

healthwatch
Nottingham & Nottinghamshire

Local Health & Social Care Updates

January Update 2025





Local Health & Social Care Updates

About Us



Healthwatch is your local health & social care watchdog—dedicated to listening to your concerns and sharing them with system leaders to improve care across our city and county.

In 2025, we are on a mission to amplify the voices of residents and local communities in Nottingham and Nottinghamshire. We need your help to spread the word! Visit our website to share your views on health and social care in your area.

<https://hwnn.co.uk/share-your-views>



Take Survey



HWNN Latest News & Announcements

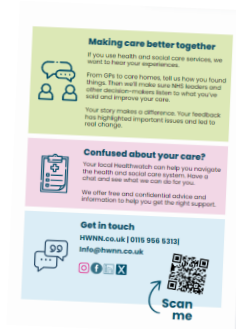
January 2025

New Year, New Look!

We're thrilled to announce the launch of our long-awaited new website at hwnn.co.uk. It's now easier than ever to find us and access the support you need. Our new site features:

- Blogs, news, and articles
- Ways to get involved
- Work opportunities
- A platform to share your views and connect with us

But that's not all! We're also introducing new banners, flyers, and posters. Please help us in sharing our message. If you'd like to order flyers or other marketing materials, please email shailah.squire@hwnn.co.uk, and we'll send them directly to your address.



Join us in spreading the word

Get Involved in Our "Have Your Say" Campaign!

What can you do?

- Share our campaign to raise awareness.
- Encourage the public to take our survey and tell us what's happening in their local area.
<https://hwnn.co.uk/share-your-views>
- Reach out to be featured on our website, where we want to signpost communities and services in Nottingham & Nottinghamshire



For a comms pack with photos and captions to support the campaign, contact our Communications Officer, Shailah Squire, at shailah.squire@hwnn.co.uk.

Hot Topic: Pharmacy Report Underway



In 2024, we collected 284 responses for our community pharmacy report. We're now in the process of writing it up and will be sharing the final report with you very soon. Keep an eye on your emails to know when it's out!

Healthwatch Nottingham and Nottinghamshire Announces Permanent CEO Appointment



Healthwatch Nottingham and Nottinghamshire (HWNN) is delighted to announce the permanent appointment of Sabrina Taylor as Chief Executive Officer. Sabrina, who has served as Interim CEO since January last year, will officially assume the permanent role effective immediately.

Under Sabrina's leadership during her interim tenure, HWNN has made significant strides in amplifying the voices of local communities, improving health and social care services, and fostering strong partnerships across Nottingham and Nottinghamshire. Her dedication, vision, and collaborative approach have been instrumental in advancing HWNN's mission to ensure that local people have a say in shaping the care they receive.

Sarah Collis, Chair of the Board, commented:

"We wish to thank Sabrina for her energy, humility, and commitment in taking on the interim CEO role in January last year. We, the board, believe that Sabrina has great ambition for Healthwatch Nottingham and Nottinghamshire and we look forward to continuing to work with her going forward."

Sabrina expressed her excitement, stating:

"I am thrilled to be appointed as permanent CEO for HWNN. I am incredibly honoured and deeply grateful for the opportunity. I want to extend my heartfelt thanks to the Board, the team, and our amazing volunteers for their unwavering support throughout this last year and I am excited to continue working alongside such a dedicated and passionate team. I look forward to all that we can achieve together in the coming year."

HWNN looks forward to this new chapter under Sabrina's leadership and remains committed to its mission of championing the voice of local people to improve health and social care services across the region.



Positive Feedback Shared with Us

We are grateful for the positive feedback we received from patients, highlighting their satisfaction with the care provided.

This feedback reinforces the value of services and motivates service providers to continue improving to meet the needs of our community. Whether positive or constructive, your feedback can make a difference.

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

We heard

Family Medical Centre, Kirkby In Ashfield:

"My preference is to have as little to do with the health system as possible. However when I have required help, it has always been of the highest order and successful to date. (This was also the case when my late husband was alive too!)"

Hucknall Road Medical Centre & City Hospital Endoscopy Unit:

"Upper/lower gastrointestinal problems. Referred for endoscopy only 2 week wait some areas of suspicion biopsied remain on 28 day pathway fabulous service. Now have further appointment in September. All staff absolutely lovely"

Wollaton Park Medical Centre - NHS:

"I want to thank the NHS and I feel they do great work. My GP has looked after me so well and I have had surgeries too which went so well. Just because once they make a mistake, we should not take away the credit for all the great work they do. I am very happy with the NHS. When people pay for their treatment, they realise how valuable the work of NHS really is."

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



Issues Raised by Our Community

Key Healthcare Updates and Actions

Latest Insights



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Poor inpatient experience at QMC

We were told about the poor cleanliness of the ward and toilets, the frequent need to prompt staff for basic care, inadequate communication regarding the treatment plan, and a noticeable lack of visible leadership.



