwickshire North

394 people gave us feedback about services in Warwickshire North this quarter. We attended 54 meetings, outreach or events.

This quarter:

- Provided a patient feedback briefing to GEH Maternity Services.
- Completed Community Health Service, and Phlebotomy surveys, in person, including at George Eliot Hospital Community Diagnostic Centre (CDC).
- Engaged with members of the public at local libraries and community groups including Twycross Coffee Morning, Hindu Samaj Luncheon Club, Hurley Village Hall Tea & Chat, Scamps SEN Play Group, and The Vale Community Café.
- Responded to Bowel Cancer Screening Nurses request for information on boating community research.
- Continued partnership working with Nuneaton & Bedworth PCN, including engaging with farming community.
- Presented findings from the HWW Community Health Services engagement to the Warwickshire North Integrated Neighbourhood Teams workshop.



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

[Image credit](#)



Shabina, Engagement & Outreach Officer for Warwickshire North

Next quarter: Presenting to Public Health Warwickshire on behalf of HWW (including on access to healthcare for canal boat dwellers). Attending a stakeholder event on rehabilitation services for people in Warwickshire North.

Focus on Rugby

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

This quarter:

- Attended local libraries and community groups including Brownsover Community Café, and the Long Lawford Children & Families Centre, to gather feedback on local services.
- Completed Community Health Service, and Phlebotomy surveys, in person, including at the Flu and COVID Vaccination Clinic.
- Held an information and engagement stall at the World Health Day Event at Rugby College.
- Engaged with members of the Hong Kong Community and Rugby residents, asking about understanding of English medical terms.
- Attended the Diwali Celebrations in Rugby, engaging with the public and providing arts and crafts activities.
- Presented findings from the HWW Community Health Services engagement to the Rugby Integrated Neighbourhood Teams workshop.



Vina, Engagement & Outreach Officer for Rugby



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

[Image credit](#)

Next quarter: Visiting St Cross Hospital, Rugby, Outpatients to ask people about their experiences of phlebotomy services. Ongoing engagement planned including Rugby Kind Food, Kind Communities event.

Focus on South Warwickshire

366 people gave us feedback about services in South Warwickshire this quarter. We attended 29 meetings, outreach or events.



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

This quarter:

- Completed Community Health Service, and Phlebotomy surveys, in person, including at Wellesbourne Village Hall vaccination clinic.
- Engaged with members of the public at local libraries, the cancer bus tour and community groups including Leamington Polish Centre warm hub, Stratford food banks, Children Centre play groups and Warwickshire Pride festival.
- Held a stall at Warwick District Faith Forum Health and Wellbeing Conference.
- Attended Stratford District menopause event, held a stall, sat as part of a workshop panel, and gave a presentation on HWWs menopause engagement findings.
- Met with the complex discharge team manager at SWFT to discuss feedback on hospital discharge.
- Attended SWFT Patient Experience Group meeting and South Warwickshire Patient Engagement meeting to share public feedback.
- Visited Warwick hospital paediatric ward alongside WCC [Impact](#) Young Inspectors visit. Provided feedback to Impact for future visits.



Presenting public feedback on Community Health Services at the South Warwickshire INT workshop



Caroline, Engagement & Outreach Officer for South Warwickshire

Next quarter: Taking part in CWPT Patient-led Assessment of the Care Environment (PLACE) assessments in South Warwickshire. On-going engagement planned, including Lillington Kind Food, Kind Communities event, South Warwickshire foodbanks and dementia cafes. Presenting to Stratford library coffee morning.

Information and signposting

This quarter, we provided information and signposting to 72 people. Some people were signposted to more than one organisation. We provided 93 signposts.

Signposted to	Number
GP	21
Support organisation	10
George Eliot Hospital NHS Trust (GEH)	9
Integrated Care System/ Board (ICS/ICB)	8
South Warwickshire University NHS Foundation Trust (SWFT)	7
Healthwatch	6
University Hospitals Coventry and Warwickshire NHS Trust (UHCW)	6
Warwickshire County Council (WCC)	6
Coventry and Warwickshire Partnership NHS Trust (CWPT)	4
NHS	4
Dentist	2
Pharmacy	2
Advocacy	1
Commissioned Service	1
General Medical Council (GMC)	1
Local Council	1
Parliamentary and Health Service Ombudsman	1
Primary Care Network (PCN)	1
Warwickshire Police	1
WCC	1
West Midlands Ambulance Service University NHS Foundation Trust (WMAS)	1

"Thank you for finding out this information, you have been very helpful"

"Thanks for your help; couldn't have done it without you!"

