

Welcome to Our Annual Showcase

21st July 2026

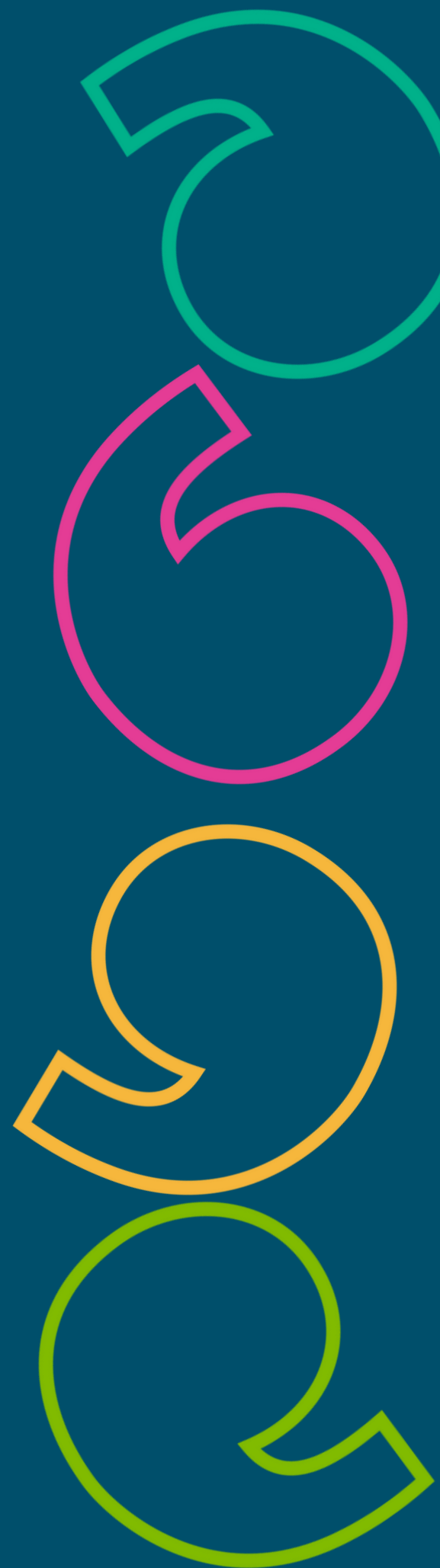
healthwatch
Nottingham & Nottinghamshire



Looking back: the Healthwatch journey

Sabrina Taylor

CEO, Healthwatch Nottingham and
Nottinghamshire



Born because **nobody listened.**

Stafford Hospital 2005–2009 ·
The Francis Report 2013



Thirteen years of making voices heard.

Then



Now



2013

Healthwatch launches

2018

City & County merge

2020

Voices through COVID

2026

Still listening



**When people
speak up,
care changes.**

Real voices. Real change.

healthwatch
Nottingham & Nottinghamshire

Hearing from our partners

healthwatch
Nottingham & Nottinghamshire

Meet Our Panel



Kate Adams
Deputy Head of
Involvement, Experience
and Volunteering,
Nottinghamshire
Healthcare NHS
Foundation Trust



Darren Fleetham
Nottinghamshire
Safeguarding Adults
Board Manager, Strategic
Safeguarding Team,
Nottinghamshire County
Council



Sarah Collis
Chair, Healthwatch
Nottingham and
Nottinghamshire

Highlights from recent work

healthwatch
Nottingham & Nottinghamshire





NHS App Hot Topic Report, 2026

Asra Ahmad

Report not yet published — Findings provisional

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Why this and why now?

National policy

The NHS App sits at the centre of the 10 Year Health Plan, intended to become the main way people access NHS services and, in time, give feedback about their care.

What we heard

Local people were already sharing their challenges about digital access. Our GP Access and NHS complaints handling reports pointed to the same issues.

What we did

Survey open October 2025 to January 2026, gathered online and face-to-face in community settings, part of a national exercise across 19 local Healthwatch areas.

From hearing about the app to using it

All respondents

410 people answered our survey

Have you heard of the NHS App?

Yes : 388 (94.6%)

**No
22**

Do you use the NHS App?

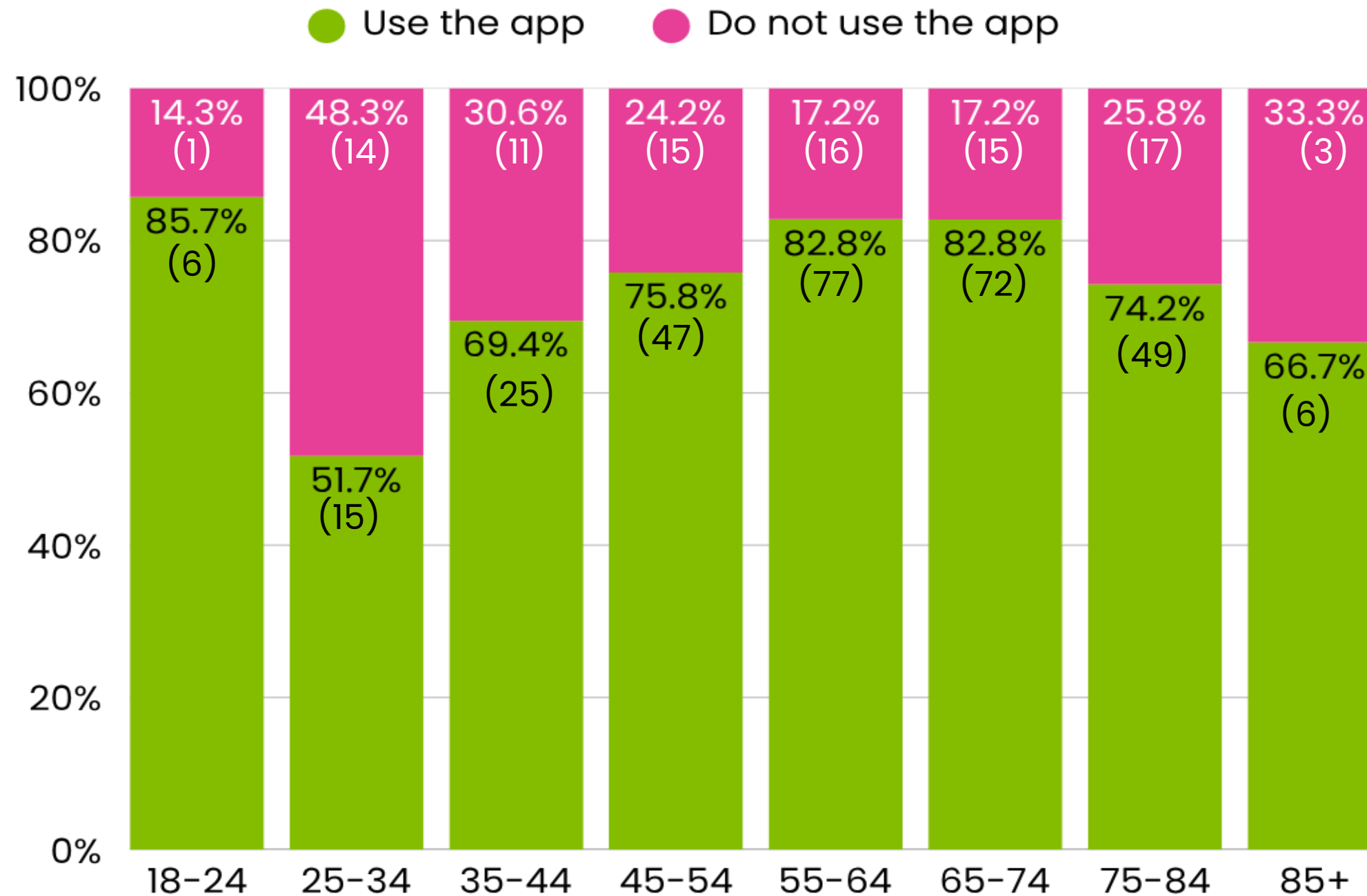
Yes : 308 (79.4%)

