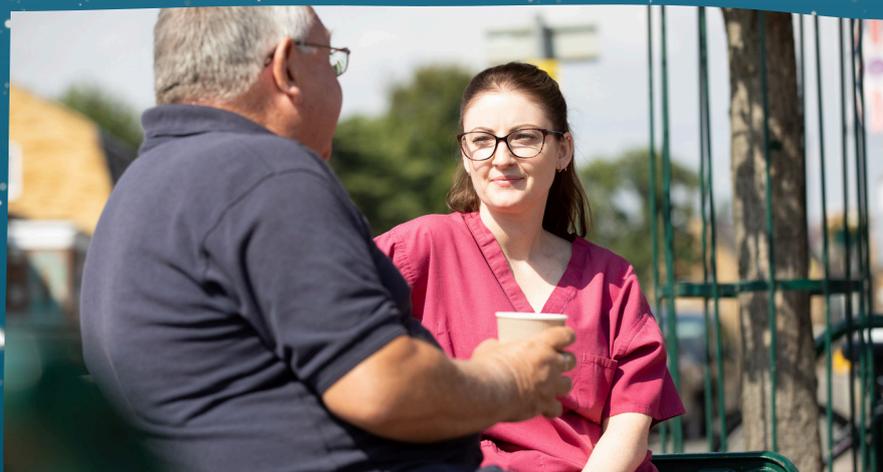


# Local Health & Social Care Updates

November 2025

## End of Year Edition

Our final –  
and fullest –  
edition of the  
year, filled  
with all the  
latest  
updates.





# 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.

We are currently petitioning for the government to reconsider its decision to abolish Healthwatch, and move patient feedback in house. We've reached a major milestone so far with over **10,000** signatures! But we're not done yet. Show your support and click the link [here](#) to sign.

If feedback moves in-house, we worry about:



Accessibility - if it's app only



Losing impartial voices



Impact on patient trust

Your independent voice in Health and Social Care is under threat



We are calling

for:



A rethink



Public consultation



Investment to strengthen independent voices

**November 2025**

## **CEO Update**

As we continue to assess and plan for an uncertain future, I am pleased to say that our vision, mission and goals are now more relevant than ever.

Our organisational strategy has a new “strategy on a page” visual, keeping our mission clear and guiding our work under changing circumstances. Whilst its ‘business as usual’ for now, we remain committed to our charitable aims and that will never change.

Recent events that I have attended include: Health Scrutiny Committee’s for the City and County, meetings with the CQC, our own GP stakeholder event where we shared our recent report, and the NCVS Sector Forward conference—each reinforcing our role in amplifying local voices and building partnerships with key decision-makers across the health and care system.

I am also pleased to share that we have officially onboarded 4 new trustees to our board. We are so grateful to them for bringing their skills and knowledge as they help to ensure good governance.

As the year ends, I’m grateful for the dedication, professionalism, and heart everyone brings. You make Healthwatch what it is!

