

healthwatch
Nottingham & Nottinghamshire

Local Health & Social Care Updates

June 2025





Local Health & Social Care Updates

About Us



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.

Our Away Day

We recently had our away day, focusing on our wellbeing through the medium of ecotherapy. Led by Kate Whyatt from **Wild as Well**. We took the time to reconnect with nature, and reflected on how we can incorporate the natural world in our day to day routines. The day offered a refreshing pause from our usual environments, allowing us to slow down, tune into the landscape around us, and gain new perspectives on self-care and resilience. Through guided activities and shared experiences, we left feeling more grounded and inspired.



Our Annual Showcase Returns!

Tuesday 15th July
11:00AM–2:00PM
The Crossing, Newcastle
St, Worksop, S80 2AT

[Book](#)
[here](#)

Annual Showcase and Community Roadshow

We're thrilled to bring back our Annual Showcase—once again combined with our popular Community Roadshow format! Expect a vibrant day filled with engaging presentations, community stalls, and of course, a tasty lunch.

Join us to:

- Connect with and learn from local community organisations
- Hear from HWNN's Chair and CEO
- Explore the marketplace and offers from partner organisations across the region

This free event is open to everyone—members of the public, voluntary and community groups, and colleagues across health and social care.

Interested in attending?

Ticket booking closes on the 7th of July. Click the link above to register now!



Community Pharmacy Hot Topic - Our Stakeholder Event

Following the publication of our Community Pharmacy Hot Topic Report, we held an online Stakeholder event to present our research findings on the 21st of May 2025.

The project was conducted in light of growing public concern regarding pharmacy access and medicine shortages, mixed reviews on the Pharmacy First Scheme, and the overall significance of pharmacies in providing accessible primary care. Data was collected via a survey which facilitated both quantitative and qualitative responses. 284 people from across Nottingham and Nottinghamshire shared their views.

To read our key findings and recommendations, and to download the full report, please follow the link [here](#).

Our recent stakeholder event was positively received, with attendees engaging in a thought-provoking and insightful Q&A session. Key topics of discussion included:

- Nation-wide impact of ongoing medicine shortages
- Specific medications currently in short supply in Nottingham & Nottinghamshire
- Challenges and considerations in sourcing alternatives for unavailable medicines
- The evolving relationship between GP-led care and the Pharmacy First Scheme
- Strengths and limitations of the care delivered through the Pharmacy First Scheme
- Strategies for anticipating and mitigating the effects of pharmacy closures
- Effective communication

of service changes to the general public

Missed the event? You can watch it [here](#).





HWNN Latest News & Announcements

Watch out for our two upcoming reports:



[GP Access Desktop Study](#)

This report explores how easy it is for patients to access GP services and whether the latest primary care operating guidelines are being implemented effectively. It looks at the appointment booking experiences, alongside the quality and clarity of information available on GP websites.

[Enter & View Report](#)



We have completed our first Enter & View visit of this year and are currently preparing the report on our findings. Be sure to attend the Annual Showcase and Community Roadshow, where we plan to share key highlights and findings from our reports with you.



Can you help us in carrying out our mission of amplifying your voice to affect positive changes?

We're looking for passionate, committed individuals to volunteer with us. Here are the roles we are currently looking to fill:

Trustee (Board Member)

Help guide the strategic direction of Healthwatch N&N as part of our Board. We're keen to hear from people with lived experience of health or care services, or from underrepresented communities.

Strategic Volunteer – Representing HWNN at strategic meetings

Represent HWNN at regional health and care meetings. You'll speak up for patients and the public, share our findings, scrutinise and ask questions, and report back.

Enter and View Authorised Representative

Visit health and care services, talk to people about their experiences, and write or contribute to report findings that drive improvement.

For all these roles, follow the ['volunteers'](#) page on our website to apply.

