

# Local Health & Social Care Updates

July 2025

**healthwatch**  
Nottingham & Nottinghamshire



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## About Us

**healthwatch**

Nottingham & Nottinghamshire

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

Please click [here](#) to share your feedback.

## Introducing Our 2024–2025 Annual Report

We're pleased to share our Annual Report for 2024–2025, which highlights the work we've done to champion the voices of people across Nottingham and Nottinghamshire in health and social care. Over the past year, we've engaged with communities, gathered vital public experiences, and worked closely with partners to help improve local services.



**301** people  
attended  
our events

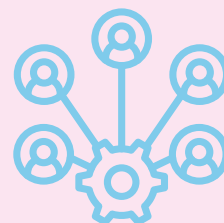


**15** of our previous  
recommendations  
were  
adopted/implemented



We have spent **491**  
hours at community  
events

We have  
engaged with **152**  
community  
organisations



A heartfelt thank you to everyone who shared their experiences with us — your voices shape our work and drive meaningful change. We're also incredibly grateful to our dedicated volunteers, community partners, health and social care professionals, and local authorities for their continued support.

Click [here](#) to read the full report.

July 2025

## CEO Update

July brought major national developments — but it's still business as usual at HWNN.

This month, our focus has been on responding to the recently published **NHS 10-Year Plan** and the **Dash Review**, both of which propose big changes to how patient voice and public engagement are delivered. We remain concerned about the proposals, and in particular the removal of independence by bringing patient voice "in-house".

In an open letter to the Secretary of State, signed by 131 local Healthwatch, it said *"Bringing public voice functions in-house risks creating a system where feedback is filtered, inconvenient truths are softened, and accountability is diluted. It sends the wrong message at a time when public trust in institutions must be rebuilt, not eroded."*

There is a national petition to protect independent patient voice. Please add your voice by signing and sharing. You can find it **[here](#)**.

In the meantime, we want to reassure you: HWNN is fully operational, fully funded, and fully committed. It's business as usual, and we're continuing to listen to your experiences, challenge decisions, and push for services that work for everyone.

Finally, we're now recruiting new volunteers and trustees who share our values and want to shape the future with us. If that sounds like you — get in touch.

Thank you for your continued support. Your voice matters, now more than ever.

Warm wishes,  
**Sabrina**



**Sabrina Taylor**  
**CEO**



## Our Annual Showcase

Thank you to everyone who joined us at our Annual Showcase & Bassetlaw Community Roadshow this year.

Held in North Nottinghamshire, the event brought together members of the public, local community groups, and health and social care partners for a vibrant and engaging day of connection, learning, and celebration.



Attendees heard about our work over the past year and how we're amplifying the voices of local people in shaping health and care services. A wide range of community organisations hosted stalls, sharing information about their services and support available across the region. Delegates also got involved in interactive activities (with prizes), and enjoyed a free lunch while networking with partners from across the system.

A big thank you to everyone who made the event such a success – especially our stallholders, speakers, volunteers, and HWNN staff.

We look forward to seeing even more of you at future events!

## Our Response to the NHS 10–Year Plan: Business as Usual at HWNN

You may have seen recent news about proposed changes in the NHS 10–Year Plan — including a proposal to abolish Healthwatch England and the local Healthwatch network, restructuring how the patient voice is heard.

We want to reassure you: It's business as usual at Healthwatch Nottingham and Nottinghamshire and local Healthwatch.



**We are still here. We are still listening.** And we continue to deliver our statutory duties as your independent champion for health and care services. While the proposals have been published, any changes would require due process, including legislative and structural steps over time. It's important to note that local Healthwatch organisations, like HWNN, are independent charities with statutory duties — our function is separate from Healthwatch England.

Our Chair, Sarah Collis, puts it simply:

“We are not closing. We are not going away. And we are not deterred.”

While national discussions unfold, we remain fully operational, working across Nottingham and Nottinghamshire to ensure your experiences lead to real change.

Find the open letter to the Secretary of State for Health and Social Care, signed by 131 local Healthwatch Services [here](#).

Read our full statement [here](#).

## The GP Access Desktop Report is here

Read the full report [here](#).

We're pleased to share our latest report: GP Access Desktop Study, a desk-based review of 59 GP practices across the Nottingham and Nottinghamshire Integrated Care System (ICS). These practices serve around 66% of the area's registered patients.

