

Enquiries to:
Democratic Services

Direct Dial: 024 7637 6204

Email: committee@nuneatonandbedworth.gov.uk

Date: 3rd February 2026

Our Ref: MM

Dear Sir/Madam,

Health and Corporate Resources OSP – Thursday 12th February 2026

I refer to **Agenda Item 8: Healthwatch** on the agenda, which was marked To Follow, and attach the report for your information.

Yours faithfully,

Tom Shardlow

Chief Executive

To: All Members of the Health and
Corporate Resources Overview and
Scrutiny Panel

Councillors S. Dhillon (Chair), J. Hartshorn (Vice-
Chair), J. Bonner, T. Jenkins, M. Kondakor,
S. Markham, W. Markham, B. Pandher, C. Smith
and Mrs D. Ross.



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

We have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care.

We also help people to find reliable and trustworthy information and advice

Talk to us...

Have your say

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

healthwatch Warwickshire

Your feedback matters

If you use local NHS and social care services, tell us about your experiences

Get in touch:
www.healthwatchwarwickshire.co.uk
01926 422823
info@healthwatchwarwickshire.co.uk

EX UK Armed Forces?

Healthwatch Warwickshire has a dedicated team to support you. We can help you find services, get advice and make sure your needs are met.

Call us on 01926 422823 or visit our website: www.healthwatchwarwickshire.co.uk

Follow us on social media

Instagram: healthwatch_warwickshire

Facebook: HealthwatchWarw

Twitter: @HealthwatchWarw

Service	Used	Good	Bad	Or in the Middle
GP		😊😊😊😊😊	😞	
Hospital		😊😊😊😊😊	😞	
Dentist		😊😊😊😊😊	😞	
Pharmacy		😊😊😊😊😊	😞	
Care Home		😊😊😊😊😊	😞	
Other		😊😊😊😊😊	😞	

Contact us at:
www.healthwatchwarwickshire.co.uk
Telephone: 01926 422823
Email: info@healthwatchwarwickshire.co.uk

Please add a sticker relating to how you felt the experience was. Did you find it:
Good 😊 Bad 😞 or in the Middle 😐

About Healthwatch Warwickshire

Healthwatch Warwickshire is your health and social care champion. If you use health services or need care, we want to hear about your experiences. We can also help you to find reliable and trustworthy information and support. Last year, we helped 28,298 people to have their say or get the support they need. Visit our [website](#) to find out more.

Healthwatch Warwickshire Priorities 2024-2025

- Improving care over time for all individuals, groups and communities across Warwickshire.
- Enabling continuous engagement with local people by building trusting relationships and being responsive to their needs.
- Strengthening the Healthwatch Warwickshire Team by training and supporting existing volunteers and encouraging new volunteers.

Our aims are:

Listening to people and making sure their voices are heard.

Including everyone in the conversation especially those who are frequently ignored.

Analysing different people's experiences to learn how to improve care.

Acting on feedback and driving change

Partnering with health and social care providers, Government, and the voluntary sector.



Supporting individuals



Information and Signposting

Healthwatch Warwickshire

Intelligence and Evidence

Engagement and Outreach



Influencing services, providers, and commissioners



Engaging with communities

16th June 2026
Annual Conference

News

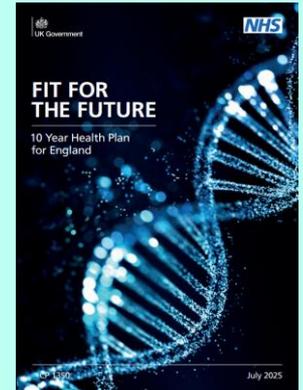
In June 2025, we heard via Healthwatch England, and the NHS Ten Year Plan, that local Healthwatch are to be abolished.

“Since their inception in 2012, Healthwatch England, working with local Healthwatch organisations, has gathered detailed patient feedback and used this to influence debate around local service delivery.”

“The work of local Healthwatch bodies relating to healthcare will be brought together with ICB and provider engagement functions.”

“Local authorities will take up local Healthwatch social care functions.”

(page 89) Read the full report [here](#).



A primary piece of legislation must be repealed before Healthwatch's can be shut down. Before it can be implemented, this must be mentioned in the King's Speech. We anticipate that any necessary action will then be taken in 2027. Funding for Healthwatch will continue until further notice, according to guidance released by the Department of Health.

Healthwatch Warwickshire is continuing with our planned work in the community, and with service providers and commissioners. We will inform all stakeholders when we have a more detailed timeline about closure, in the meantime it's business as usual! Our aim throughout is to ensure the patient voice continues to be heard.

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](#)

GP Telephone Services

Updated guidance from DHSC confirms that patients must always be able to contact their GP practice by phone or in person, with online services offered only as additional options rather than replacements. If patients believe their practice isn't meeting this requirement, they can raise the issue with the practice manager or escalate their concerns to their local NHS Integrated Care Board (ICB), NHS England, or their local Healthwatch.

