

Local Health & Social Care Updates

May 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.

We are building a new strategy that helps us connect with even more people so that we can better understand their experiences of health and care. Your input is vital to shape our future – help us make a difference by giving your feedback on Healthwatch Nottingham & Nottinghamshire.

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

Save the Date

Community Pharmacy Hot Topic Report Stakeholder Event

Our most recent Hot Topic focused on Community Pharmacy, following concerns about access to services and medicine shortages, and the impact of the Pharmacy First scheme.

We're hosting a free online event to present key findings and recommendations from our report to health and social care professionals, voluntary and community sector colleagues, and the public. Join us to explore the future together!

Wednesday 21st May
10:30AM–12:00PM
Online

[Register 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 stalls and displays 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 having a stall?

Stallholder registration will close on Friday, 27th June. Spaces fill up quickly, so be sure to register early.

Tuesday 15th July
11:00AM–2:00PM
The Crossing, Worksop

[Register here](#)



HWNN Latest News & Announcements

May 2025

Expanding our team and community engagement

Volunteer With Us – Make a Difference in Health and Social Care
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 as part of our Board. We're keen to hear from people with lived experience of health or care services, or from underrepresented communities. This role involves attending board meetings (every three months), and ensuring we meet our legal and charitable responsibilities.

Strategic Volunteer – Meeting Representative

Represent Healthwatch at regional health and care meetings. You'll speak up for patients and the public, share our findings, ask questions, and report back. Ideal for someone confident in meetings, with a good understanding of the health and social care system. Flexible schedule, with support from our team.

Enter and View Authorised Representative

Visit health and care services, talk to people about their experiences, and write reports that drive improvement. You'll need to commit a few days per visit (including prep, visit, and reporting) and be engaged with people from all backgrounds. Full training and DBS check provided.



All roles offer full training, support, and the chance to make a real difference in local services.

Interested?

Follow the '[volunteers](#)' page on our website for updates on how to apply and get involved.

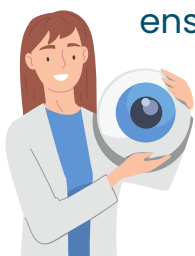


Healthwatch England's Latest Updates

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

Eye care costs a barrier for people on low incomes

New research from Healthwatch highlights how rising eye care costs are deterring people on low incomes from visiting opticians, potentially putting their eye health at risk. Despite most survey respondents being eligible for free eye tests, many still face pressure to pay for additional services, with 72% offered extra paid options and 17% subsequently avoiding care. NHS optical vouchers have lost over 30% of their value in real terms, and limited awareness of financial support adds to the problem. Healthwatch is calling for a government review of NHS eye care support, clearer guidance for opticians, and better communication to ensure cost doesn't prevent access to essential eye health services.



Read the full article [here](#).

The extent and impact of inaccurate NHS patient records

Inaccurate NHS records are a significant issue. Many patients find errors, like incorrect diagnoses or missing data, leading to delays or miscommunication. Patients often feel frustrated when outdated records cause mistakes, especially for those with chronic conditions or disabilities. People have the right to request corrections, but some changes can be refused. Accurate, up-to-date records are vital to improving care, and Healthwatch calls for better support in correcting mistakes.

Read the full article [here](#).





Issues Raised by Our Community

Key Healthcare Updates and Actions

Latest
Insights



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Nottingham & Nottinghamshire

Lack of Accessible Information:

A carer for their family member with learning difficulties highlighted the challenges of accessing easy-to-understand information across NHS and dental services.



Raising the issue at the East Midlands Primary Care Network led to shared resources from the Special Care Network and wider ICB awareness to support better dental access for patients with additional needs.

Team Smile is an initiative focused on making dental care more accessible and positive for everyone, particularly for people with learning disabilities who often face extra challenges in receiving oral health care. To learn more, click [here](#).

Let us know if there are specific resources that can be of help to you and we would be happy to source them!

Neglect from GP: Suicide concern

A patient who felt ignored and threatened by their GP contacted us by email. They shared that they were finding it difficult to function without their ADHD medications, leaving them feeling suicidal & requesting help.



We followed our safeguarding protocols and escalated this issue to the relevant authorities.

Additionally, gaps in the referral process were identified, prompting us to raise these concerns with the adult safeguarding board to improve future safeguarding practices.