Events we attended last month:



Community Network Meeting

Organiser:
Mansfield CVS
Venue: John
Fretwell Sports
Complex



Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4	5	6
9	10	11	12	13



Addressing stigma: The need for empathy, understanding... and action

Organiser: Public
Health NCC
Venue:
Nottingham
Council House



Carers Roadshow

Organisers:
Nottinghamshire
Carers Association
Venue: Nottingham
Central Library

African-Caribbean Health & Wellbeing Community Feedback Event

Organiser: Renewal Trust / Notts City East PCN
Venue :The Chase Neighbourhood Centre, Robin Hood Chase, NG3 4EZ

Rushcliffe Future of Health event

Organiser: RAPID
Venue: East Leake Community Pavilion, Costock Road LE12 6LY

16	17	18	19	20
23	24	25	26	27
30				



Versus Arthritis

Organiser: Versus Arthritis
Venue: Sherwood Community Centre, Woodthorpe House, Mansfield Road,



Issues raised with us by the public

Key Healthcare Updates and Actions

Latest Insights



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Palliative Care Issue Resolved After Complaint to Care Manager

The caller raised a complaint with their palliative care provider, which led to a successful improvement in the care they received. They were able to do so because in the past, we had signposted them to the service manager for raising concerns.



They wanted to share this positive experience and to say they really appreciated the support we offered and that they had been able to speak for themselves. They have expressed trust in staying connected for any future concerns. We might be able to help you... get in touch and find out!

Missed Notification of Carrier Status for Sickle Cell Disease

316 families in Mid-Nottinghamshire and Bassetlaw may not have been informed of their or their child's carrier status for sickle cell or other haemoglobinopathies – a serious communication lapse highlighted in a recent stakeholder briefing shared by NHS England via the Nottingham and Nottinghamshire ICB.



We are treating this as more than an administrative error, but a breach of trust requiring transparency and action. So far: **Family engagement:** The ICB has sent letters and offered a helpline, which received 4 responses. We challenged this as inadequate, and they acknowledged the need for more proactive listening.

Learning report: A root cause analysis is underway and is due in July.

Community involvement: The ICB has engaged the Sickle Cell Society and faith leaders. We will also meet with the Society to explore the impact and offer support.

Do let us know if you or someone you know has been affected by this.



Provision of Ring/Vaginal Pessary Care

A member of the public shared their concerns about the withdrawal of funding for ring pessary care, which has been crucial in managing their pelvic organ prolapse, allowing them to avoid invasive surgery and maintain an active lifestyle.



We looked into this and discovered that ring pessary care is no longer included in the 2025/26 GP contract, meaning practices are not funded to provide this service. While some continue on a goodwill basis, others have stopped due to the wider stance on unfunded, non-core work by local GPs.

The commissioned service for this care is the Community Gynaecology Services, delivered via Primary Integrates Care Services (PICS), Nottingham University Hospitals NHS Trust. Have changes to GP services affected you? Share your experience to help shape future NHS contracts.

Concerns about NHS 111 Option 2: Crisis Mental Health Support

A patient group raised significant problems with the NHS 111 option 2 service for crisis mental health support, including unanswered calls and incorrect signposting to Derbyshire, which is negatively impacting families in need.



The local providers (Notts Healthcare Foundation Trust) have confirmed that they are aware of the challenges and the service provision is currently under review. Remember to use this line only if you or someone you know is experiencing a mental health crisis!



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

Larwood Health Partnership, Bassetlaw: Systemic Issues

Following patient concerns about appointment access and difficulties in communication raised by us, the ICB Primary Care Quality Team visited the practice earlier this year. The practice was receptive to feedback and acknowledged the challenges patients had faced. While previous digital tools had limited success, improvements have since been made, including increased clinical staffing and a commitment to regular patient communication via newsletters.

A new GP-led total triage model, initially planned for October 2025, was brought forward due to ongoing pressures and launched on 2 June 2025. This required a short pause in routine bookings, but normal service has now resumed, we are assured.

Patients are being kept informed through the practice website, Facebook, in-surgery updates, and a demonstration video. Support remains available for those less confident with digital systems. The practice's Patient Participation Group continues to play an active role in sharing feedback and supporting the transition.

If you are a patient at this practice, we'd like to hear how the new system is working for you. Sharing your experience helps shape improvements.

Meden Medical Services, Mansfield: Long Wait Times and Inconsistent GP Access

We raised the patient concerns with the practice through the Place Based Partnership and the ICB. The practice acknowledged the challenges it has faced since taking on patients from the closed Riverbank Practice in 2023. To improve access, they introduced a new triage system and upgraded their telephone system, which had been underperforming, but has now been fixed.

The ICB's Primary Medical Services Commissioning and Quality Team has also visited the practice and met with the practice manager. We have been reassured that improvements are underway and patients should begin to see a better experience soon.