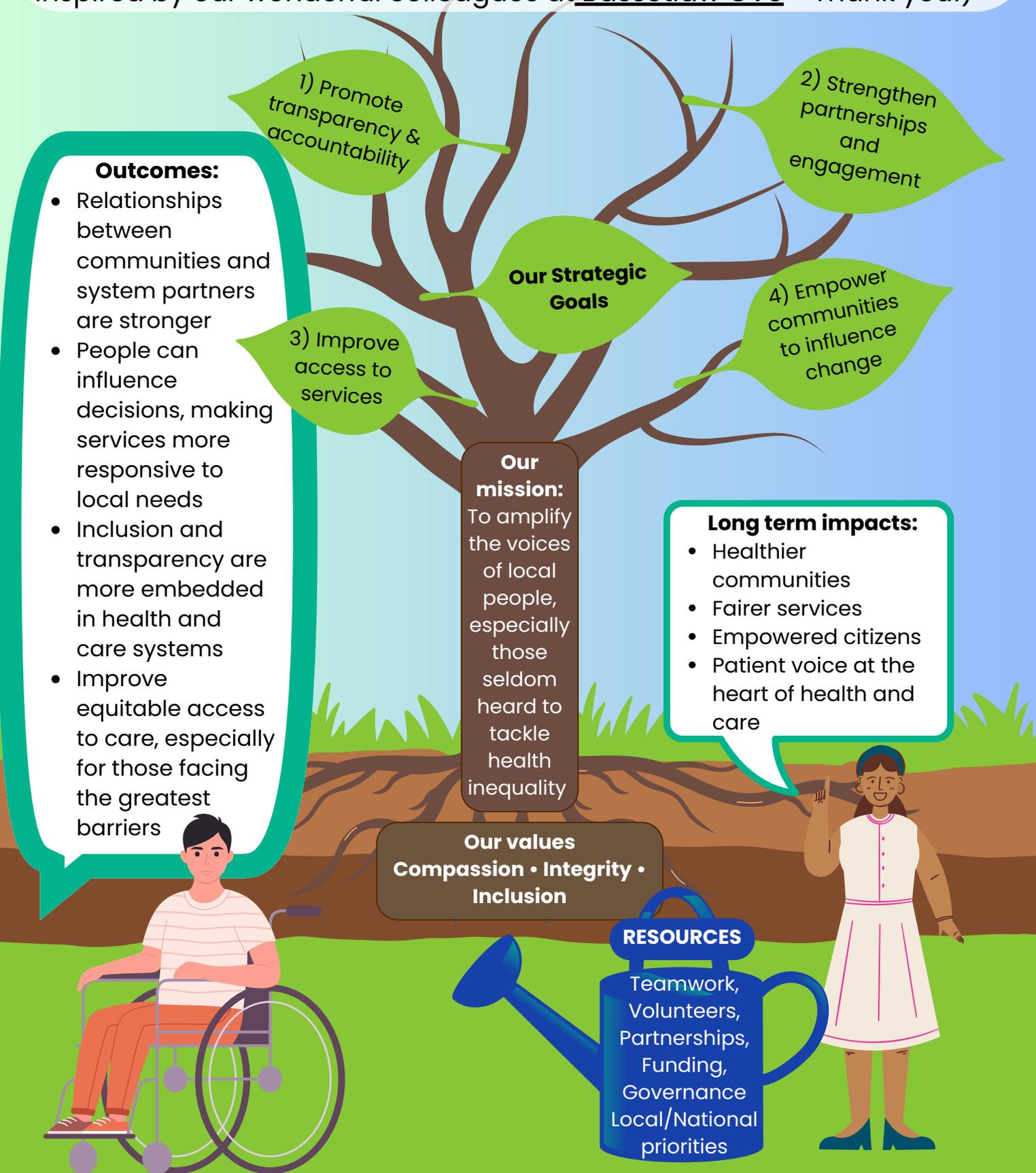
Warm wishes,  
Sabrina



**Sabrina Taylor**  
**CEO**

# Our Organisational Strategy Tree

Recently, we worked on developing the *Organisational Strategy Tree*, as illustrated below. This diagram provides a visualisation of our values-inspired mission, how this drives our strategic goals, and how these enable our outcomes and long term impacts to flourish. (This visual was inspired by our wonderful colleagues at Bassetlaw CVS - Thank you!)



## Our 2025 Annual General Meeting

Our Annual General Meeting took place on 13 November 2025 via MS Teams, bringing together partners, volunteers, community members and our Board.