Building on HWNN's previous work, the study assesses how local GP practices are progressing in line with NHS England's Delivery Plan for Recovering Access to Primary Care (2023).

The study reviewed:

- Telephone systems
- Online booking processes
- Appointment availability
- Quality of information on practice websites



### Key Findings:

☎ Phone access is inconsistent — wait times range from <1 minute to over an hour.

➡📱 Digital phone features are patchy — 60% lack call-backs; 86% show queue positions.

💻 Online booking responses are delayed — ~50% don't reply the same day.

📅 Appointment choice is limited — triage staff often decide despite stated options.

🌐 Website quality varies — most have basics, but few explain response times or support like interpreters.

### Key Recommendations:

- Add call-back options to phone systems
- Allow booking throughout the day
- Improve NHS App integration and visibility
- Guarantee same-day responses to online requests
- Standardise access across booking methods
- Honour patient preferences for appointment types
- Make websites clearer and more accessible, backed by a co-produced Patient Charter





Events we attended last month:

July

**Integrated Neighborhood Working Celebration**  
Organisers:  
Nottingham and Nottinghamshire ICS  
Venue:  
International Community Centre

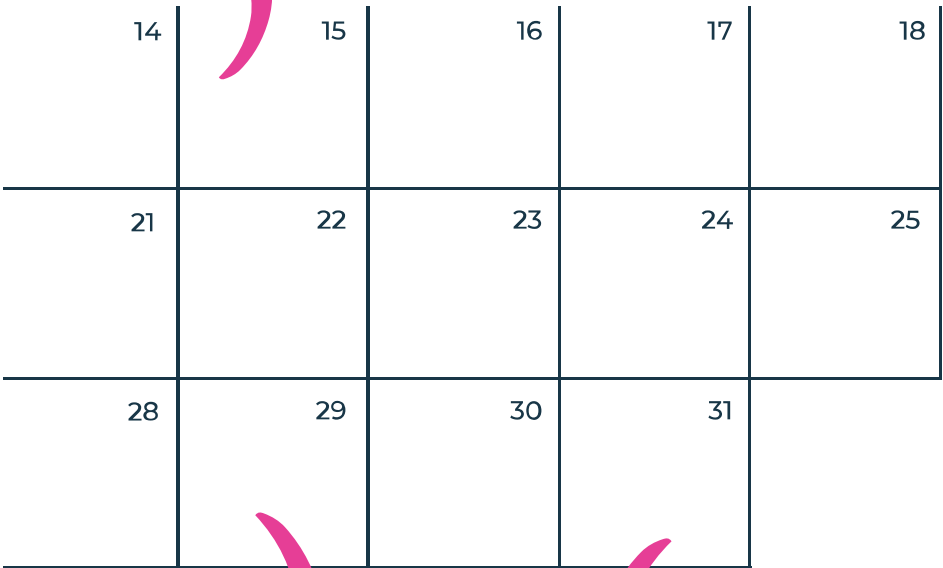
**Macmillan Beyond Diagnosis 10 year celebration**  
Organisers: Self Help UK  
Venue: Indian Community Centre

Monday	Tuesday	Wednesday	Thursday	Friday
	1	2	3	4
7	8	9	10	11

**Understanding The Impact Of Domestic Abuse (DA) Survivor Programmes**  
Organisers:  
Nottingham Central Women's Aid  
Venue: NTU - Newton Building

**HWNN Annual  
Showcase and  
Community Roadshow**

Organisers: Healthwatch  
Nottingham and  
Nottinghamshire  
Venue: The Crossing  
Church & Centre



14	15	16	17	18
21	22	23	24	25
28	29	30	31	

**Nottingham City  
Collaborative for  
Better Mental Health  
- Workshop 2**

Organisers: Public  
Health NCC  
Venue: Nottingham  
Central Library

**Ashfield Wellbeing  
Network Community  
Event**

Organisers: Notts County  
Council, Ashfield District  
Council  
Venue: Hucknall Outdoor  
Market





# Issues raised with us by the public

July 2025

# Key Healthcare Updates and Actions

Latest  
Insights



healthwatch  
Nottingham & Nottinghamshire

## Poor patient experiences at Nottingham City Hospital

We've been hearing concerns from patients and families about:

- Undignified or Unsafe Care
- Poor Communication with Patients and Families
- Pain Management and Allergy Concerns Overlooked
- Patient Preferences Not Respected



We have formally raised these concerns with NUH Trust and are waiting for their response.