"It has been very helpful talking to you, it wasn't difficult at all, and I really appreciate the time you have taken to listen. It has really helped. I am going through a lot."

Our impact in Warwickshire

Empowering residents to seek improvement to health visitor access

" I called you in August this year, when my grandchild had just been diagnosed with type 1 diabetes. We, as a family, were still in shock, trying to make sense of it all, and frightened of what could have happened if it had gone on for any longer without being picked up. I felt very strongly that had the health visiting service been available to my grandchild they would not have lost so much weight and become so ill. You listened to me, showed understanding and encouraged me to keep going. So, I contacted two local borough councillors, and they worked together and raised a question about access to health visitors at the local Health and Wellbeing Board. As a result, the Health Visiting Team have been in touch, and they want to do a monthly visit to our 'stay and play group' at the Town Hall. Thank you so much for listening and encouraging me. I got in touch with all the organisations you suggested. My grandchild now has an insulin pump and is getting on well. So, I wanted to call you, update you and thank you for your support and encouragement. I will let you know how we get on."

Co-production of Social Care Practice Framework with WCC

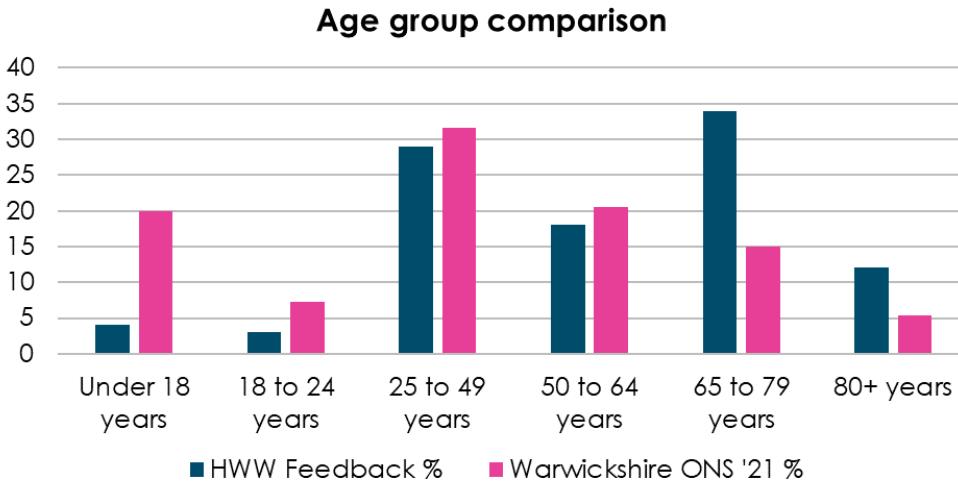
HWW have been recognised as assisting with the new 'Warwickshire Social Care and Support Practice Framework : How we aim to work with people'. The Head of Adults Practice and Safeguarding and Principal Social Worker for Adults shared the document "which has certainly been produced in part as a result of your work with us."

Ensuring young people are listened to about mental health services

Following HWW sharing our Young People's Access to GP and Mental Health services report, a Partnership and Engagement Communication Officer at CWPT told us: "We are planning a collaborative meeting to explore how we can work together to better engage with children and young people across our services at CWPT. The aim is to ensure that CYP voices are meaningfully heard and embedded in service planning and improvement."

Who we heard from

We heard feedback from 881 people between August and October 2025. A further 262 people spoke to us during our engagement on Community Health Services, and 57 people responded to our Pelvic Health Terminology survey.



- People who told us they are 'White: Any other White background' included people who identify as Cypriot/ Greek, European, Persian, Romanian, and Filipino.