### Key Highlights

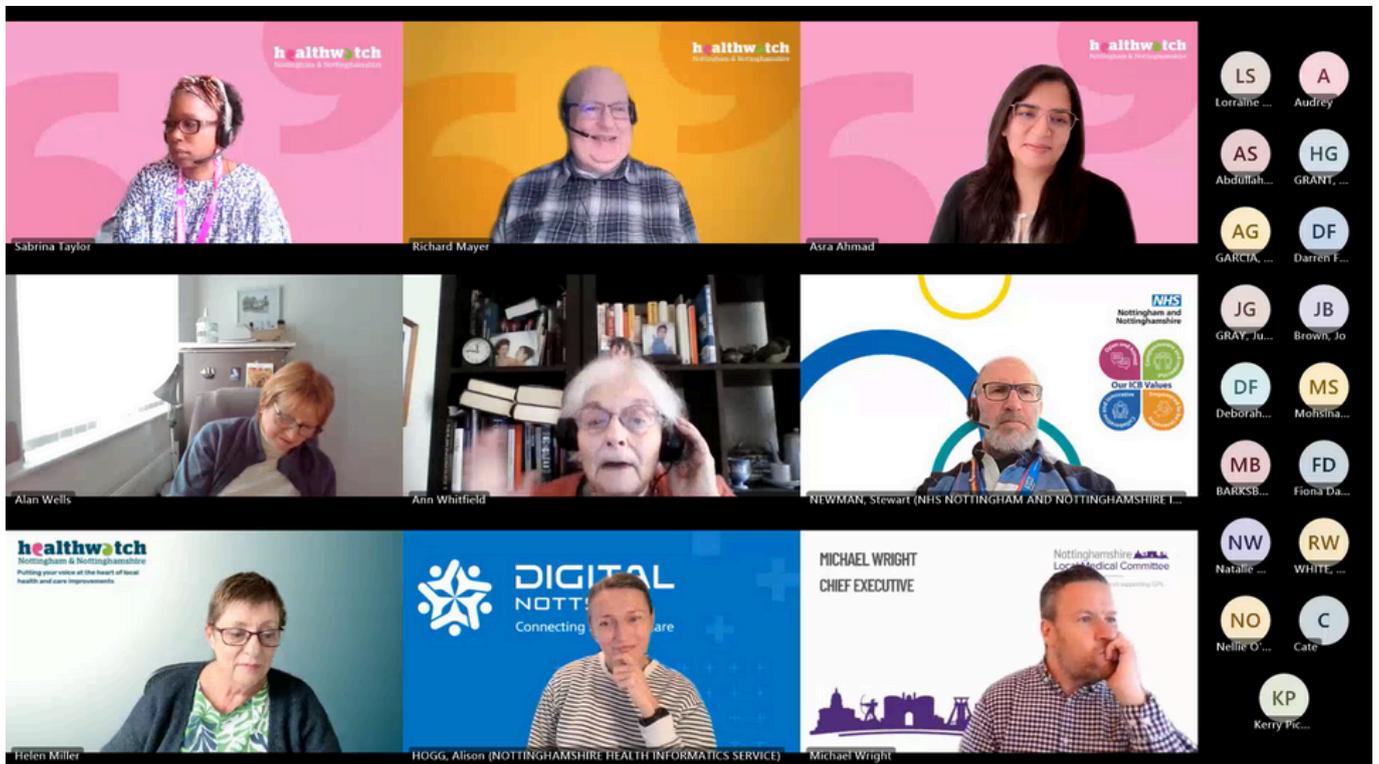
- **Our Impact:** CEO Sabrina Taylor shared the difference Healthwatch Nottingham and Nottinghamshire has made over the last year – from amplifying public voices in health and care to influencing system-wide improvements.
- **Looking Ahead:** We outlined our future ambitions, including key priorities for 2026 and how we will continue championing people's experiences in a rapidly changing health and care landscape.
- **Get Involved:** Attendees were invited to support our national campaign petition and explore volunteering opportunities, including joining our Enter & View team to help shape frontline service improvements.
- **Community Voices:** The AGM also provided space for valuable discussion, feedback and reflections from attendees, helping shape our direction for the year ahead.



Thank you to everyone who joined us and contributed to a constructive and inspiring meeting. We look forward to working together to make local health and care better for all.

## GP Access Report: Our Stakeholder Event

Earlier this year, we published our GP Access Report. This was a review of 59 GP practices across the region, covering around 66% of all registered patients. We looked closely at what patients actually experience when trying to book an appointment – including telephone and online access, availability of appointment types, website quality, and more. To read the full report, please click [here](#).



On the 8th of October, we held our associated stakeholder event. we explored what's working, where challenges remain, and how services can become more accessible and patient-focused. With a high turnout and a thoroughly engaged audience, the session included highlights from the report, reflections from local health leaders, and an open Q&A with attendees. To watch the full event, click [here](#).

**November 2025**

## **Our New Enter and View Report on Fairfield's Practice is here!**

This Enter and View visit marked a change of focus – moving from a residential care home (Annesley Lodge, visited in March 2025) to a GP practice, where our team joined the Care Quality Commission (CQC) inspection at Fairfield's Practice, Mary Potter Centre, Nottingham.

Fairfield's serves a diverse community in one of the most deprived areas of Nottingham City. Many patients face barriers to accessing healthcare, including language needs and limited access to health information. This visit explored how the practice adapts to meet these challenges.

