

# December Update 2024

# December Newsletter 2024

---

## About Us

We are the independent voice for people using health and social care services in Nottingham and Nottinghamshire. We're here to make sure that those running services, put people at the heart of care.



Photo above showcases HWNN team with orange backgrounds in support of Nottingham Muslim Women's Network (NMWN) and Juno Women's Aid (read more in Latest News & Announcements)

---

# Latest News & Announcements



## New Videos from Healthwatch Nottingham & Nottinghamshire Now Live on YouTube!

We're excited to announce the release of two new videos on our YouTube channel, highlighting the impactful work we're doing at Healthwatch Nottingham & Nottinghamshire! The first, A Message from Our CEO, provides an update on our efforts to improve local health and social care services. The second, Bringing Communities Together at Our Annual Showcase & Mid-Notts Community Roadshow, captures attendees' favorite moments, the new connections they made, and their feedback on our work. Both videos were filmed and edited by our dedicated volunteer, Chris Knight, offering a glimpse into the positive impact of collaboration in healthcare. Don't miss out—watch them now and stay connected with us! [Watch now on YouTube.](#)

## Update on campaign work with Specsavers

Starting in January 2025, Specsavers will offer face-to-face British Sign Language (BSL) interpreting services in their stores, marking a significant step towards greater accessibility for the Deaf community. This development follows a meeting with Giles Edmunds, Clinical Services Director at Specsavers, and comes after a successful campaign by Deaf advocates. Specsavers is finalising a contract with a national agency to provide qualified BSL interpreters, ensuring that Deaf customers can communicate effectively with staff and receive the same high standard of care. This initiative underscores the company's commitment to inclusivity and is a major victory for the Deaf community. [Watch the full announcement here \(BSL\).](#)

## Going Orange: Standing Together Against Gender-Based Violence

We went ORANGE in support of Nottingham Muslim Women's Network (NMWN) and Juno Women's Aid for the 16 Days of Activism Against Gender-Based Violence. In honor of the **International Day for the Elimination of Violence Against Women**, our team turned our meeting orange, showing our commitment to raising awareness and taking action against gender-based violence. By joining this global movement, we stand united in advocating for a world free from violence and supporting those who work tirelessly to make that vision a reality.

## New Website Coming Soon

Exciting news – a brand-new website is coming soon! Keep an eye out for a space where you can have your say, access important reports, stay up-to-date with upcoming events, and find valuable signposting and information resources. We want to hear from you—what would you like to see on the new website? Share your suggestions with us by contacting [shailah.squire@hwnn.co.uk](mailto:shailah.squire@hwnn.co.uk).



**Your feedback will help shape a site that truly meets the needs of our community. Stay tuned for more updates!**

# Latest News & Announcements



## Positive Feedback Shared with Us

We are grateful for the positive feedback we have received from patients, highlighting their satisfaction with the care provided. Many have expressed appreciation for the promptness, professionalism, and compassion of the staff. This feedback reinforces the value of the services and motivates us to continue improving and meeting the needs of the community. Whether positive or constructive, your feedback makes a difference.

[Please take a moment to share your experiences with us.](#)

### **Cripps Health Centre, Nottingham:**

*"Excellent now we've moved practices. Cannot believe how great they are. They even performed minor surgery in-house for my partner, who had almost given up hope of ever having this addressed."*

### **Aurora, Bassetlaw:**

*Patient shared that their husband is on the 3rd round of Chemo and that his treatment at the hospital and with Aurora in Bassetlaw has been exceptional.*

### **Boots Chemist, Beeston:**

*"Made appointment online for my husband and myself to have the flu and Covid boosters. Took us both together without delays."*

### **Southwell Medical Centre, The Ropewalk, Southwell, Notts:**

*"My GP is outstanding. He has seen me for literally years and helped me with PTSD. He never rushes me, always validates my feelings, gives me alternative views, allows me to talk, helps me when I can't talk, has never made me feel too much or not enough.....he's just absolutely outstanding, kind, caring, compassionate and empathetic – the best. I wouldn't be where I am today without his help, clinical care and support."*

[Follow us on social media for updates](#)

# Latest News & Announcements



## Positive Feedback Shared with Us



**healthwatch**  
Nottingham & Nottinghamshire

**We Heard**

*I want to express my sincere thanks to the Red Cross and the Urgent Care Review Team for their immediate support following my mother's hospital discharge. The dedication of the staff at SDEC and Ward B3 at QMC was also invaluable. Their prompt assessments and coordinated care have been instrumental in ensuring my mother's comfort and well-being at home*