If you or a loved one has been treated at Nottingham City Hospital, share your experience and help make services better for everyone.

## Nominated Pharmacy changed without patient consent

We've heard from patients in Mapperley whose chosen pharmacy was changed from Westdale Pharmacy to Notts Pharmacy without their knowledge or consent.

Even the GP practice confirmed they did not make these changes.

We are raising this issue with the relevant services to explore why it happened and to prevent it from happening to others.

Remember, patients have the right to choose their pharmacy and can update their preference any time using the NHS App. However, changes must not happen without patient's permission. If this has happened to you, let us know... your feedback helps protect patient rights.



## Lack of Autism-informed support in personality disorder services

A parent shared their concerns about the lack of an autism-informed approach in personality disorder services, and the difficulties that arise when carers are excluded from communication with staff. They expressed frustration that, despite their child showing little to no progress, staff described the therapy as a success, feeling as though "they marked their own homework".



We are calling attention to this issue, as it highlights ongoing challenges faced by some of the most vulnerable members of our community.

If you have had a similar experience, we want to hear from you. Your experiences help us advocate for better support and more inclusive services.

## Inappropriate sharing of sensitive mental health records on NHS app

A patient told us that, on two separate occasions, medical records clearly marked "not to be shared with patient" were uploaded to their NHS App. Unfortunately, accessing this information had a negative impact on the patient's mental health.



This raises serious concerns about how clinical information is managed and shared via the NHS App, especially for patients in vulnerable mental health situations.

We are actively following up this concern with the Nottinghamshire NHS Digital team.

Are you using the NHS App? Tell us how it's working for you.

## 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)

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



# Patient Insights





## Positive Feedback Shared with Us

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

This feedback reinforces the value of good service 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

*"I can always get an appointment. Surgery very good"*

**Stenhouse Medical Centre**

*"I cannot fault the the treatment I receive as an in patient and all my out patient appointments. I regularly have to go to the queens hospital in Nottingham all my treatment and regular appointments are always on time and very nice staff.*

*Also Nottingham city hospital i cannot fault"*

**Queen's Medical Centre & Nottingham City Hospital**

*"The doctor I saw today Was kind & listened to my comments about my health. After examining my hips she prescribed me some strong painkillers which I got from my local pharmacy."*

**Farnsfield Surgery**





## Patient Story

A patient shared their frustrating experience of being referred for treatment, only to find out much later that the actual waiting time was far longer than expected, leaving them in pain and without options.

If you're given a choice of services when being referred, make sure the referral team checks the most up-to-date waiting times. This can help you make an informed decision and avoid unnecessary delays.

*"Had no access to hospital x-rays that showed the problem I was referred to them for. Took a long time to be passed to the next physio in line who also could not help me.*

*Referred to hospital after months of waiting and was given choices of where to go. Chose one that showed an estimated waiting time of 22 weeks. Was told when I had an appointment with the orthopaedic surgeon that the waiting time is actually more like 50 weeks. Can't go to back to the referral choices which could possibly be a shorter waiting list. In severe pain and very limited mobility for another year or more."*



**Share your Story**  
[hwnn.co.uk/have-your-say](https://hwnn.co.uk/have-your-say)





# Other Highlights



## Partner Highlights

### Children and Young People Strategy Survey

**Deadline:** 26 September 2025

A new Children and Young People's Strategy is being developed – and those leading it want to hear from young people and families.

😊 Who can take part?

- Young people aged 11 to 19
- Young people aged up to 25 with Special Educational Needs or Disabilities (SEND)
- Parents and carers of children and young people
- Younger children can take part if they feel able to

Your views will help shape the priorities for support and services across Nottingham and Nottinghamshire.

👉 To fill in the survey, please click the link [here](#).

### How Does Your GP Practice Communicate With You?

The NHS in Nottingham and Nottinghamshire is looking for feedback from patients registered at local GP practices on how their practice communicates with them.

Your views will help improve the way information is shared between practices and patients.