[Find out more](#)

The reach of Healthwatch Warwickshire



General Community Engagement

Our three Engagement & Intelligence Leads cover each of the three 'Places' in Warwickshire. We are continually visiting groups inviting people to share feedback on health and social care.

We gather feedback through a variety of methods including:

- Open questions
- Surveys
- Sticker charts
- Focus groups

We gather demographic information; data is recorded and reviewed every 3 months.

Repeated feedback on a service or area may lead to more focussed engagement or project.

We share the feedback we receive with service providers to highlight both positive experiences and areas for improvement. It is then up to the providers to decide how best to act on the insights.

Warwickshire North



South Warwickshire

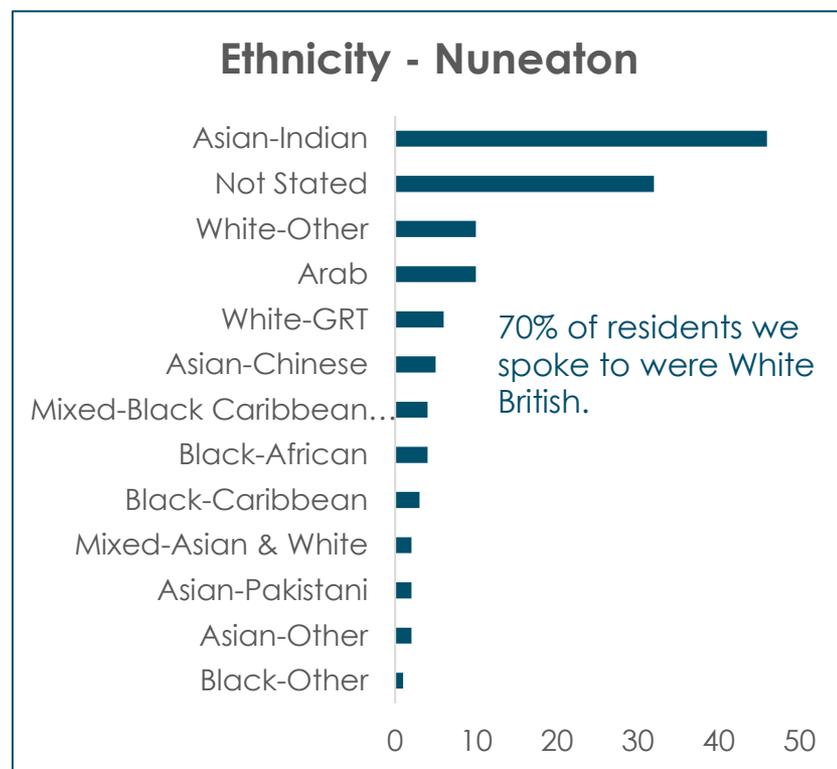
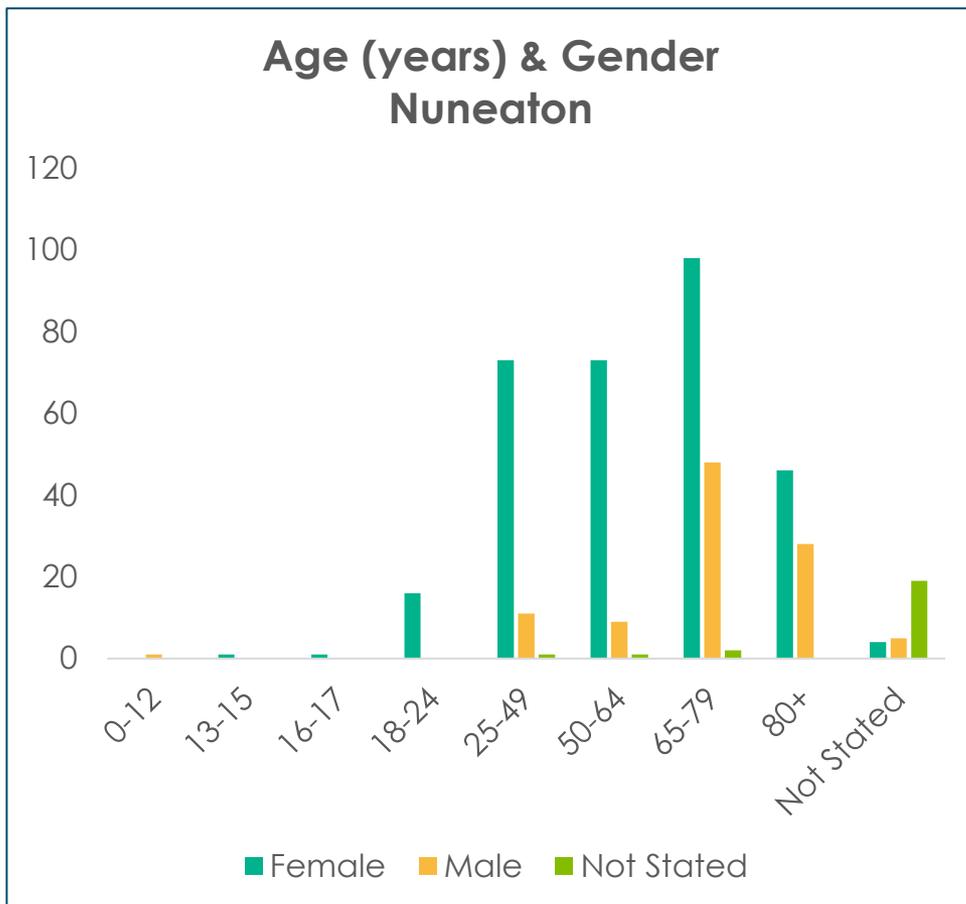