**Red Cross and the Urgent Care Review Team**

**Contact us to share your feedback**



**healthwatch**  
Nottingham & Nottinghamshire

**We Heard**

*"Unbelievable stay.  
Staff brilliant.  
Care first class."*

**Kings Mill Hospital**

**Contact us to share your feedback**



# Issues Raised by Our Community

# Key Healthcare Updates and Actions

November  
2024 Insights

healthwatch  
Nottingham & Nottinghamshire

## Dementia care in hospitals

The Broxtowe Action Network for Dementia (BAND) shared feedback from consultations with dementia patients, carers, volunteers, and professionals. The key concern was hospital care, often leading to patient deterioration, with staff training cited as a major issue.



We have had some initial talks with BAND and will be raising this issue with the NHS trusts. We'll follow up on its impact and keep you updated in future newsletters.

## Have you heard of or experienced this?

Share your feedback—there's strength in numbers!

## Grey market for prescription only drugs

Concerns have been raised about prescription-only drugs, such as Creon, being sold by non-pharmacy online vendors. These unregulated operations, not overseen by the NHS, could pose risks due to their lack of oversight and potential consequences for public health.

This issue connects to a previous case we highlighted regarding the online sale of antibiotics by private providers without prescriptions. We are working to reach the appropriate authorities at both local and national levels.

## Have you noticed any irregularities in medicine sales?



## COVID vaccinations

Several people shared concerns about COVID vaccination setups in Notts, including long waits, inadequate seating for older or disabled patients, multiple visits, and small, unventilated rooms that increased infection risks.



This feedback comes amid a lower-than-usual vaccination uptake this season. We will be discussing these concerns with the commissioners and sharing public experiences with them.

## Please let us know about your COVID vaccination experience (if applicable)

## Chestfeeding

A woman shared that shortly after giving birth, a midwife asked her, "Are you chestfeeding?" She said, "I can't forget it. I breastfeed, yet that word took all my joy away. I tried to read about it and understand, but I still don't get it. I should matter, I have breasts."



We are exploring the use of terms like "chestfeeding" or "bodyfeeding," which are gender-inclusive alternatives to breastfeeding. These terms are used by some who feel that "breastfeeding" or "nursing" doesn't reflect their anatomy.

**Language is a powerful tool for promoting inclusivity, but raising awareness about evolving terminology is crucial to ensure everyone feels respected and included.**

## Stay Updated & Get Involved

For more information or to share your experiences, please contact us at [info@hwnn.co.uk](mailto:info@hwnn.co.uk). We'll be sure to update you next month with any further developments.

0115 956 5313

[Info@hwnn.co.uk](mailto:Info@hwnn.co.uk)

[www.hwnn.co.uk](http://www.hwnn.co.uk)

# Latest Updates on Issues Raised

## Termination of PICS contract for North, East & West Notts

Patients raised concerns that Notts Healthcare Trust (NHCT) is ending its contract with Primary Integrated Community Services (PICS) for Cardiology, Respiratory, and Palliative Care. Patients were not informed that NHT would take over and remain unclear on the changes, despite valuing these services highly.

We have been closely monitoring this issue and engaging with NHCT and the ICB. We've received assurances that the Equality Impact Assessment (EQIA) process and subsequent discussions have carefully considered patient impact. The transition has been designed with a 'patient-first' approach to ensure continuity of care and maintain service quality, which NHCT will oversee in partnership with PICS. Any operational cost savings will focus on back-office efficiencies, streamlining processes without affecting patient care.

We are also seeking clarity on the timing of this change, particularly in light of upcoming winter pressures.

## GP Appointment Waiting Time

We constantly hear from members of the public about long appointment waiting time, sometimes up to 3-4 weeks, and the need to call back on multiple occasions. To address concerns like this, we'd like to highlight some important guidelines from the [Notts ICB website](#) to remind people of their rights when accessing GP services.

### Contacting Your Practice:

- You should no longer be asked to call back on another day to book an appointment.

### Clinically Urgent Needs:

- If contacted in the morning, assessment (telephone or face-to-face) should occur on the same day.
- If contacted in the afternoon, assessment should occur the next day, when clinically appropriate.

### Non-Urgent Needs:

- Appointments should be scheduled within two weeks.

### Signposting to Alternative Services:

- Where appropriate, patients may be directed to:
  - Self-care options.
  - Local services such as community pharmacies or self-referral services.

If you feel that these guidelines are not being followed, you have the right to raise your concerns directly with your surgery manager or with the [ICB](#) (Integrated Care Board).