Incomplete appointment info on NHS App

A patient raised concerns after receiving an NHS App appointment confirmation showing the consultant's name but no clinic location, making it difficult to attend. No letter was received to provide further details.

After nearly a year of discussion, Nottingham University Hospitals Trust (NUH) has now confirmed that the system is updated to include campus details on the NHS App. Follow-up messages are used as a back-up if letters are not received, as these typically include contact numbers for further help.

Share your story!

Your experiences help shape better healthcare services. If you have faced any of these issues, we want to hear from you. Contact us to share your story and help drive positive change.

hwnn.co.uk/blog/2024-12-01/how-we-process-issues

**How we
process
issues**



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

Respectful Care - *"[The care] company I have are out of this world. During their last CQC inspection they were rated as outstanding in all key areas. The staff often go above and beyond..."*

Riverside Health Centre - *"The end of life care from my GP surgery for my husband was excellent, everything was explained clearly, my husband involved."*

Urgent Treatment Centre (Newark Hospital) - *"Triaged within minutes of arrival. Informed it was a 2hr wait and seen at 2hrs. Everyone very professional, and everywhere very clean."*



Patient Story

A patient experienced significant delays and errors in receiving medical care, including a misread biopsy and multiple cancelled appointments, ultimately leading to a cancer diagnosis and treatment. Despite receiving good care from the hospital once diagnosed, they continue to face difficulties in securing appointments with their doctor's surgery, causing ongoing frustration and health concerns.

"Reception... trying to get an appointment is a nightmare. After 6 years back and forth to the doctors begging for an appointment... no joy... Eventually after another year I got to see gynecologist who ordered a biopsy... that said biopsy results were read wrong... The doctor told me it was cancer... one week later I was then at city to be told it's definitely cancer... asked if I wanted an op... said yes... everything removed and lymph nodes... hysterectomy. Once they knew it was cancer I can't fault Nottingham City gynecologist and oncology department... the care I received was lovely."



Share your Story
hwnn.co.uk/have-your-say





Other Highlights



Healthwatch England's Latest Updates

Here are some of the latest reports from Healthwatch England, covering national trends in health and social care. To learn more, click [here](#).

Fewer people in England are waiting for NHS care

The latest NHS figures show a small but welcome drop in the number of people waiting for planned treatment in England. At the end of April 2025, around 6.23 million people were waiting, down slightly from 6.25 million in March.

While this is a step forward, waiting lists remain high and continue to affect many patients.

Research shows that people from ethnic minority backgrounds, disabled individuals, women, and those on lower incomes often face longer waits. Without clearer data on who is waiting longest, it's harder to ensure support goes where it's needed most.

To read more, click [here](#).

Cervical Screening Access to Expand via NHS App

The Government has announced new measures to improve cervical screening access and uptake in England, with a focus on convenience and reducing unnecessary appointments.

From July, a new digital system will allow women to receive screening invitations and reminders through the NHS App as part of a "ping and book" approach. If a notification isn't opened, a follow-up text message will be sent. Traditional letters will still be available for those who need them.

In addition, younger women (ages 25–49) who test negative for HPV, and are therefore at very low risk of developing cervical cancer, will now be invited for screening every five years instead of three. Women who test positive or have a history of HPV will still be invited more frequently.

To read more, click [here](#).

Partner Highlights

Pancreatic Enzyme Replacement Therapy (PERT) Supply Shortages

There is a national shortage of Pancreatic Enzyme Replacement Therapy (PERT), which may persist into 2026. If you rely on PERT, please request your repeat prescription at least two weeks before you're due to run out. To help manage supply, prescriptions may be limited to one month at a time. If your usual brand is unavailable, a safe alternative may be offered. Your healthcare team can also explore imported options for short-term support if necessary. Staying informed and maintaining communication with your care team can help reduce risks during this ongoing shortage.

You can find further guidance from the Nottinghamshire Area Prescribing Committee [here](#).

Inclusion Health – Conference Recap & Toolkit

On 1 May 2025, the Nottingham and Nottinghamshire Integrated Care System (ICS) hosted its first Inclusion Health Conference, bringing together health and care partners and people with lived experience to explore how we can build a fairer, more inclusive health system.