Rugby

Focus on Nuneaton

We gather feedback on any healthcare or social services used over the past 12 months. This includes general practices, hospitals, pharmacies, dentists, opticians, and social care services such as home carers, nursing or residential care, and equipment requests. There are no structured questions (unless we publish a questionnaire for a specific purpose).

Between February-December 2025 we spoke to 438 residents of Nuneaton. The graphs show the demographics of who we heard from.

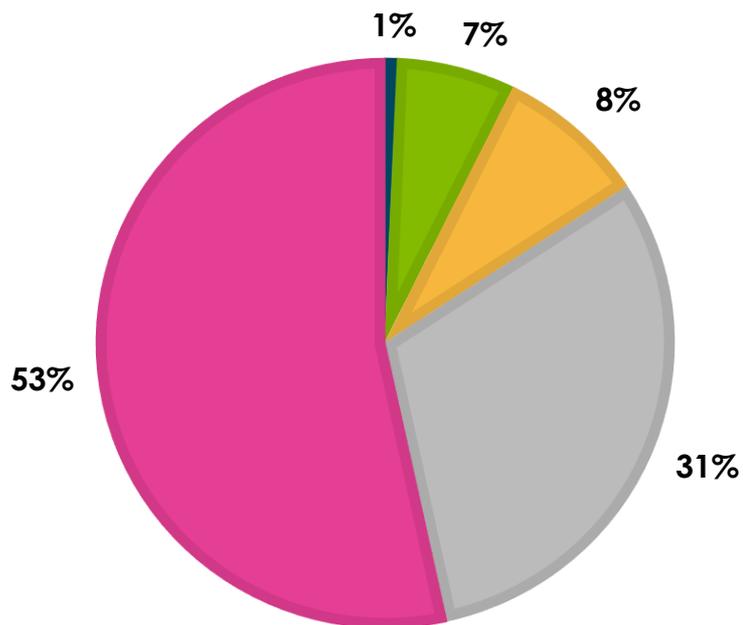


Focus on Nuneaton - Sentiment

We group the feedback about all health and social care services into positive, mixed, neutral, unclear, and negative comments depending on what people have said. Most of the feedback we hear is for General Practice, Hospitals and Adult Social Care.

NUNEATON (FEB-DEC 2025)