**No
80**

79.4%

of those who had
heard of the app
use it

The app reaches every age group: usage peaks at 55–74

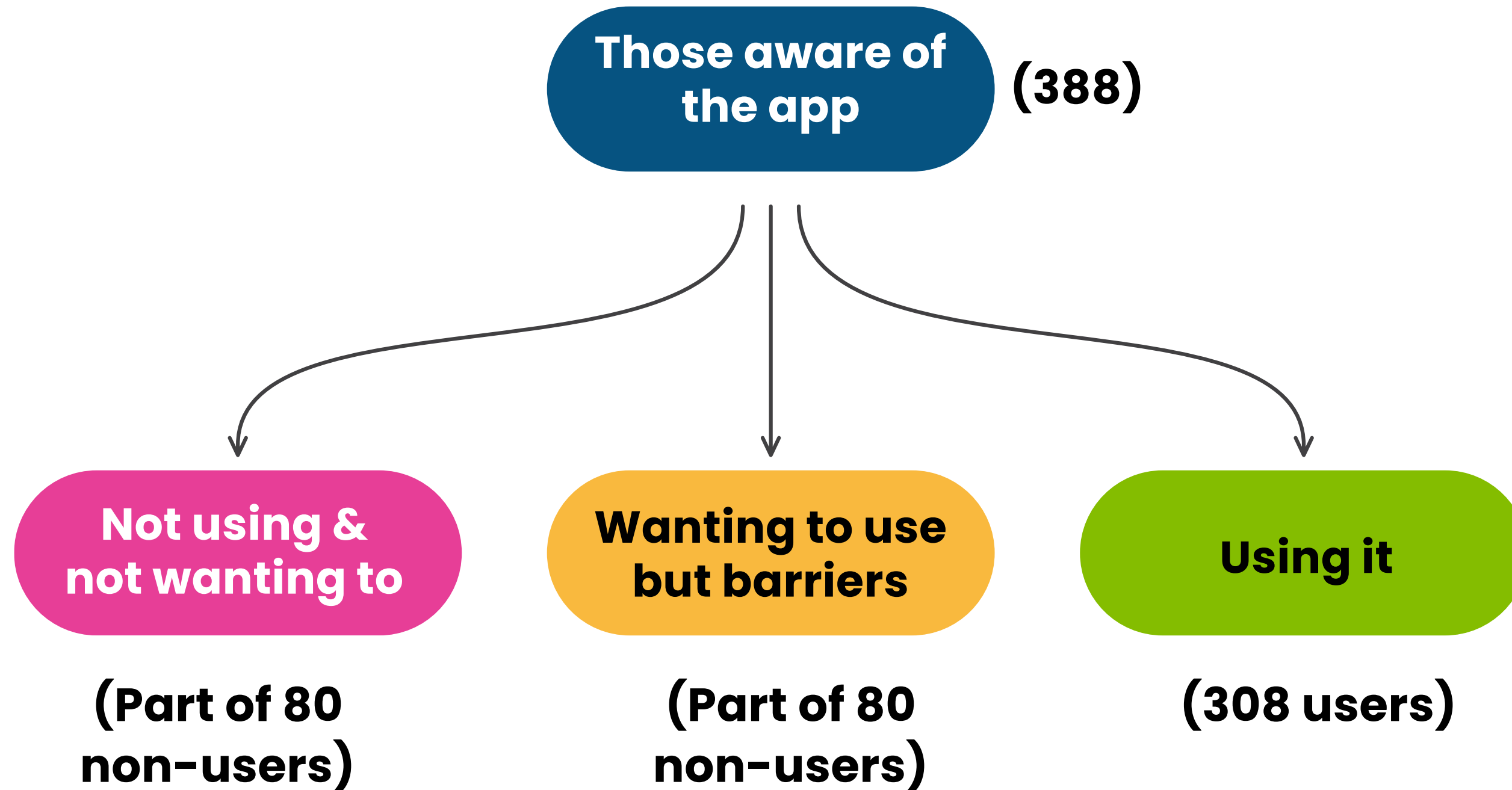


Source: All respondents who provided age (297 users and 102 non-users)