We are not an emergency/ crisis support service, but we ensure that any concerns shared with us are followed through.

Long wait times in QMC A&E Department

Long waiting times in A&E and the challenges of corridor care are shared with us on an ongoing basis. In the words of one patient:
"Corridors crammed, side by side in A&E, deeply upsetting. No privacy, dignity or nursing care."



NUH acknowledged the use of corridor care due to A&E pressures and stated efforts are ongoing to reduce admissions and improve patient flow, with the aim to eliminate corridor care. They report increased staffing, incident monitoring, and no moderate or severe harm to date.

Meden Medical Services, Mansfield & Larwood Health Partnership, Bassetlaw:

We received multiple concerns over the past few months from patients using these GP practices. These were related to difficulty in booking appointments and excessively long waiting times, concerns about the quality of care and poor communication.

We have escalated to the N&N ICB Primary Care Quality Team and to the relevant Place Based Partnerships, so that the patient feedback can be shared with the practices and necessary steps be taken to ensure a better patient experience. It is important that you share your feedback so we can raise it with the concerned authorities!

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

“Abysmal” Post-Op Ward Experience with Inadequate Care and poor food at Nottingham University Hospitals (NUH):

We've heard a recurring theme from several patients at NUH around concerns about dignity, respect, and staff attitudes, along with comments on the quality and suitability of food during recovery. We shared this feedback with the Trust, who acknowledged that this should not have been the case. We continue to monitor and raise recurring issues to help improve patient care.

SEND assessment delays:

Last year, a parent told us about a challenging experience with a SEND assessment referral for their child, which took over three years with little support in the meantime. The process was poorly managed, with delays, a lack of proactive input from paediatrics and the case being pushed back to the GP. We shared this feedback with the ICB, who agreed to explore the case as a system learning opportunity. We've now connected the parent directly with the ICB team to support meaningful reflection and improvement. We're always pleased to see patient experiences being used to drive positive change in the system.

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 an article on how to raise concerns: How to Raise Concerns with Your Practice Manager. Read it **[here](#)**.

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

*"They were absolutely amazing. Angels. All of them . A big thank you. **Ward C35 at QMC.**"*

Evans Pharmacy, Newark- *"I have nothing but praise for the pharmacy I use. Medication is done the same day that the prescription arrives...and they answer the phone promptly if I need to call."*

*"We use **Newgate Street Pharmacy, Worksop, Notts.** service is excellent including free home delivery if required. Cannot praise the staff there highly enough."*

Hounsfield Surgery- *"The GP told me to get to the surgery, sat with me and talked me off a ledge and gave me some medication which helped me get through the next few days. Exceptional."*

Partners' Highlight: Dying Matters Awareness Week

The Nottingham and Nottinghamshire End of Life Care Toolkit, developed in partnership with Marie Curie and the Clinical Innovation and Research Centre, provides healthcare professionals, carers, and families with tools and guidance to support individuals nearing the end of life. The aim is to ensure people receive compassionate, well-coordinated care that meets their physical, emotional, spiritual, and practical needs.

The launch of the toolkit aligns with **Dying Matters Awareness Week** (5th–11th May 2025). Key events include a public awareness session on 6th May at the Macmillan Information and Support Centre in Newark, and Advance Care Plan Day on 7th May, both designed to raise awareness and connect people with local support.

Find additional resources [here](#).

Patient Story

Delays in Investigation Results Leave Patient at Risk of Job Loss:

Delays in diagnosis and communication can have significant impact on the lives of people. A patient shared with us their stressful experience of waiting for neurology test results, a delay that could potentially cost them their job and stability.

A patient under neurology investigation expressed frustration after waiting months for EEG and MRI results. Despite repeated follow-ups, they were told their consultant was off sick and that their case was not considered urgent. With employment at risk due to work restrictions, they are still awaiting clarity on their condition.

"THIS IS URGENT TO ME, as my job is at risk. This is now causing frustration and undue stress and could potentially impact my ability to pay my bills..."