■ Unclear ■ Positive ■ Mixed
■ Neutral ■ Negative



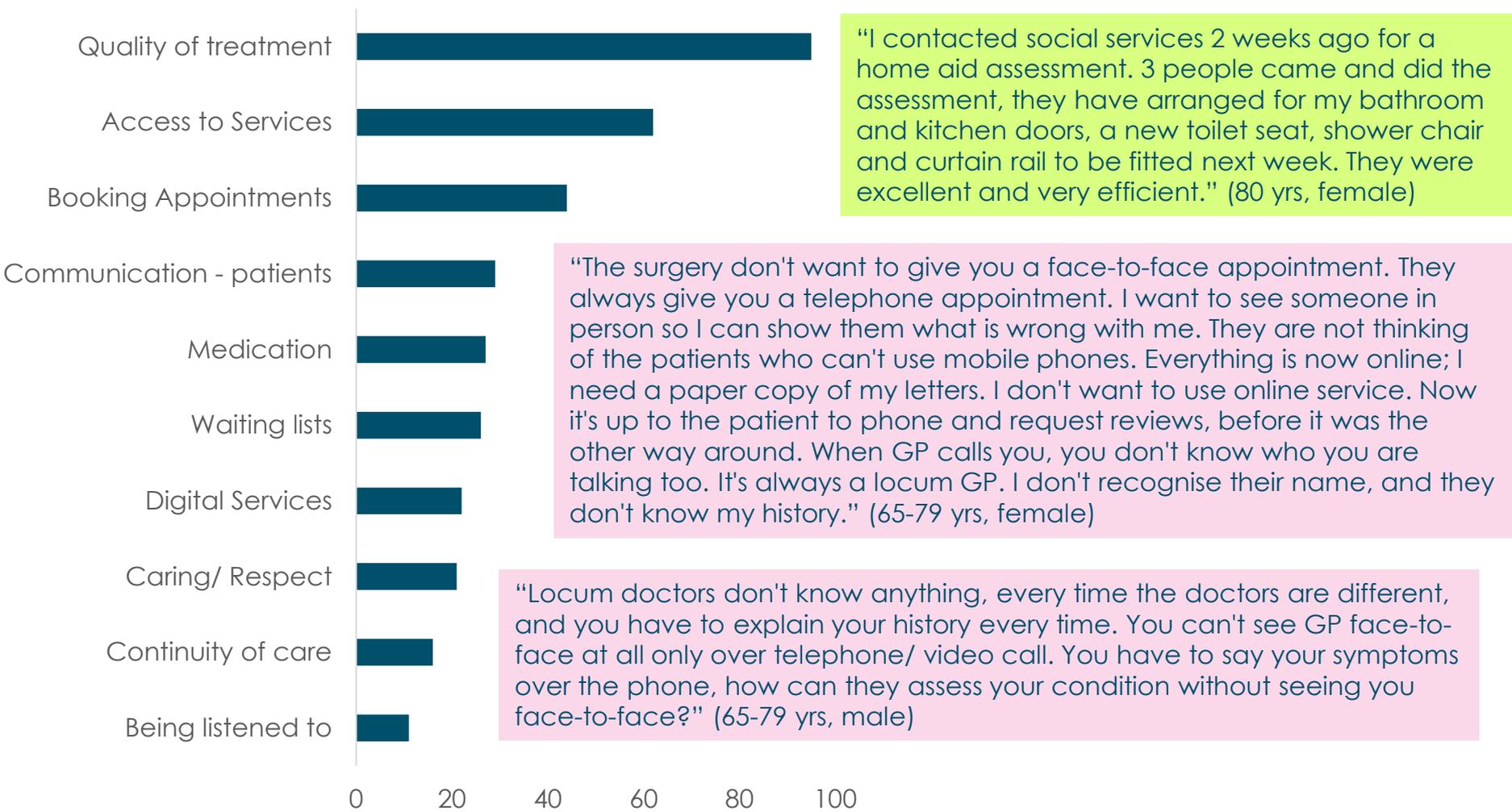
"The court told me that I needed supervised contact for my child with their dad. Social workers refused and left this down to me, so I have to support contact with the man who beat me up. The social worker has backed off loads from what they did before. It is as if they can't be bothered. It is stressful and the only way it can be done differently is if I pay the Salvation Army £75 an hour to do the supervising."

"I had a heart attack. I was in for a few days. They discharged me in the middle of the night at 2.30 am. They arranged for a taxi to take me home (paid for by the hospital). He left me on the kerb outside my house and sped off without checking to see if I had got inside ok. I live on my own. I was so poorly I was in bed for a week after discharge. The nurse who took me to the taxi was very abrupt. I told them that I don't have anyone at home, but they didn't care. I should have been discharged in the morning not in the middle of the night." (80+ yrs, female)

"I have sciatica and other health conditions. Doctor will only discuss 1 issue despite me having linking conditions. I told the receptionist that I need to discuss multiple issues together to avoid multiple trips to the surgery. I don't feel that the GP's do checks properly. You see a different GP each time you visit. The care you get depends on which GP you see." (25-49 yrs, female)