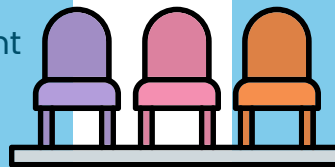
If you have experienced similar issues, please let us know about your experience. We will be raising this with the patient experiences team at NUH in the new year.

Have you experienced this?

hwnn.co.uk/share-your-views

GP issues in Bassetlaw

Refusal of face-to-face GP appointment for a patient with a complex medical history, led to critical misdiagnosis, with the patient needing to be rushed to A&E and being hospitalised for **9 days**.



The refusal of face-to-face appointment at GP practices has remained a persistent issue since the COVID pandemic. Despite guidelines stating that patients should be offered their preferred mode of appointment, many report not being given this choice.

Visit our website to access a template to help you raise your concerns with your GP.

Poor Communication at Kings Mill

A patient admitted to the hospital was discharged without the needed procedure due to poor communication between hospital staff teams. 17 months & 8 cancellations later, they continue to wait for their procedure.



This adds to a list of concerns, including unprofessional staff attitudes and communication gaps. This was raised to Kings Mill Hospital, the feedback was taken on board by the Sherwood Forest Hospital Trust and they will be reviewing their patient communication internally.

Tell us about your care!
hwnn.co.uk/share-your-views

Stay Updated & Get Involved

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

0115 956 5313

Info@hwnn.co.uk

hwnn.co.uk

Latest Updates on Issues Raised

Termination of PICS contract for North, East & West Notts

Patients expressed concerns about Nottinghamshire Healthcare Trust (NHCT) reclaiming its contract with Primary Integrated Community Services (PICS) for Cardiology, Respiratory, and Palliative Care, citing a lack of communication regarding the changes. We have engaged with NHCT and the Integrated Care Board (ICB) and are continuing to monitor the situation to ensure that the transition does not negatively impact patients.

Since raised, Nottinghamshire Healthcare NHS Foundation Trust published an article: [Community Services to Move Back to Notts Healthcare](#).

"While we understand some patients may be concerned about this development, we can assure them that anyone receiving specialist community nursing services from PICS will experience minimal changes when the transfer comes into effect on 1 January 2025."

For more details, please visit [Nottinghamshire Healthcare – Community Services Move](#) to find out more.

Chestfeeding

As highlighted in the previous report, a woman shared her distress after a midwife asked her, "Are you chestfeeding?" She also shared that the term undermined her experience. We believe language is a powerful tool for inclusivity, and awareness of evolving terminology is key to ensuring respect for all.

NUH confirmed no NHS Trust officially mandates the term and emphasised tailoring language to individuals. However, Sherwood Forest Hospitals NHS Foundation Trust (SFHT) cited national directives requiring its use, revealing inconsistencies in guidelines. NUH plans to address the term's use in CQC reports, and Sherwood Forest Hospitals NHS Foundation Trust (SFHT) will consult its LGBTQ+ reference group.

Given differing policies, engaging all Trusts' LGBTQ+ groups may help clarify best practices, ensuring inclusive yet respectful language in maternity care.

Dementia care in hospitals

The Broxtowe Action Network for Dementia (BAND) recently shared feedback from dementia patients, carers, volunteers, and healthcare professionals, highlighting serious concerns about hospital care. The primary issue raised was the deterioration in patients' conditions after hospital stays, with many attributing this to inadequate staff training in dementia care.

In response, we have asked Nottingham University Hospitals (NUH) some preliminary questions about their training and care practices and are awaiting a reply in the new year. We will keep you updated once we receive their response.

Additionally, one of our volunteers informed us about a dementia training initiative for healthcare professionals, being developed as part of a research project, which we are currently exploring further.

GP Appointment Waiting Times

We frequently hear from the public about long appointment wait times, sometimes up to 3-4 weeks, and the need to call back multiple times. To address these concerns, we've written a new article on how to raise concerns: [How to Raise Concerns with Your Practice Manager](#).

Patient Story

Patient made contact to share their difficulty in arranging a home visit for their Flu and Covid vaccines from their GP Practice. Patient is very vulnerable, has ME, heart failure and cancer.

"I have a long-term neurological illness ME [Myalgic encephalomyelitis commonly known as chronic fatigue syndrome], which makes me eligible for flu and Covid vaccinations on the NHS. I receive the flu vaccination every year at home, as I'm housebound. The ME Association confirmed that people with ME are eligible for both vaccines.

After issues with my last vaccination, when I was 'forgotten' and my mum had to fight for me to get the flu shot, my dad called the surgery in October, and they confirmed I was on the list for a home visit. However, weeks later, when my mum went into the surgery, she was told I wasn't eligible for either vaccine. After protesting, she was told they'd look into it. Eventually, I received a text confirming someone would come to my home to give both vaccines.

This is just the latest example of how my elderly parents and I have to fight for basic services. It took nearly a year to process a form to stop cervical screening reminders. My illness, which has one of the lowest quality of life scores, including worse than MS, heart failure, and cancer, means every interaction negatively impacts my health."