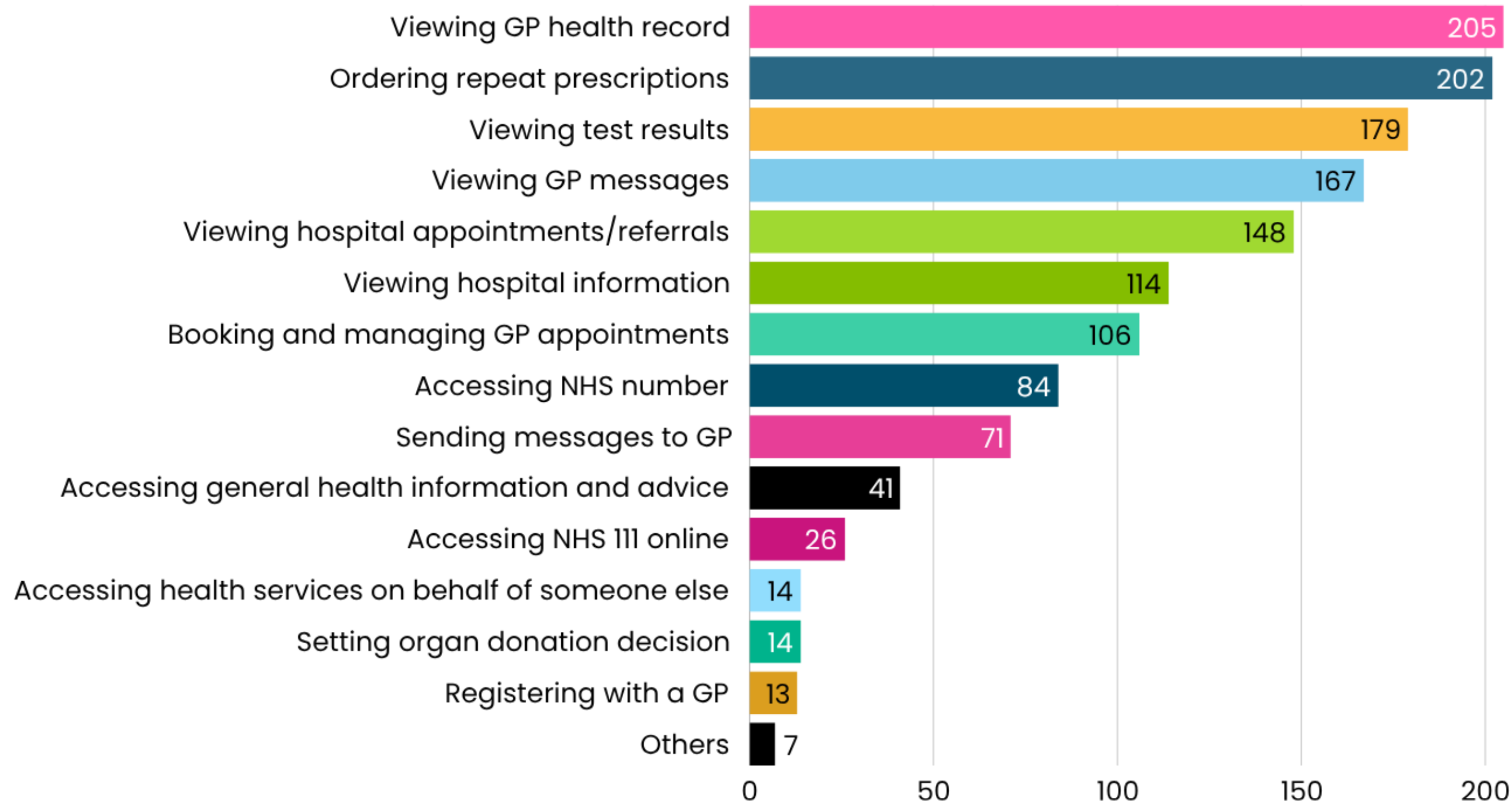
82.8%

of respondents
aged 55–74 use
the NHS App: the
highest of any
age group

Three groups of respondents



The App is used for



57.1%
use at least
one other
health app

Source: Respondents who use NHS App (n=308); Multiple selections permitted, percentages do not sum to 100%.