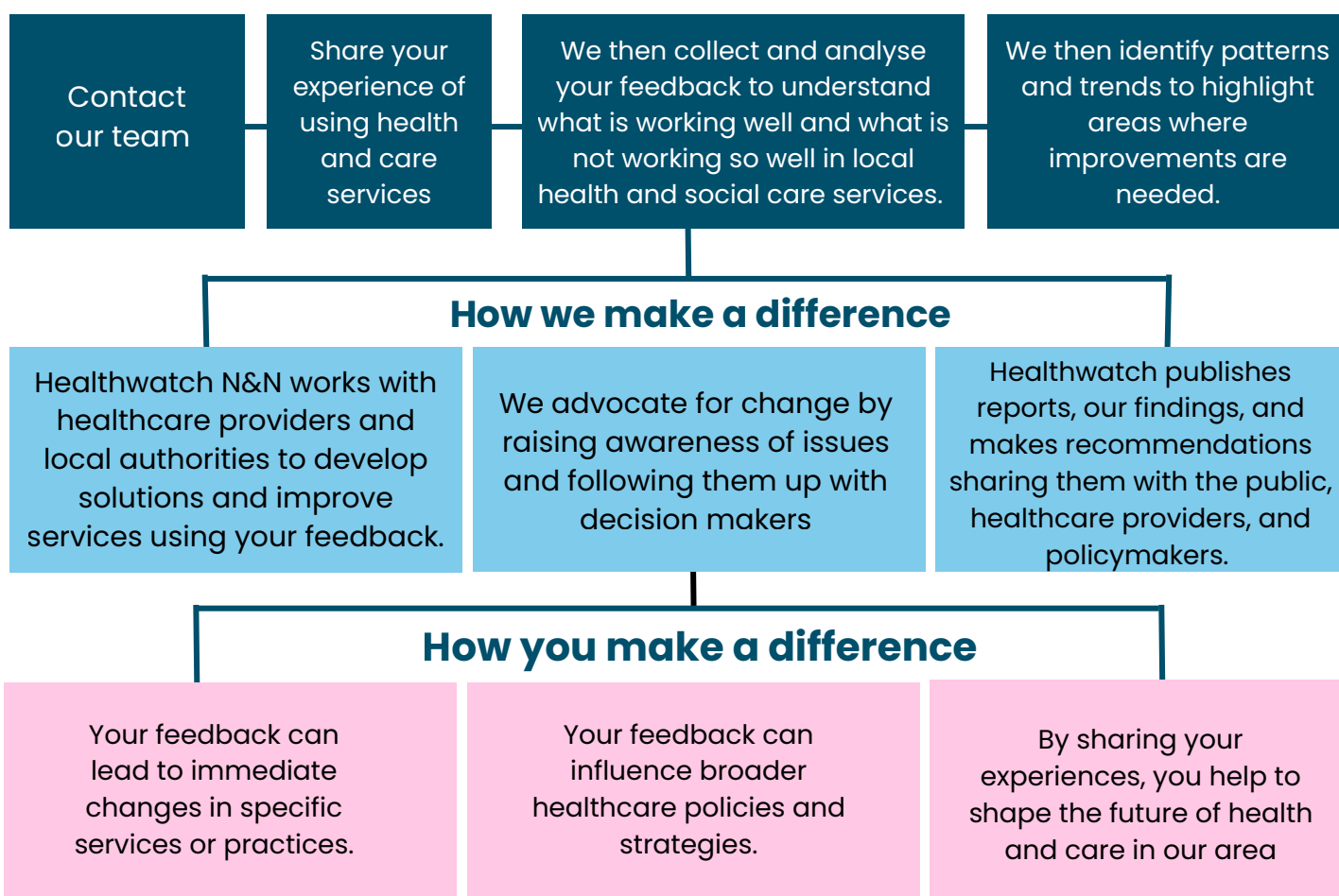
📝 Take the short survey [here](#).

# Share your experience with us!

## Do you live in Nottingham or Nottinghamshire?

We want to hear your thoughts on health and care services in your 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.
- Submit a webform <https://hwnn.co.uk/share-your-views>

## 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 with 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 [comms@hwnn.co.uk](mailto:comms@hwnn.co.uk). If you have suggestions for our newsletter, please email [comms@hwnn.co.uk](mailto:comms@hwnn.co.uk) with your ideas.

## Get in touch

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-  [facebook.com/hwnotts/](https://www.facebook.com/hwnotts/)
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