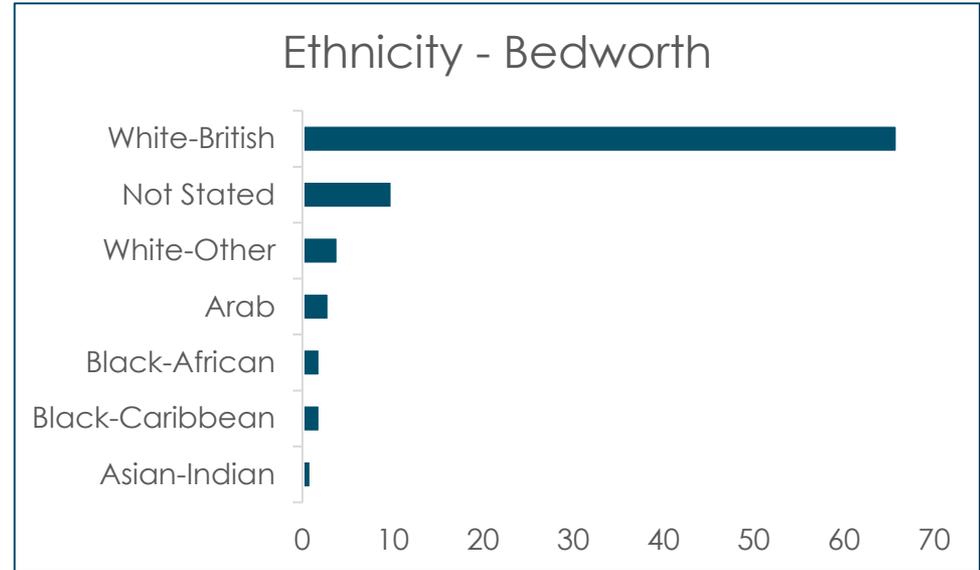
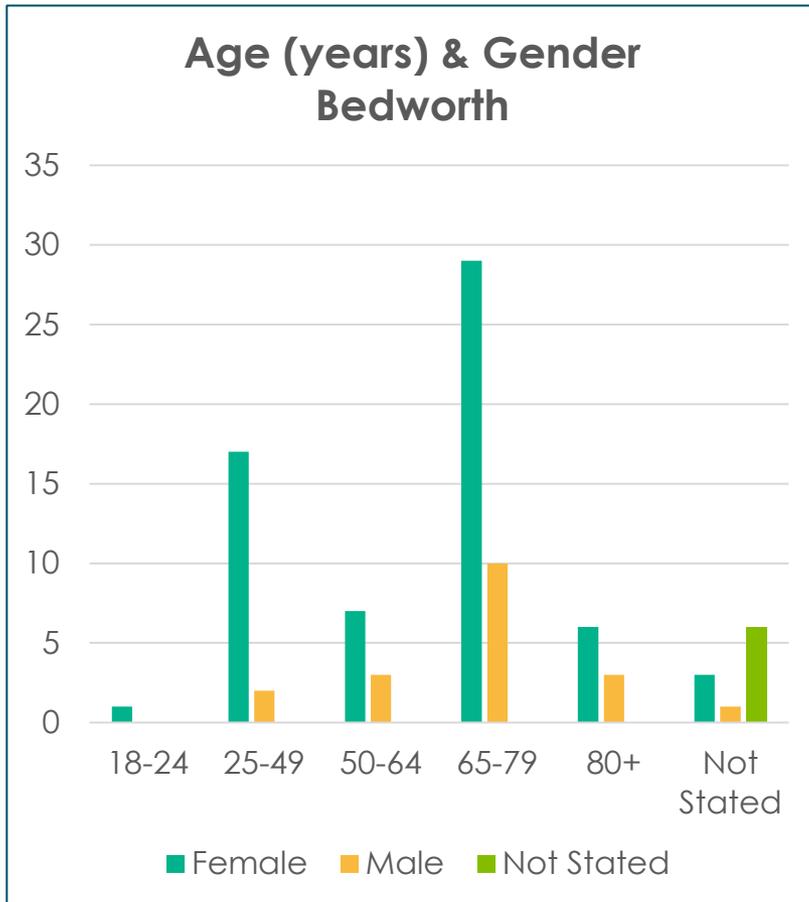
Focus on Nuneaton - Top 10 Most Common Themes

We can select 3 out of 30 different themes, to help categorise the feedback we have heard.



Focus on Bedworth

Between February-December 2025 we spoke to 88 residents of Bedworth.



We cover a large geographical area, and the feedback collected is dependent on the specific locations we have visited during the months covered in the report. Therefore, there may be times when feedback may be limited as we make a conscious effort to capture data from as many areas as we can.

Focus on Bedworth – Sentiment

We group the feedback about all health and social care services into positive, mixed, neutral, unclear, and negative comments depending on what people have said.

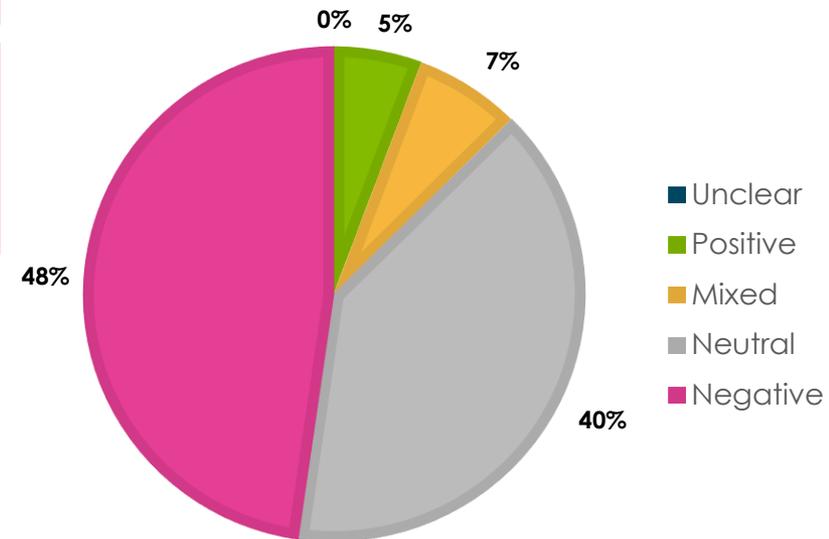
“My husband has a low immune system after his kidney transplant. Despite being told by consultants that we shouldn't remain in waiting areas, we waited 11 hours in the A&E waiting room at UHCW. I was really concerned about him being in proximity to other sick people.”
(65-79 yrs, female)

“I have on more than one occasion been told I will not be able to continue having appointments. I am Autistic and I believe many of the communication issues are due to people's lack of understanding and patience. What can I do to improve my situation?” (50-64 yrs, male)