The cross-cutting themes

1

Digital exclusion and the two-tier risk

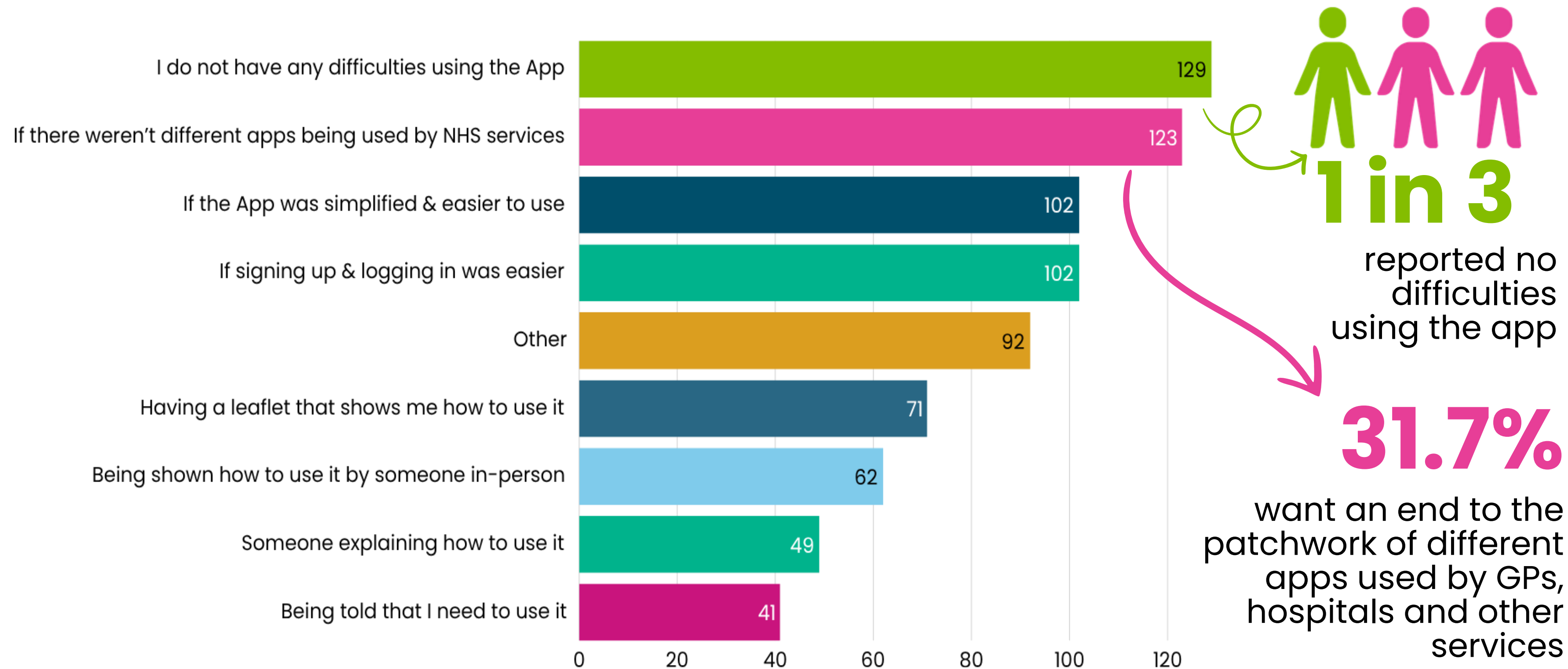
2

System fragmentation, undelivered functionality & missing secondary care

3

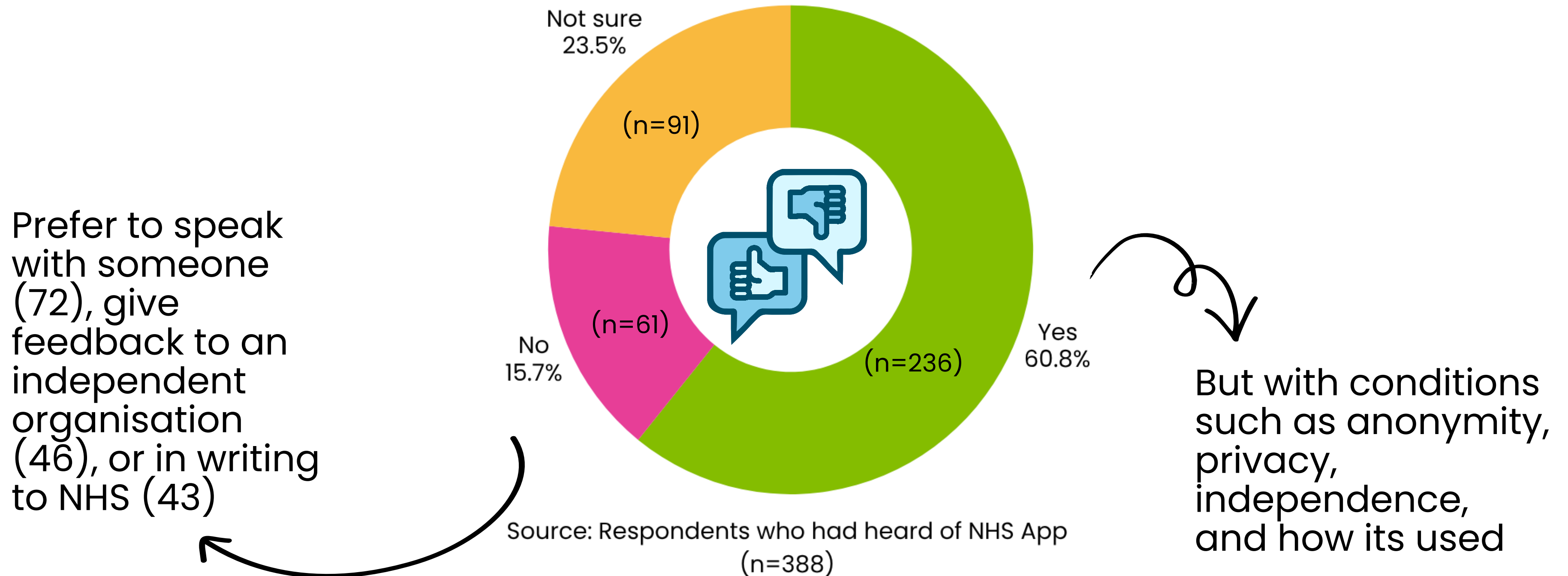
App usability and login barriers

What would enable use of the App



Source: Respondents who had heard of the NHS App (n=388); Multiple selections permitted, percentages do not sum to 100%.

Would people use a feedback feature on the app



Thank you!