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

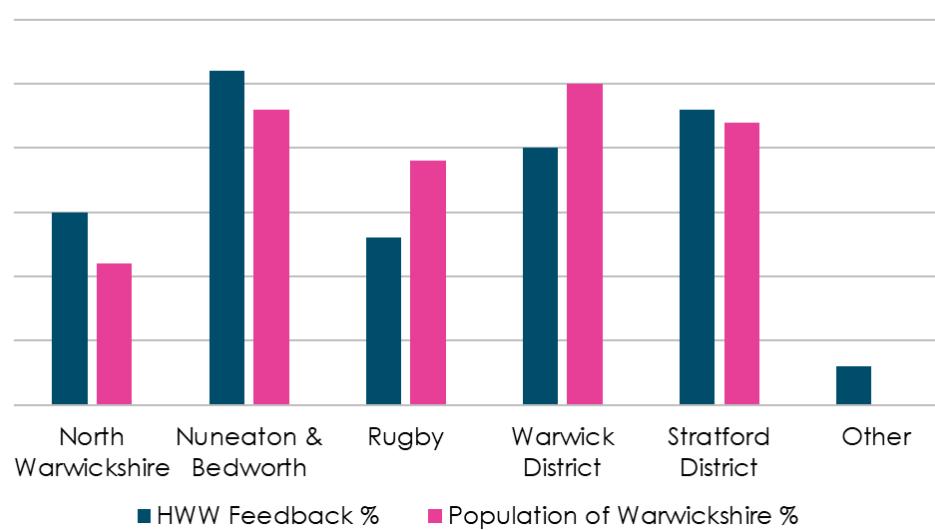
Not all figures are shown for Warwickshire	Ethnicity of people providing feedback to HWW %	Comparative figures for Warwickshire %
	81.9	82.1
White: British / English / Northern Irish / Scottish / Welsh	6.7	4.1
Asian / Asian British: Indian	3.7	5.9
White: Any other White background	1.2	0.5
Asian / Asian British: Chinese	0.9	0.8
Black / Black British: African	0.9	0.9
White: Irish	0.7	0.9
Any other ethnic group	0.7	0.5
Asian / Asian British: Pakistani	0.7	0.5
Mixed / Multiple ethnic groups: Black Caribbean and White	0.7	0.8
White: Gypsy, Traveller or Irish Traveller	0.7	0.1
Black / Black British: Caribbean	0.6	0.8
Asian or Asian British – Any other Asian or Asian British Background	0.5	1
Asian / Asian British: Bangladeshi	0.4	0.1
Mixed / Multiple ethnic groups: Asian and White	0.2	0.8
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background	0.1	0.5
Mixed/ Multiple ethnic groups – Black African and White	0.1	0.2

Who we heard from

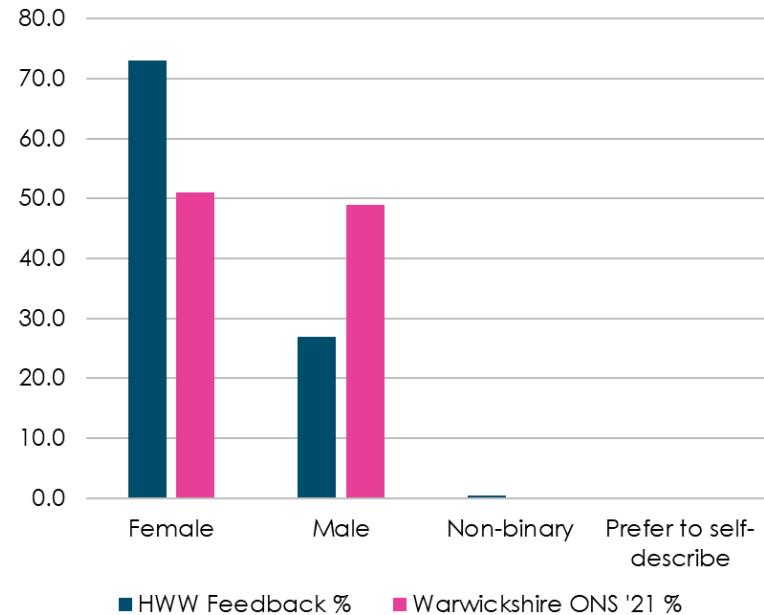
We ask people about their personal circumstances to help us ensure that we represent the people who live in Warwickshire. Next quarter we will include details about people who responded to our Phlebotomy and Vaping surveys.

- **940** 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? **15** people said 'yes'

Comparison of Place population with all HWW feedback and enquiries received



Gender comparison



- **225** people told us they have a **Disability**.
- **375** people told us they have a **Long-Term Condition**.
- **73** people told us they are a **Carer**.
- **9** told us they are **Ex-Armed Forces Veterans**.
- **6** people told us they had **given birth** in the last 26 weeks.

Our Board and Volunteers

Currently our one full time and 7 part time members of staff work alongside 11 Volunteers and 8 Board Directors.

Board Directors activity this quarter:

- Attended one formal and two informal HWW Board meetings.
- Attended one Operations Committee meeting.
- Attended George Eliot Hospital's Annual General Meeting.
- Attended HWE Chairs and Board Members network meeting.
- Represented HWW at Rugby Place and the Warwickshire North Place Executive Board meeting.
- Explored joint working at the WCC Health and Wellbeing Board development session.
- Attended an online HWE event including an update from the Department for Health and Social Care, on the future of HW.
- Undertook patient engagement, including at Warwickshire Pride Festival (see image)



Volunteers' activity this quarter:

- Attended one Volunteer Forum.
- Completed induction and Enter & View training.
- One Authorised Representative carried out an Enter & View visit.