“My daughter was born premature weighing 3lbs, she was placed in the NICU. Both my daughter and our family were very well looked after. I really valued receiving the photos of my little girl every morning and evening, it made me feel better about not being there all the time when I had 3 other children at home who also needed me. I can't fault the care I received.” (25-49 yrs, female)

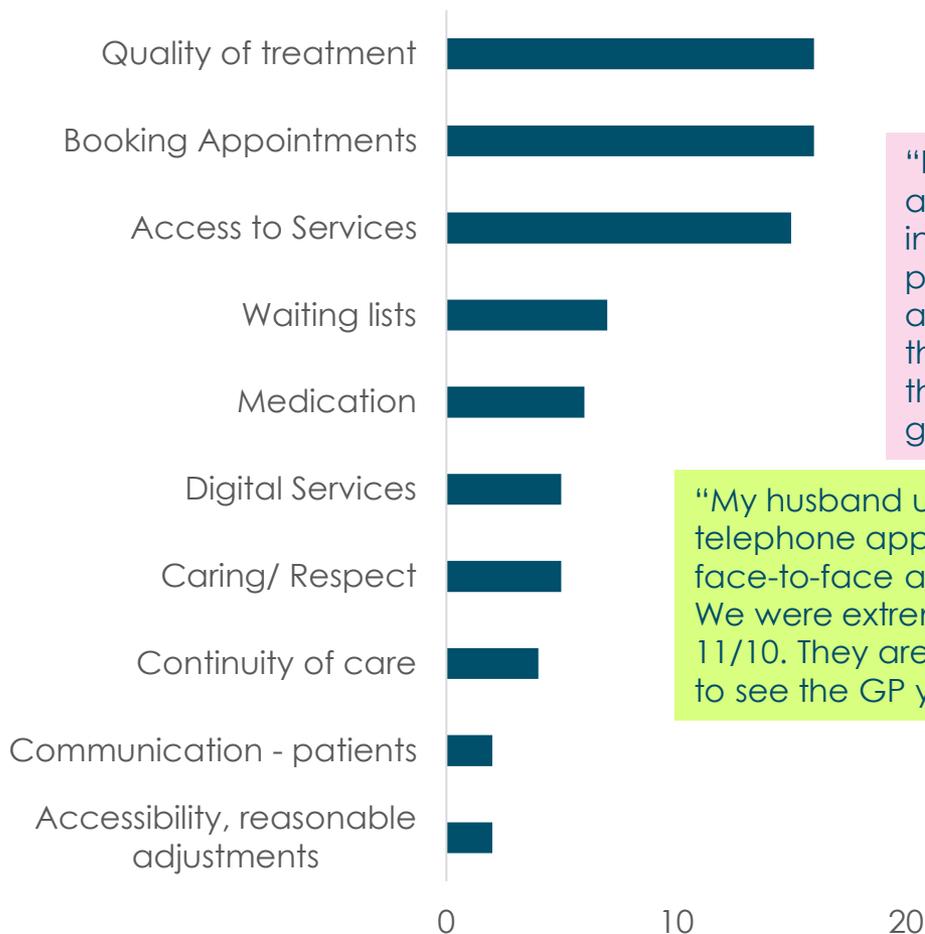
“Bedworth Health Centre booked me an appointment to see a GP at Bulkington Surgery on Saturday. The GP I saw was brilliant; he sent me for an x-ray on my ankle and told me he wanted to see me once the results came back. I don't know how to get an appointment to see him again because he moves around the surgeries.” (65-70 yrs, female)

BEDWORTH (FEB-DEC 2025)



Focus on Bedworth - Top 10 Most Common Themes

Bedworth



"Husband has to have steroid injections every 3 months. We used to have to go to George Eliot Hospital, but now we can get it done at the health center. It saves a lot of time. I could talk about BHC all day and how good they are."
(25-49 yrs, female)

"I need a medication review, every time I call there are no appointments. When I ask to speak to the pharmacist instead, they say I need to book in with the GP who prescribed my medicine in the first place. When I ask for an appointment, they say there are none available and that there is nothing they can do to help me. I need to call in the morning to try and book an appointment again. I'm going round in circles."
(25-49 yrs, female)

"My husband used the GP website to book an appointment. He had a telephone appointment at 7.30 pm last night. The doctor gave us a face-to-face appointment for this morning and referred him for x-rays. We were extremely impressed at the speed of the service this time. 11/10. They are improving how to get an appointment and being able to see the GP you want to see is getting better too."
(50-64 yrs, female)

"If you are on the other side of the waiting room and you are hard of hearing, you can't hear when they call out your name. Why can't they display your name on the board with directions of where you need to go instead? If you can't hear the nurse, you miss being seen."
(65-79 yrs, male)

Feedback on services from health and care professionals

“We are concerned about the availability of transport from rural areas. Some bus timetables have changed and make it more difficult for patients to get to their hospital appointments.”
(Discharge to Care)

“CAMHS see an autism diagnosis and automatically refer to CASS without fully assessing the patient. We are not psychiatrists and can't do the high-level intervention that is sometimes needed.”