Inclusion health refers to people who are socially excluded and face overlapping challenges—such as stigma, poverty, violence, and trauma—that impact their health and access to care.

The conference highlighted the scale and impact of these inequalities and how, guided by the NHS Inclusion Health Framework, we can improve services through local action and shared understanding.

Find the video summary [here](#)

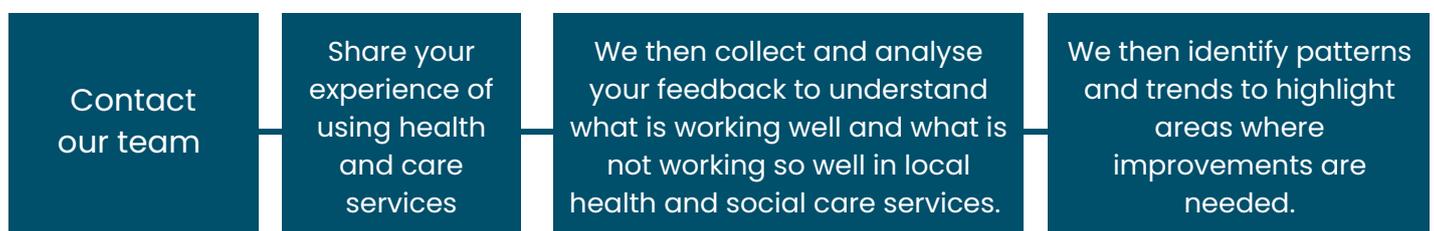
The Inclusion Health Toolkit is now available, showcasing good practice and local examples from across Nottingham and Nottinghamshire. You can access it [here](#).

Share your experience with us!

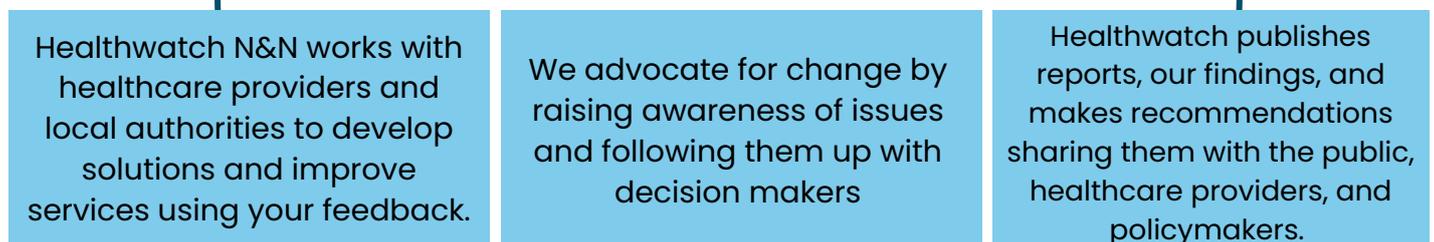
Do you live in Nottingham or Nottinghamshire?

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.

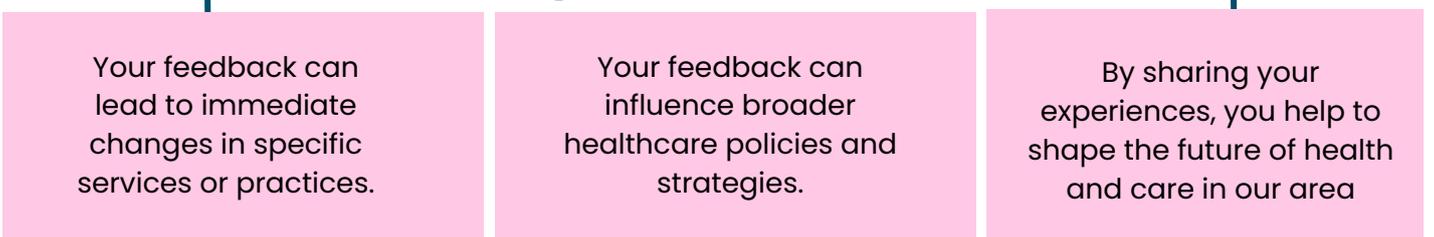
How it works?



How we make a difference



How you make a difference



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. If you have suggestions for our newsletter, please email comms@hwnn.co.uk with your ideas.

Get in touch

- Telephone: 0115 956 5313
- Email: Info@hwnn.co.uk
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