Enter and View : The Power, and The Point Deborah Ferguson

6

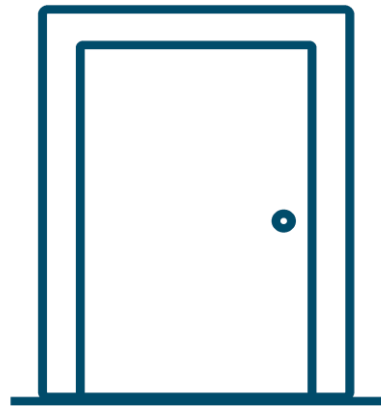
ANNESLEY LODGE CARE HOME, MAY 2025

*"It feels like home.
I don't have a home,
but I brought my possessions."*

–Resident

9

What it is



A legal power



**Trained
representatives**

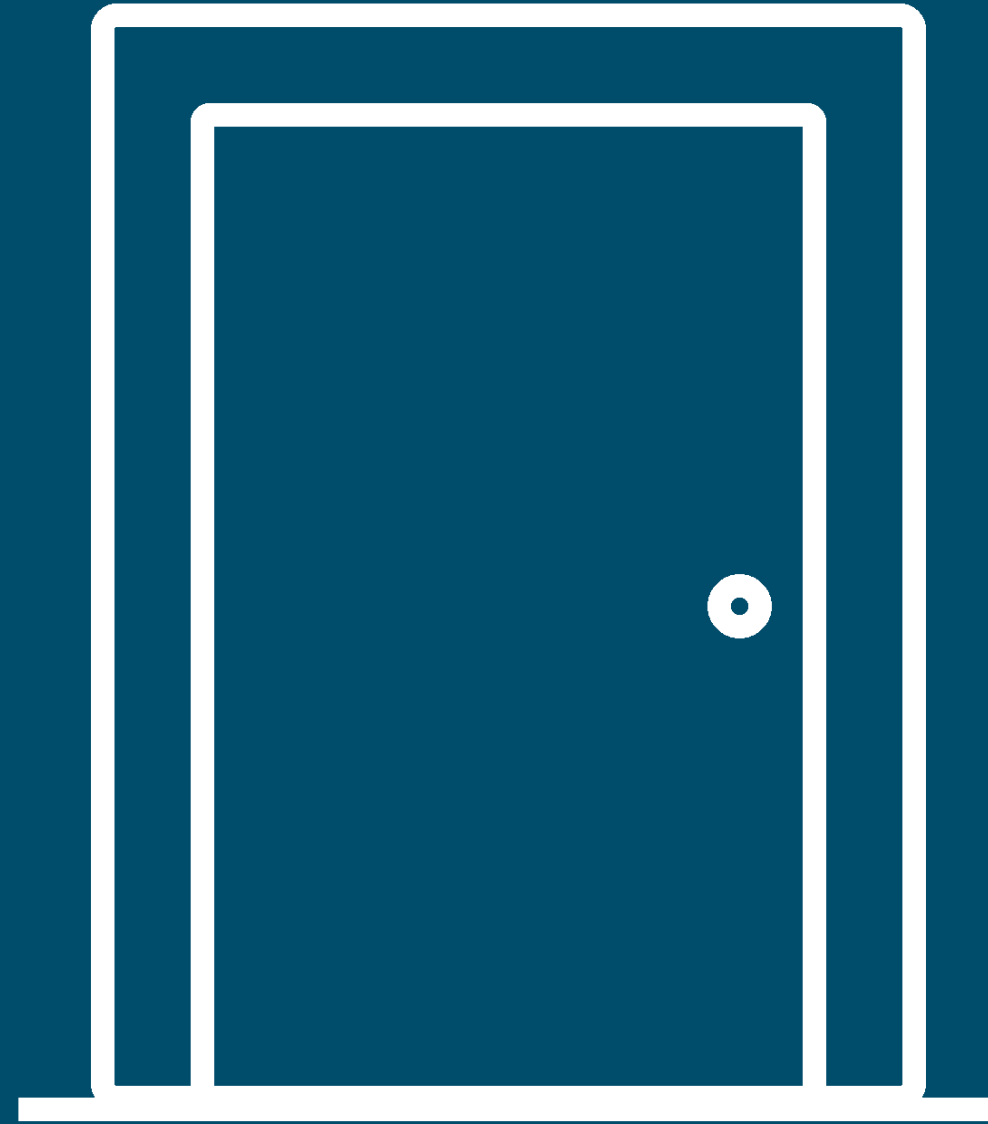


**We listen and
observe**



**A report they
must answer**

It is not an inspection.



Independent. Anonymous.

We are not the only ones with a key

CQC

Assess the service against the same set of criteria.

HWNN

Ask people what matters most to them.

One voice is a story

West Lodge Care Home, November 2025

STAFF

Nine in ten rated the home positively on social connection.

RESIDENT

“There is nothing for me to do. I spend my time just sat.”

RELATIVE

“Some places can take them out but it’s not easy with funding and staffing.”

OBSERVATION

The activities planner was out of date. The residents given least attention were the most independent ones, who still need stimulation.

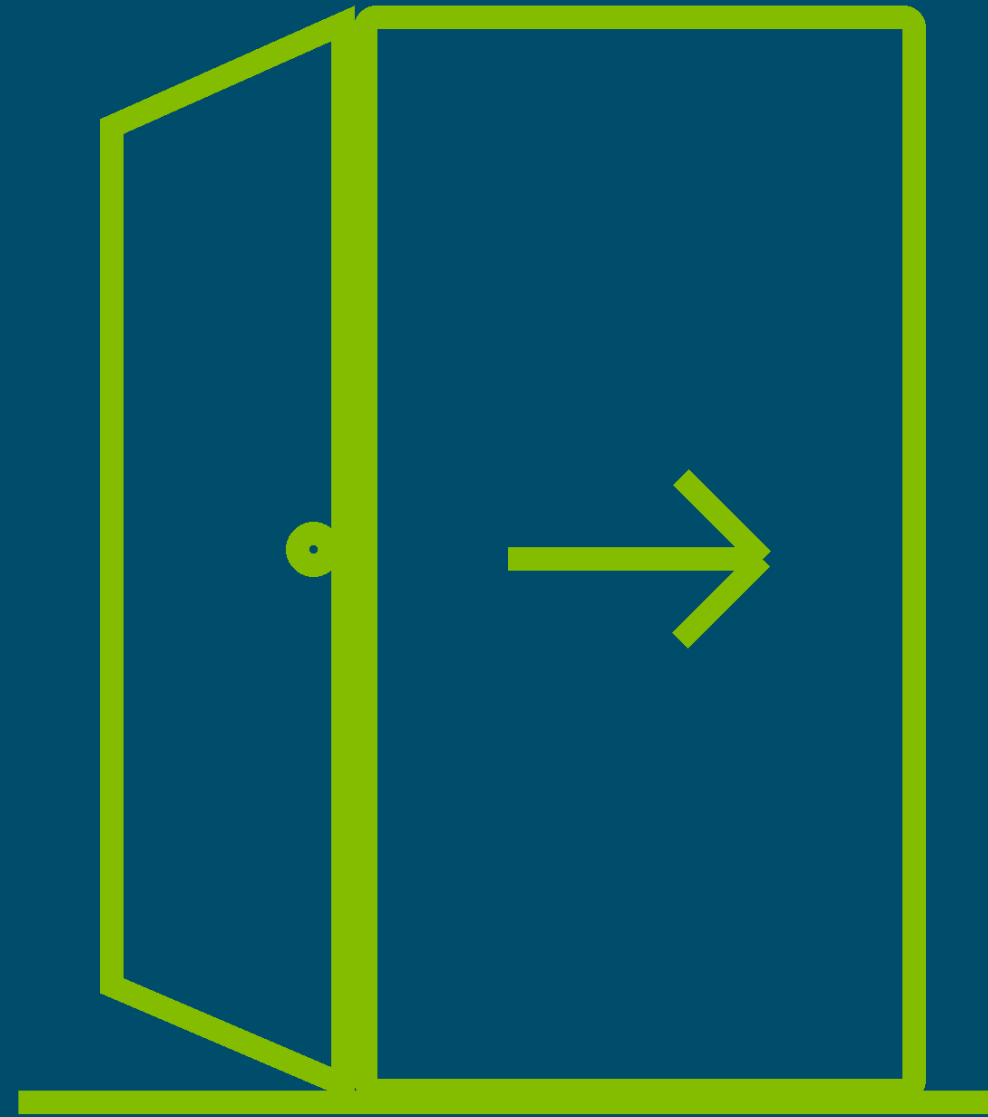
Three voices and a pair of eyes is evidence.