“We are concerned about the availability of care home beds in Warwickshire North in comparison to South Warwickshire. How much cooperation is there between the hospital discharge team and adult social care teams?”

“Schools and GPs are too quick to refer to CAMHS when the young person may just be experiencing life experiences. We need to manage expectations of what CAMHS is there for by making the terminology better. For example, not labelling sadness as anxiety. We need to educate professionals as well as parents. We need to support parents to manage their child's behaviour appropriately.”

“We have seen an increase in failed discharge. When people should be discharged with care, it is not there. There is a misconception about the role of independent living. We are the landlords; we can't touch people or provide care. Failed discharges are wrong.” (Orbit Properties, Independent Living)

“Mental Health Services will only call people. Some patients don't respond well to phone calls. The service will call 3 times then close the case without speaking to the patient. I have a schizophrenic client who cannot handle speaking on the phone but would be more receptive to accepting treatment if she was seen face-to-face first. Mental Health providers cannot pick up on body language cues over the phone which would be more apparent during a face-to-face appointment. Patients are falling through the gap if they can't or won't answer the phone. How to refer into mental health services is also unclear. It would be useful to have a mental health checklist for professionals to identify which service is most appropriate to refer into. There is a significant gap between the probation service and access to healthcare.” (Probation Service)

Feedback on community and support services

“My social worker is lovely; she will do anything for me. I've had lovely good ones in the past too. They are very helpful and take care of me.” (People in Action)

“The drop-in sessions are really helpful. They helped me fill in a blue badge disabled parking application and a claim for carers attendance allowance.” (Citizens Advice)

“ I go to The Saints and The Makery for social interaction. They are both safe spaces for me. The staff are very friendly and welcoming. I feel comfortable going there.”

“WCC fund 18 hours per week for me to have personal carers at home. I call them when I need them. They need a pay rise. The carers tell me that they have lots of vacancies, but the pay is so low they can't get applicants. Overall, they provide good care and do what I need them to do.”
(Penderels Trust)

“This is a lovely group; all the staff are very friendly. The girls who do the activities are lovely. We are surprised by the things we can do when we come here. There is always something new to try.”
(Ageing Well Arts & Crafts Group)

“They have referred me to the Crisis Team, and I have an appointment at Avenue Clinic for a review of my medication. They have all been really good and supportive to me.”
(St Mary's & St John's Church Safeguarding Team).

“The charity provides respite for me for 5 hours per week, which gives my husband some time out. I cannot be left for more than 1 hour at a time due to my Parkinson's and Dementia. During respite, I am encouraged to interact with other people, play board games or participate in arts and crafts. I enjoy getting out of the house. My husband does a lot for me, knowing that I am in a safe environment helps him to relax and enjoy his hobbies without worrying about me.” (Daybreak Charity)

“Stay & Play was good, friendly environment and good for networking and support.” (Riversley Park Children's Centre)

“I have only been visited once by the team. They said they were understaffed so can't do more visits.” (Health Visiting Team)

Feedback on mental health services

Nuneaton	Bedworth
<p>“Son is 18. Since covid he has had anxiety, in particular around germs, depression, and low self esteem. He was referred for psychiatric help, but I didn't find it any good. I saw no difference in him. When we had a video call with the psychiatrist, he didn't want to talk to me (dad) and directed all his questions to mum (ex-wife). Even though I was on the call the psychiatrist kept saying "what does mum think?" I am now looking into getting private treatment to get things moving. Son is struggling at college, and we are worried about how he is going to handle going back in September.” (50-64 yrs, male)</p>	<p>“I struggle with social anxiety and self confidence. The Walk & Talk group helps me to get out of the house and get some exercise. I am bullied by my adult children. I have a learning disability, and I am scared to confront them. I want to do more activities for myself, but my children want me to be at the beck and call all the time to look after the grandchildren. I am interested in Arts & Crafts and swimming.” (65-79 yrs, female)</p>
<p>“Mental Health Services are a waste of time. No face-to-face appointments only over the phone. They do nothing to help. They need to understand that the Asian mentality is different to the British mentality. Our way of life is different. Healthcare staff need to understand how we want to live. The Sikh community is very adaptable when using healthcare facilities. Need more communication on what is out there so we can understand what help is available. Communicate in language that we understand.” (80 yrs, male)</p>	<p>“Grandson is under CAMHS, he is in a bad way with suicidal thoughts. The Crisis Team have been really good at putting things in place when he has rung them. CAMHS say that there are some things they can't put in place because he won't be able to handle them due to the trauma he has been through. They have a lot of meetings to discuss options, but this means that too many weeks go by before any support is given. They do review him frequently though.” (50-64 yrs, male)</p>
<p>“They're not supporting people like they are meant to. You need to meet success criteria before they will help. Unless you try to end your own life, they don't want to help you. They think saying 'have a cup of tea, have a bath, have a fag and keep yourself distracted' is going to help me. They make me feel like I'm not worth the support.” (18-24 yrs, female)</p>	<p>“CAMHS have arranged for me to have Dialectal Behavioural Therapy (DBT) to help me cope with my trauma. It's a 25-week course.” (16-17 yrs)</p>