## X-Ray Access and GP Referrals

Concerns have been raised about GPs being asked to limit x-ray referrals. To address this, we're following up to ensure that patient needs are prioritised while also making efficient use of resources. The Local Medical Committee informed us that iRefer software is being used to support the appropriate use of imaging investigations in line with NICE guidelines. However, when this was raised by one of our volunteers at a Patient Participation Group (PPG), it was discovered that their surgery does not use iRefer.

As we continue to investigate this matter, we'd appreciate your help. If you are part of a PPG, could you check whether your surgery is using iRefer? Your feedback will be valuable as we work to ensure the best care for all patients.

## Dental Access and Referrals

Patients with underlying health conditions have raised serious concerns about the significant barriers they face in accessing essential dental care, which could jeopardise their overall health. Those with specific conditions can be referred to Community Dental Services by any health professional, such as GPs or social workers.

A recent report from Healthwatch England reveals a major issue: nearly two-thirds of people mistakenly believe they still have the right to register permanently with an NHS dentist, even though this right was removed almost 20 years ago. In response, Healthwatch England is calling for a new system, similar to GP registration, that would allow people to register permanently with NHS dental practices. This change would ensure easier access to ongoing appointments and check-ups, addressing the confusion and lack of continuity that many patients face today.

Louise Ansari, Chief Executive of Healthwatch England, said, "It's clear NHS dentistry is not fit for purpose, and people are demanding a new solution – one that guarantees access and continuity of care."

These findings have sparked widespread media attention, with coverage in The Independent, Daily Mail, Yahoo, and more.

Healthwatch England is championing these changes to make NHS dental care more accessible for everyone. Learn more about how these improvements could benefit you.

### HAVE YOUR SAY

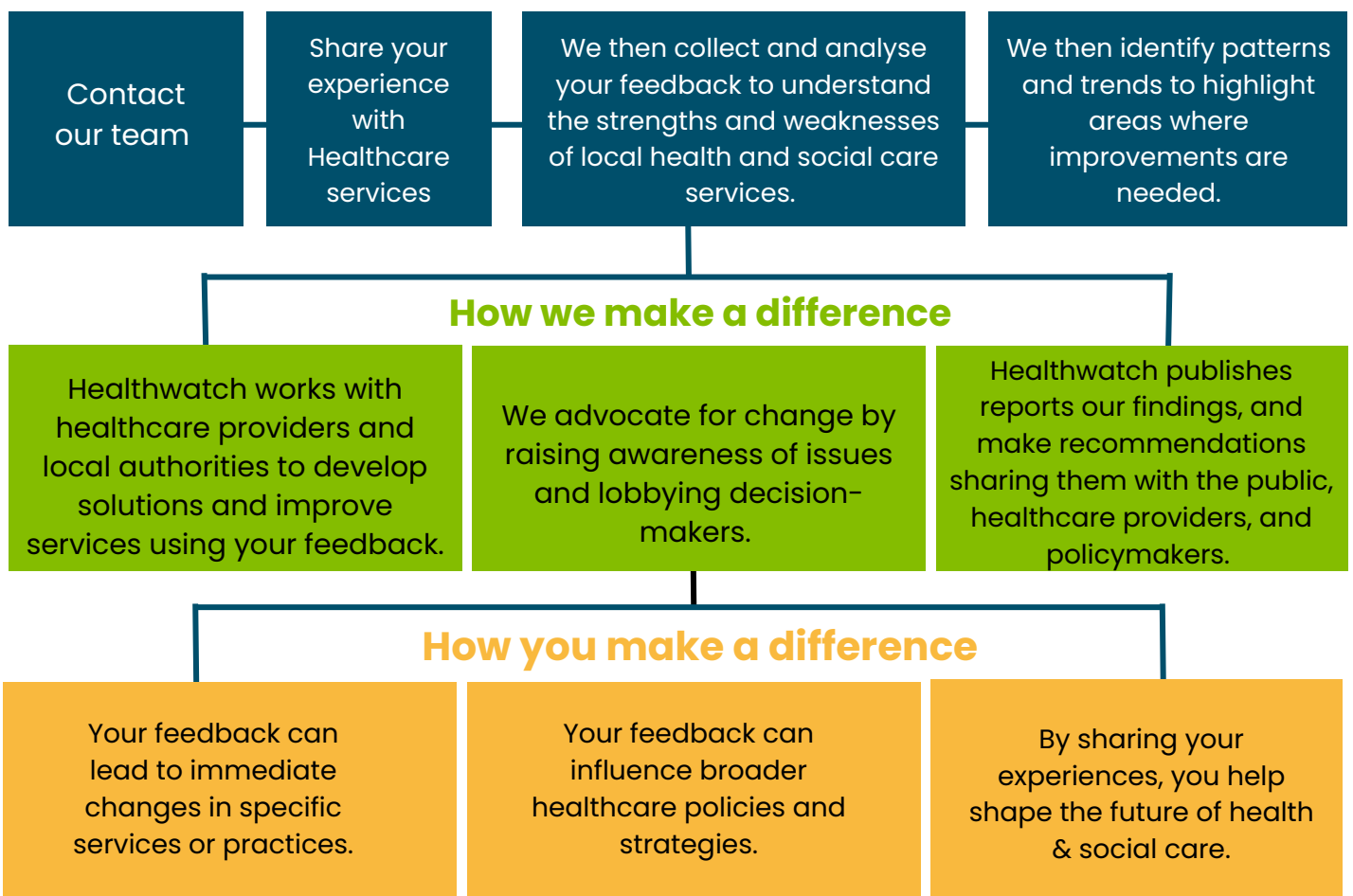
As part of the NHS's 10-year plan consultation, don't forget to share your views on NHS dentistry. Learn more and add your views to the consultation at [NHS 10-Year Plan Consultation](#).