**Share your
Story**

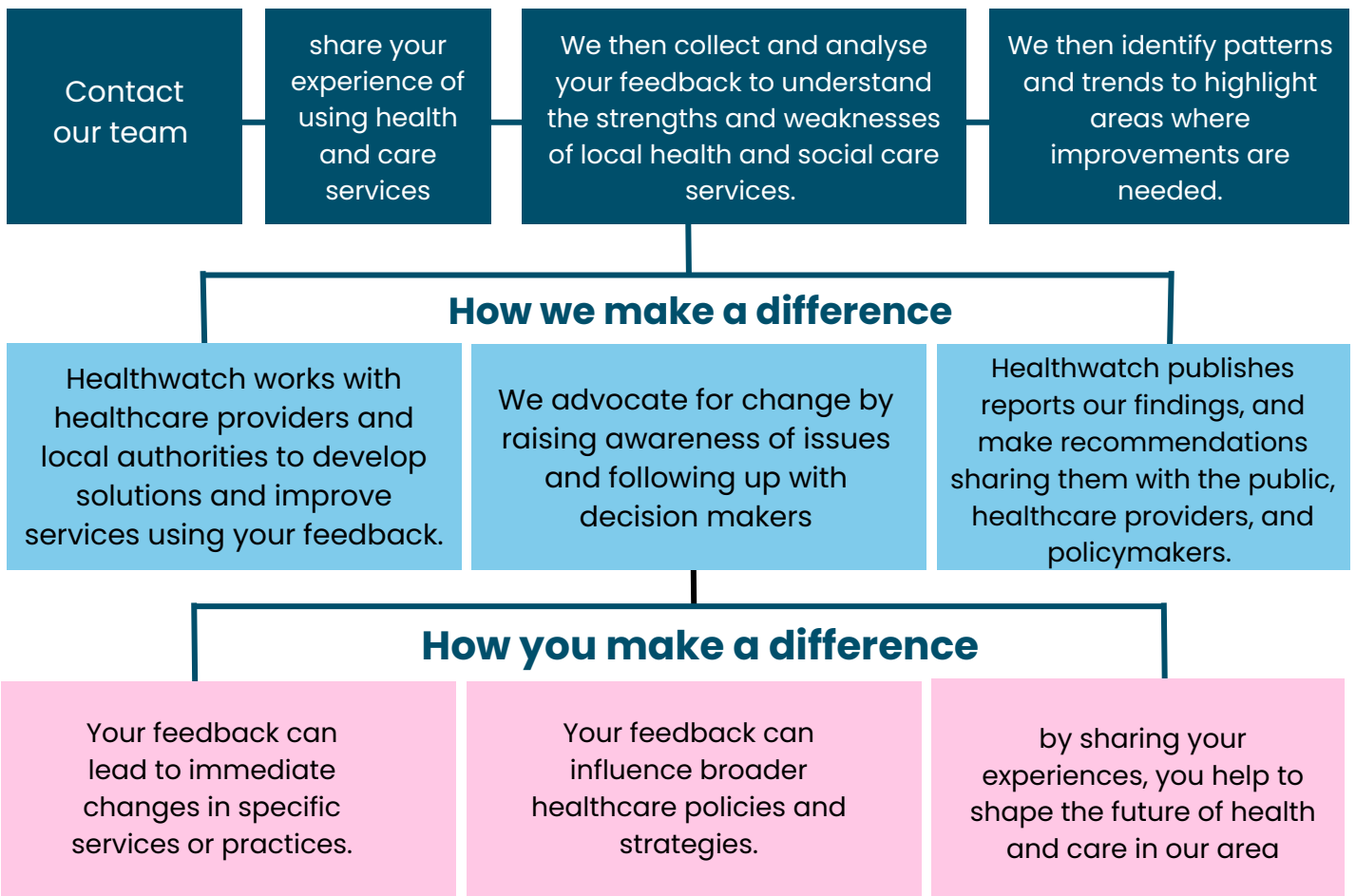


Share your experience with us!

Do you live in Nottingham or Nottinghamshire?

We want to hear your thoughts on health and care 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 Community 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](#)

Beaumont House Hospice Care – Enter and View Report (August 2024)

highlights the exceptional quality of care provided to patients, emphasising dignity, respect, and compassionate support. Patients praised the inclusion in activities and the staff’s attentiveness, while staff expressed satisfaction with their roles despite challenges. However, the report notes significant limitations with the Victorian building, such as the absence of bathing facilities and a small lift unsuitable for stretchers. Recommendations include relocating to a purpose-built hospice, allocating protected time for staff training, and maintaining high service quality through regular feedback. These improvements aim to enhance patient experience and support staff well-being. Read the full report here. [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 concerns raised, working closely with commissioners, providers, regulators, and patients 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. If you have suggestions for our newsletter, please email Shailah.Squire@hwnn.co.uk with your ideas.

Get in touch

- **Telephone: 0115 956 5313**
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