Recommendation: keep the planner current, add simple regular activities that reach the independent residents

16 recommendations across four published reports. All welcomed. All agreed.

- **Untie the emergency fall alarms.**
- **Keep the activity planner up to date.**
- **Turn the subtitles on in the lounge TV.**
- **Put a self-check-in screen to cut the reception queue.**

And we go back after six months.



**The power was never the point.
The listening was.**

6

WEST LODGE CARE HOME, NOVEMBER 2025

*“They bend over backwards
to understand his boat life.”*

– Relative

9

A life spent on the water.

Our volunteers



**Anila Rehman – Enter and View
Authorised Representative**



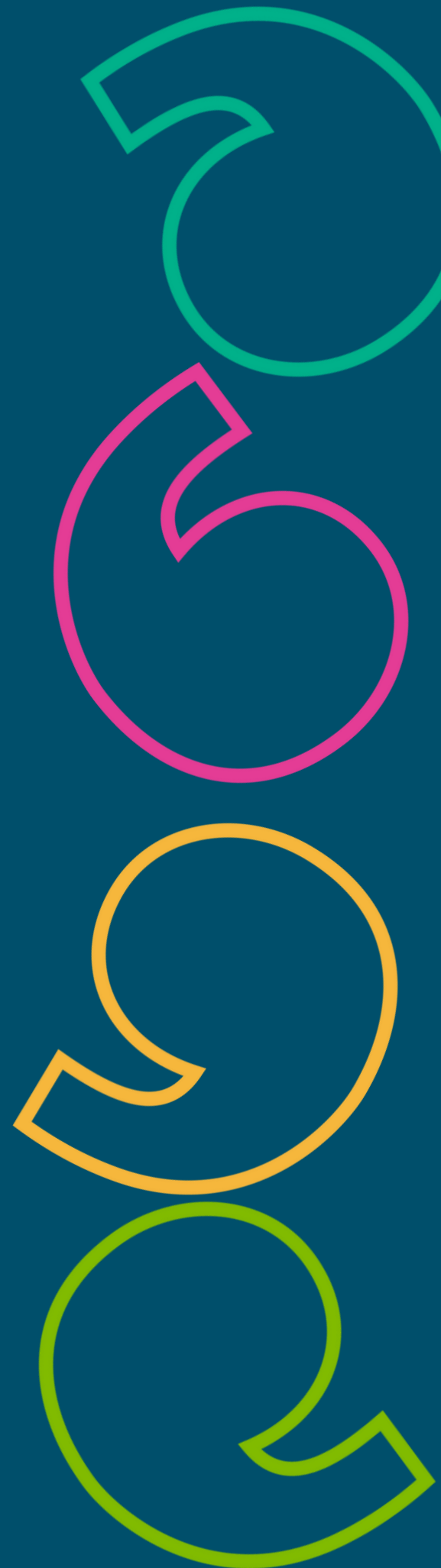
**Shahnaz Stevens – Enter and View
Authorised Representative**

Enter and View could not happen without them.

Where we are now

Sarah Collis

Chair, Healthwatch Nottingham and
Nottinghamshire





Why Independent Voice Matters Now...

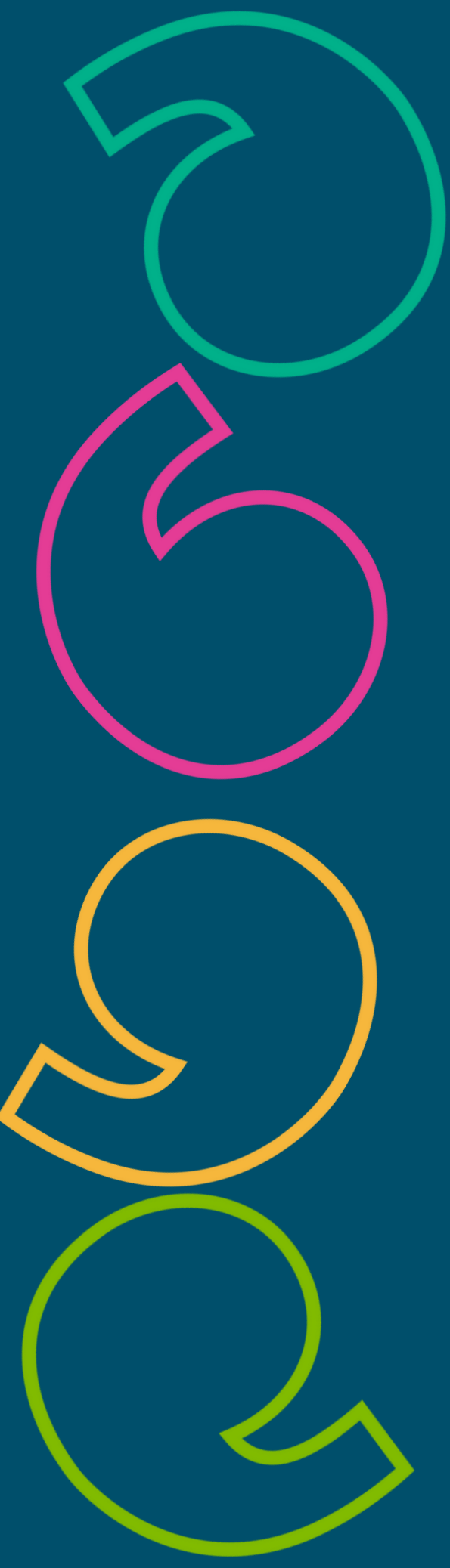
- Independent voice, public scrutiny and democratic accountability is under threat
- The Health Bill moving through Parliament proposes abolishing the Healthwatch network and transferring patient voice functions elsewhere.
- Local government reorganisation is reshaping councils, responsibilities and accountability across Nottingham and Nottinghamshire
- How power is organised affects who is heard. When systems are under pressure, patients, carers, families and communities feel the consequences first.