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
HWE: Writing to engage your audience/ Writing and presenting research reports	Overview of how to structure writing for different audiences (including case studies, social media, and reports)
HWE: Neurodiversity awareness and engagement workshop	Becoming more aware of Neurodiverse individuals and their needs
HWE: How to write a communications strategy	Ensure communications are supporting your wider objectives and how to set the right goals to achieve this. Know how to assess your current strengths and weaknesses and develop the right tactics.
Citizens Advice: Enhanced MECC	Contacts with Social Prescribers, housing support, debt and Care Coordinators.
Kooth: Suicide Prevention Awareness	Overview of Kooth, commissioned in C&W to support 11–25-year-olds, and suggestions of support for someone with suicidal ideation. Provided Linktree of support which has been shared with HWW staff for signposting.
HWE: Working with your local council	A useful overview of the functions of a council.
WCC: ADHD	Information about ADHD and how to engage with people with ADHD.
WCC: Poverty Proofing, first 1001 days	Useful signposting information on funding available for expectant and new parents.

Looking Forward

Our plans and commitments for the next quarter.

October

- HWW Informal Board meeting
- PIPER Study Collaborators Research Team Meeting
- ICB Quality, Safety and Experience Committee
- Coventry & Warwickshire System Quality Group
- Warwickshire Care Collaborative Development Session
- Publish HWW Pelvic health terminology

November

- C&W System Quality Group
- HWW Formal Board Meeting
- HWW Engagement & Outreach Officers Workplan Meeting
- C&W ICB Meeting
- ICoN Meeting
- East & West Midlands Regional HW Meeting
- Publish HWW Vaping Report
- Mental Health Care Collaborative Meeting
- HWW Operations Committee Meeting
- WCC CYP HOSC Meeting

December

- Publish HWW Phlebotomy Report
- GP NET-0 Meeting
- C&W ICB Quality, Safety and Experience Committee
- Warwickshire Care Collaborative Development Session and Forum
- WCC HOSC Meeting
- Present HWW Pelvic health report to NHS England Perinatal Pelvic Health Champions network

January

- WCC H&WBB Development Session and Meeting
- Warwickshire Care Collaborative Meeting
- ICoN Meeting
- C&W and Hereford and Worcester joint ICB Meeting
- Mental Health Collaborative Meeting
- Warwickshire Collaborative Forum
- East & West Midlands Regional HW Meeting

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. The accounts have been audited and adopted by the HWW Board of Directors.

Income		Expenditure	
Annual grant from Government	£243,938	Expenditure on pay	£203,185
Additional income		Non-pay expenditure	£10,025
		Office and management fees	£34,040
Total income	£243,938	Total expenditure	£247,250

Glossary

We aim to communicate in plain English and try not to use jargon.
Sometimes we use acronyms, which are explained below.

Acronym	Term
CASS	Community Autism Support Service
CCC	Coventry City Council
CQC	Care Quality Commission
CWHWF	Coventry and Warwickshire Health and Wellbeing Forum
CWPT	Coventry and Warwickshire Partnership NHS Trust
GEH	George Eliot Hospital NHS Trust
HOSC	(Adult Social Care and) Health Overview and Scrutiny Committee
HWBB	Health and Wellbeing Board
HWC	Healthwatch Coventry
HWE	Healthwatch England
HWW	Healthwatch Warwickshire
ICS	Integrated Care System
ICB	Integrated Care Board
ICP	Integrated Care Partnership
ICoN	Involvement Co-ordination Network
JSNA	Joint Strategic Needs Assessment
LMC	Local Medical Committee

Acronym	Term
NHSE&I	National Health Service England & Improvement
NIHR	National Institute for Health and Care Research
PALS	Patient Advice and Liaison Service
QSEC	Quality, Safety and Experience Committee
RAP	Rights to Access Primary Care Project
PCN	Primary Care Network
PPG SWPE	Patient Participation Group South Warwickshire Patient Engagement Forum
SWGP	South Warwickshire General Practice Federation
SWFT	South Warwickshire University NHS Trust
UHCW	University Hospitals Coventry and Warwickshire NHS Foundation Trust
VCFSE	Voluntary, Community, Faith and Social Enterprise organisations
WCAVA	Warwickshire & Solihull Community and Voluntary Action
WCC	Warwickshire County Council

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