Healthwatch Warwickshire's Current Projects



NHS 111, Urgent Treatment (or care) Centre, Minor Injuries Unit Survey

- People's experiences of using these services
- Survey available here: [NHS 111, Urgent Treatment \(or Care\) Centre, Minor Injuries Unit Survey 2026 | Healthwatch Warwickshire](#)
- Closing date: March 2026



Discharge to Assess

- Working with Warwickshire County Council to investigate people's experience of the Discharge to Assess service.
- Survey: [Your experiences of discharge support and care in Warwickshire | Healthwatch Warwickshire](#)
- NOW CLOSED, report to follow.



Phlebotomy Services

- Investigating people's experiences of blood testing across Warwickshire
- Report now available on our website: [What did you tell us about blood tests \(phlebotomy\) | Healthwatch Warwickshire](#)



Children & Young People

- 700 young people told us about how they access GP's and mental health services: [What are young people saying about health services? | Healthwatch Warwickshire](#)
- Young People's views on Vaping: [Listening to young people: Vaping | Healthwatch Warwickshire](#)

Healthwatch Warwickshire: Recent reports

Click the title
to access
the report



[Healthwatch Warwickshire August – October Report](#)

The County-wide report is now available for our work between August and October 2025.



[Access to Healthcare for the farming community](#)

We attended the Rugby Livestock Market, which hosted a Farmer's Healthcare Event, in November 2025. We listened to farmers and their families talk about their experiences of General Practice and other healthcare services.



[Men's Health: PSA Testing](#)

Following feedback from South Warwickshire residents and with the support of Stratford District Councillors we engaged with men at a Prostate cancer support group and PSA testing event. We heard concerns about accessibility of PSA testing and have raised this with the ICB.



[Young Inspectors visit to Warwick Hospital](#)

We accompanied the Young Inspectors to visit Warwick hospital children's ward in collaboration with Warwickshire County Council's forum for SEND. Recommendations have been shared with Warwick hospital and other departments, and hospital trusts are keen to replicate this work

Reporting on Services



Enter and View

- Enter and View is a statutory function of Healthwatch Warwickshire allowing us to enter health and social care premises to find out how people experience the service. Recently we have focused on visiting care homes and publish a report on our observations.
- [What does Enter and View mean? | Healthwatch Warwickshire](#)

Adult Social Care and Contract Monitoring



- We work closely with Warwickshire County Council and share anonymous feedback every three months on care homes, domiciliary care and social care which can be used to raise concerns and inform their site visits.
- Warwickshire County Council use this feedback to understand, learn, and improve, sharing themes with the management teams to inform training and guidance, and by changing processes and practices to make them work better for the people who use these services. [How your feedback on Adult Social Care makes a difference | Healthwatch Warwickshire](#)



Supporting Patient Engagement Groups

- Sharing feedback and presenting at GP Patient Participation groups.
- Sitting on patient care and experience groups for hospital trusts in our system. Providing regular reports on feedback heard for hospital services and raising concerns when appropriate.

Thank you for listening.
Any Questions?



Watch the [video](#), including BSL, that describes Healthwatch.

Read about our most recent work in our Quarterly Performance Report, [here](#).

Read our Annual Report for 2024-2025, [here](#).

Sign up to our quarterly newsletter, [here](#).

Find out more about us at www.healthwatchwarwickshire.co.uk

Share any feedback with us on local health or social care services, [here](#).

Glossary

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

Acronym	Term
A&E	Accident & Emergency
BHC	Bedworth Health Centre
BSL	British Sign Language
CAMHS	Child & Adolescent Mental Health Service
CASS	Community Autism Support Service
CWPT	Coventry & Warwickshire Partnership Trust
DHSC	Department of Health & Social Care
GEH	George Eliot Hospital
GP	General Practice
ICB	Integrated Care Board
NICU	Neonatal Intensive Care Unit
NHS	National Health Service
SWFT	South Warwickshire University Foundation Trust
UHCW	University Hospital Coventry and Warwickshire
WCC	Warwickshire County Council

For more information

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

website: www.healthwatchwarwickshire.co.uk

telephone: 01926 422 823

email: info@healthwatchwarwickshire.co.uk

write: FREEPOST Healthwatch Warwickshire

Let's stay connected:

 **Facebook/ Twitter:** @HealthwatchWarw

 **Instagram:** @healthwatch_warwickshire

 **Threads:** @ healthwatch_warwickshire

 **Bluesky:** @healthwatch_warw/ks.bsky.social