For more than a decade, Healthwatch has provided an independent bridge between people and the systems that serve them, hearing experiences that might otherwise remain invisible.

Our role has never been to attack services; it has been to improve them.

If we lose independent scrutiny, we lose far more than a statutory body. We lose a crucial safeguard for patients, service users, carers, families and communities.

The King's Fund highlighted independence as one of Healthwatch's greatest strengths



**Every system can create
surveys, feedback forms
and engagement exercises.**

**The question is: who holds
the system to account?**



Independence Is the Safeguard

- People are more likely to speak honestly to an organisation that isn't part of the system they're complaining about
- National Voices argues that genuine involvement needs structures ensuring people's voices "cannot be ignored" — not just listening exercises
- The people best placed to judge whether services are working are those who use them. Listening and acting on lived experience is not an optional extra; it is essential safeguarding.
- Independent voice is often the only route through which marginalised, disabled, and low-income communities reach decision-making tables

The greatest advances in public services often emerged because somebody outside the system was prepared to ask uncomfortable questions.

Why Listening Must Lead to Action

The Problem

The independent Ockenden review into maternity services at Nottingham University Hospitals was a watershed moment for our city and county

Healthwatch was listening long before the issue became a national headline

Families had been raising concerns for years — too often they felt unheard, dismissed, or forced into exhausting battles simply to have their experiences acknowledged

The lesson

Independent voice must not only be heard — it must have standing, visibility and routes into decision-making that require systems to respond and act

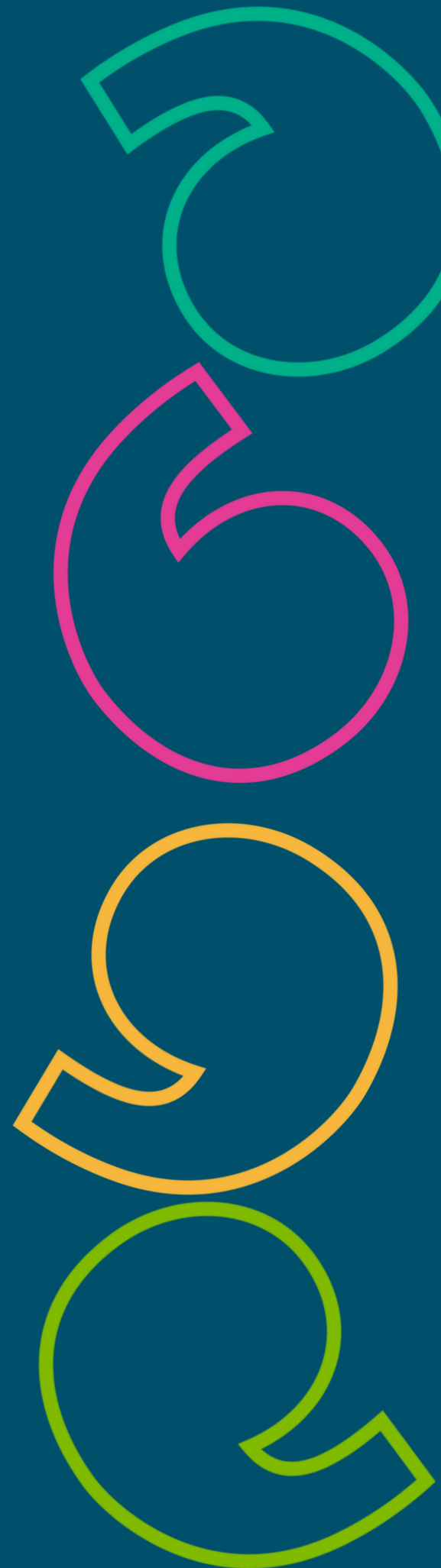
When patient voices are ignored, problems do not disappear. They grow. When challenge is absent, risks become embedded. When organisations are insulated from scrutiny, people can suffer avoidable harm.

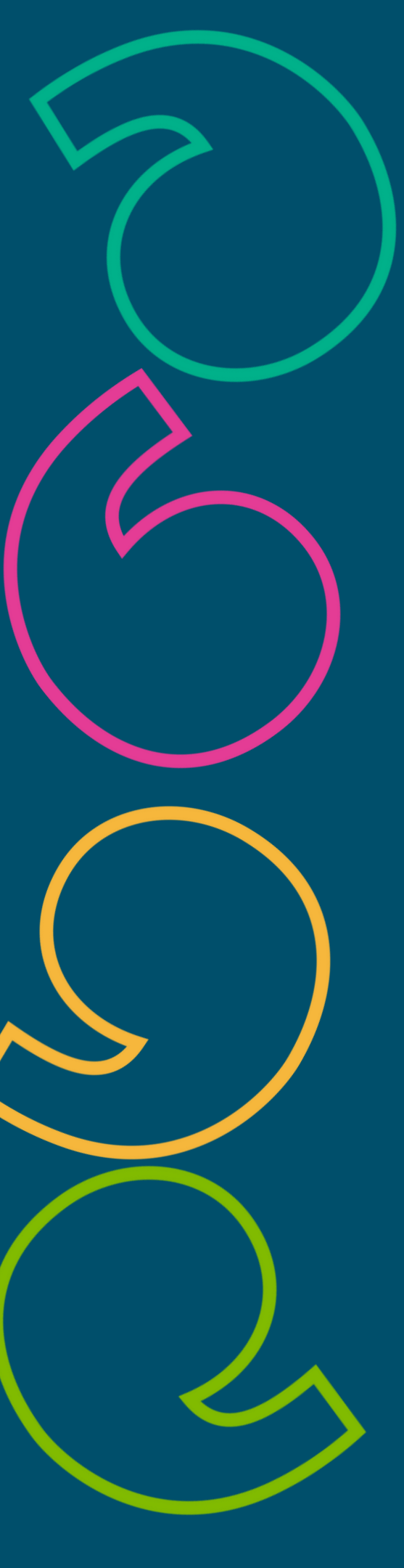
No patient should have to become an activist simply to secure accountability. And no community should have to struggle to convince institutions that their experiences matter.