# Share your experience with us!

## Do you live in Nottingham or Nottinghamshire?

We want to hear your thoughts on the healthcare services in our area. Your feedback will help us ensure that NHS leaders and decision-makers are aware of your needs and can make improvements to care.

### How it works?



### How can you share your experience?

- Attend our events and talk to our team.
- Contact us directly by email or phone.

# Reports, Findings and Recommendations

We publish reports that take a deeper look at some of the issues you have told us about. Read our latest reports below...

## **NHS Complaints Handling : Hot Topic Report, JULY 2024**

highlights widespread dissatisfaction with NHS services, identifies barriers to the complaints process, including poor communication and lack of support, and calls for improvements in transparency, patient engagement, and streamlined complaint handling to drive meaningful change in healthcare.

[Read full report here](#)

## **HWNN SMI Report on Specialist Mental Health Services (January 2024)**

highlights key challenges in accessing mental health services in Nottingham and Nottinghamshire. Findings reveal long waiting times, inconsistent care, and issues with referrals, which often lead to crisis situations for patients. While some services were praised, overall dissatisfaction stemmed from a lack of early intervention, poor communication, and inadequate crisis care. The report recommends early intervention, improved crisis services, and more holistic, person-centered care to address these concerns.

[Read full report here](#)

## **Urgent Community Response (UCR) Report (November 2023)**

evaluates the effectiveness of Nottingham & Nottinghamshire's UCR service, which provides rapid crisis response and in-home care to reduce hospital admissions. Feedback from 34 service users shows high satisfaction, with 97% praising the staff's politeness and 100% noting their compassion. While the service is considered invaluable, improvements include better communication about arrival times and increased public awareness. The report also highlights potential barriers for minority communities accessing the service.

Recommendations include maintaining service quality and addressing gaps in communication.

[Read full report here](#)

[Visit our website to see all our published reports](#)

[Follow us for updates on new reports, key findings, recommendations, and opportunities to get involved.](#)



## Next steps

We follow up on all concerns raised, working closely with commissioners, providers, regulators, and service users to identify both strengths and areas for improvement in services. We will be releasing a monthly newsletter around issues raised to us and their status, to stay updated subscribe to our email list [here](#).

To share your experience, please reach out using the contact information below. For a large-print version of this document, contact [Shailah.Squire@hwnn.co.uk](mailto:Shailah.Squire@hwnn.co.uk). If you have suggestions for our newsletter, please email [Shailah.Squire@hwnn.co.uk](mailto:Shailah.Squire@hwnn.co.uk) with your ideas.

## Get in touch

- **Telephone:** 0115 956 5313
- **Email:** [Info@hwnn.co.uk](mailto:Info@hwnn.co.uk)
- **Website:** <http://hwnn.co.uk>
- [linkedin.com/company/hwnn](https://www.linkedin.com/company/hwnn)
- [facebook.com/hwnotts/](https://www.facebook.com/hwnotts/)
- [Instagram.com/healthwatchnotts/](https://www.instagram.com/healthwatchnotts/)
- [x.com/\\_HWNN](https://x.com/_HWNN)



**View our work,  
Get in touch &  
Subscribe to our  
mailing list.**

How can you share your experience?

- Attend our events and talk to our team.
- Contact us directly by email or phone.