*I would also like to say that the individual professionals for my EEG and MRI have been fantastic and I couldn't praise them enough for the care that I received....I am left hanging waiting for a doctor...What could otherwise be a quick phone call letting me know if I am either epileptic, or can get on with my life, is now **potentially impacting on my employment...**"*



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

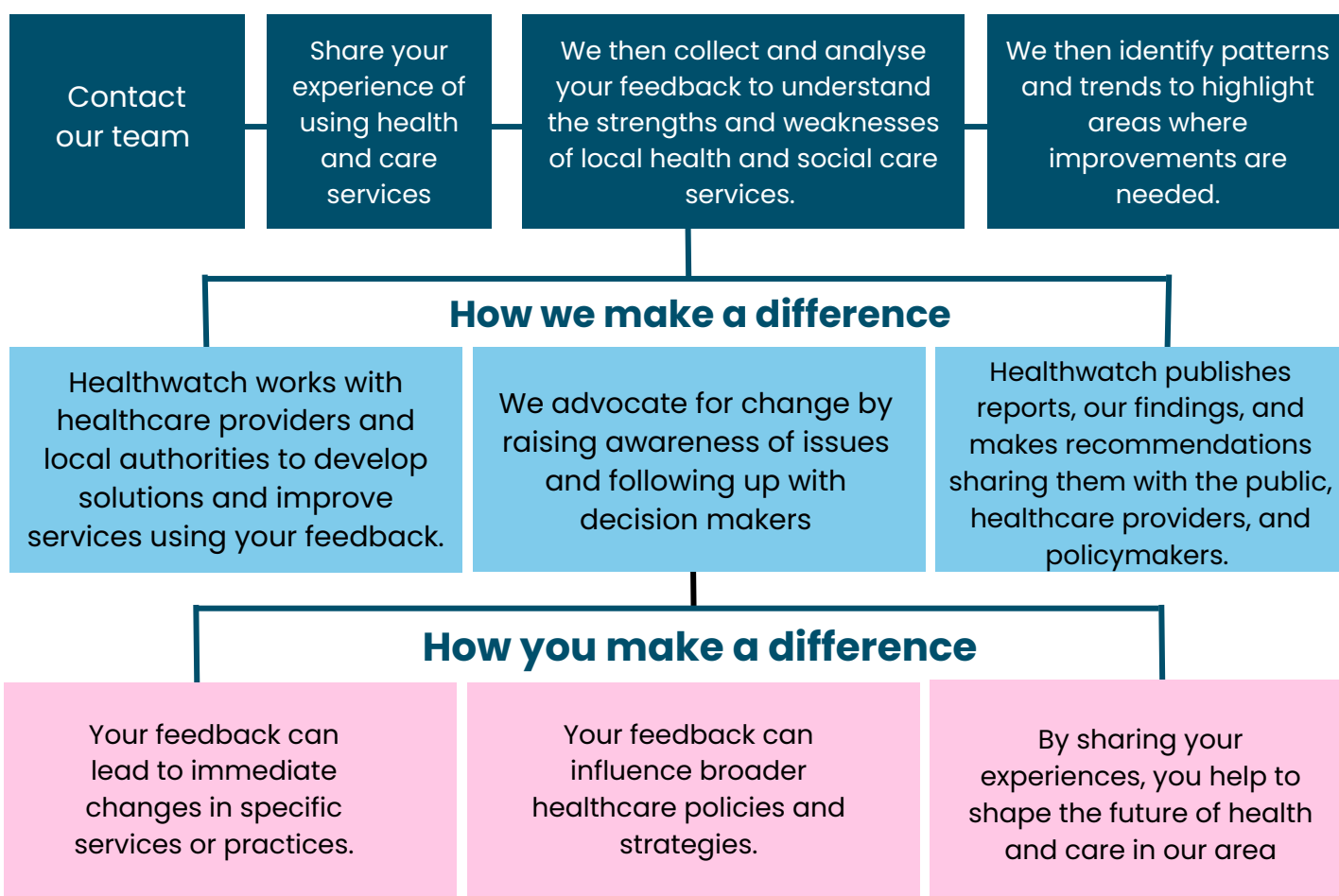


Share your experience with us!

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>

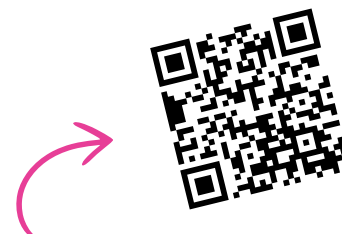
Next steps

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. 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
- Website: <http://hwnn.co.uk>
- [linkedin.com/company/hwnn](https://www.linkedin.com/company/hwnn)
- [facebook.com/hwnotts/](https://www.facebook.com/hwnotts/)
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