To our partners: do not treat independent voice as an optional extra – protect it.

To members of the public: your voice matters. It always has, and it always will.





What Reform Must Protect

We welcome reform where it strengthens independent voice, protects public trust, and gives organisations like ours greater power to require institutions to listen, respond and act.

Reform must:

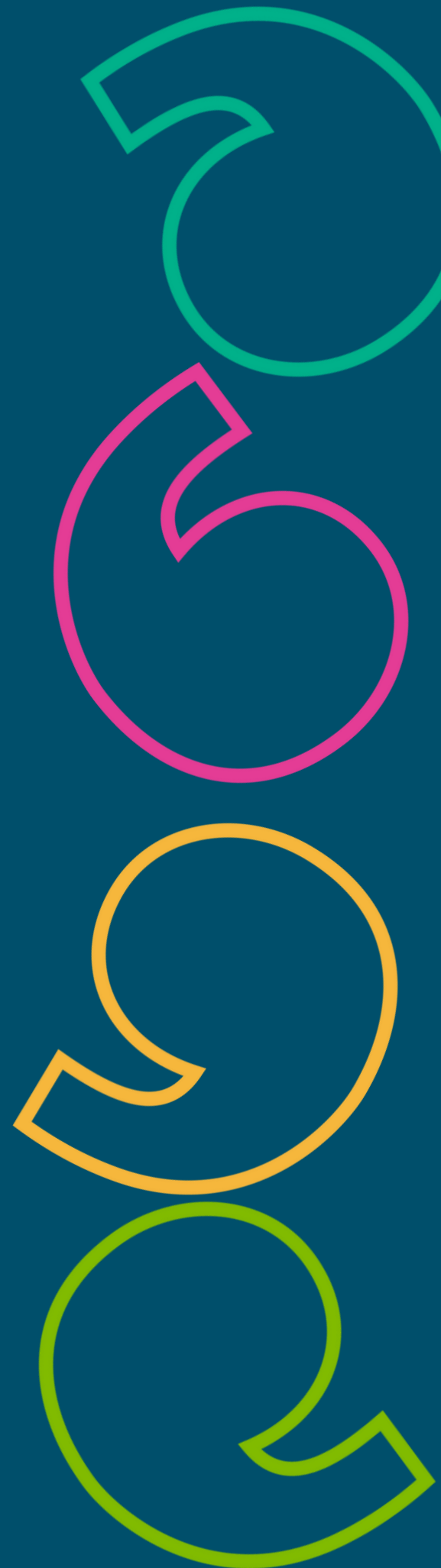
- Treat independent voice as core infrastructure for safety, quality, improvement and democracy — not an optional extra
- Protect it when systems are redesigned
- Fund it properly when budgets are under pressure
- Give it access to decision-makers when priorities are set
- Act when it brings forward uncomfortable evidence from the people we serve

Help protect Independent Voice

We will be writing to local MPs to express our concern about the Health Bill and we would encourage you to do the same.

We have created a template letter that you can use to write to your MP. It takes just a few minutes, and it really does make a difference when MPs hear directly from people in their constituency.

Use the link below to find out more and download a copy of the MP letter template. [What the NHS Modernisation Bill means for people in Nottingham | Healthwatch Nottingham and Nottinghamshire](#)



**The value of
Local
Healthwatch**



healthwatch

The Value of Local Healthwatch

**Learn more about the
value local Healthwatch
bring to patients and
service users**

healthwatch
Nottingham & Nottinghamshire



Looking Ahead

Sabrina Taylor

CEO, Healthwatch Nottingham
and Nottinghamshire

healthwatch
Nottingham & Nottinghamshire

**We are rebranding to
Community Voices Matter –
The home of Healthwatch
Nottingham &
Nottinghamshire**

**The name is more than a brand — it is a promise
that listening must lead to action.**

Listening for Change

We believe that by listening we can help shape services that provide fair and inclusive support for those most in need.

[About Us](#)[Work With Us](#)

The home of
healthwatch
Nottingham & Nottinghamshire

What the name means?

- **Community** — because that is where we are rooted. Not in Whitehall, not in a strategy document. Here. In Nottingham and Nottinghamshire, in the neighbourhoods and networks where people actually live their lives.
- **Voices** — because lived experience is not an optional extra. It is essential intelligence. The people best placed to judge whether services work are the people who use them.
- **Matter** — because listening is only the start. What people tell us has to count. It has to reach decision-makers, shape services and drive improvement.
- **Which is why our new strapline is Listening for Change. Because listening that doesn't lead to change isn't really listening at all. It's just politeness. Every conversation we have, every story we gather, every report we write has to point towards one thing: change.**

What stays the same and what changes

- **Healthwatch Nottingham and Nottinghamshire continues as before. (For as long as there is a Healthwatch service to deliver, we will deliver it proudly. And whatever happens nationally, the charity behind it now has a name, an identity and a future that no Act of Parliament can abolish.)**
- **The same trusted team, local roots, website and ways to contact us remain.**
- **Community Voices Matter gives the charity a stronger identity and a future beyond a statutory function.**

Our shared promise

- **This is our system. Every one of us uses health and care services — and someone we love may need them today.**
- **Our promise: nobody should feel they were not listened to — not one mother, carer, patient, family or community.**
- **To our partners: come with us, challenge us, commission us, work with us and invite us into the conversations that matter.**
- **To our staff, volunteers and trustees: thank you for carrying this organisation through change and staying focused on the people who matter most.**
- **To the public: keep sharing your experiences. Your voice can help improve services for everyone.**



Thank you & goodbye!