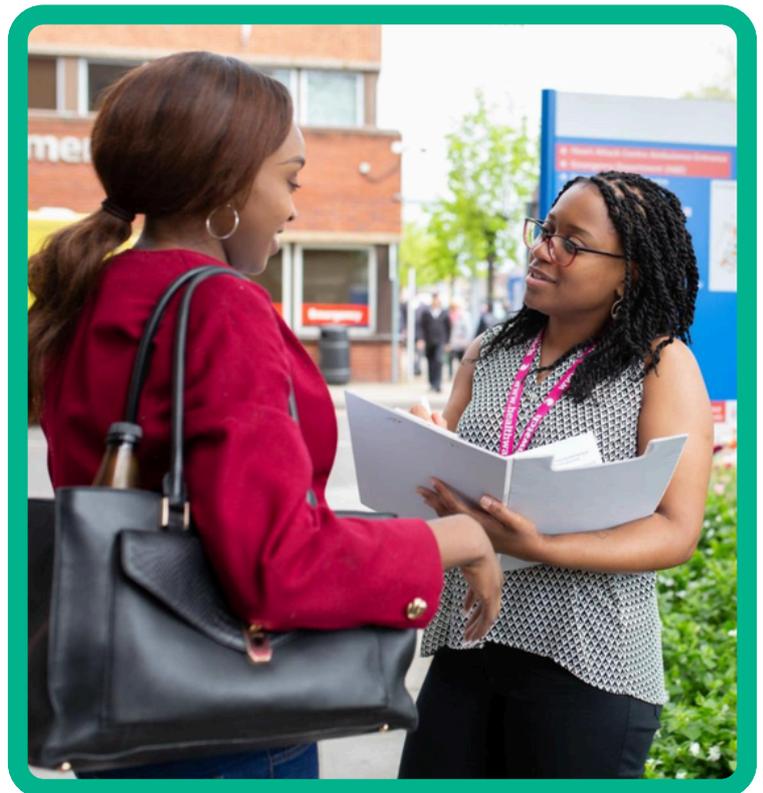
On the day of the visit (5 March 2025), our team spoke with 17 patients. Most described the practice as good and praised the care received once seen by a clinician. However, patients also raised concerns about appointment access, communication, and reception interactions – issues common across many GP practices.

### Recommendations:

- Support and train reception staff to deliver consistent, culturally competent care.
- Clarify the triage process so patients know what to expect and when to hear back.
- Offer clear advice for patients unable to get a same-day appointment.
- Enable advance booking of follow-up appointments to reduce repeat calls.

Overall, patients were positive about clinical care, echoing recent CQC ratings. Improving appointment systems and communication will help ensure Fairfield's remains accessible and responsive to its community.

👉 Read the full Enter and View: Fairfield's Practice report [here](#)



## Our New NHS App Hot Topic: How You can Participate!

As the NHS expands its digital services, it's vital that these tools work for everyone – not just those who find technology easy to use. We're exploring how people across Nottingham and Nottinghamshire experience the NHS App, and we want to hear from you.



### We want to understand:

- 👉 Who finds the NHS App helpful?
- 😬 Who struggles with it or finds it confusing?
- ✗ Who may be missing out altogether because digital tools don't meet their needs?

### Why your feedback matters

Digital healthcare is becoming a central part of how people access appointments, repeat prescriptions, health records and more. But not everyone benefits equally.

By sharing your experiences – whether you use the NHS App regularly, occasionally, or not at all – you'll help us understand:

- What is working well
- What barriers people face
- What support or improvements are needed
- How digital services can be made more accessible, inclusive and genuinely useful

### Take part in the survey

👉 Have your say [here](#).

Thank you for helping us make digital healthcare fairer and easier for everyone.



# Issues raised with us by the public

November 2025

# Key Healthcare Updates and Actions

Latest Insights



**hcaithwotch**  
Nottingham & Nottinghamshire

## Fragmented NHS Appointment Systems: Patient Confusion and Data Concerns

Several patients have shared concerns about the fragmentation of NHS appointment systems, describing difficulties caused by conflicting appointment information and the need to navigate multiple apps, portals and booking platforms. People report that this lack of a unified system not only complicates accessing care but also raises questions about data security, with little clarity over how personal information is stored or managed across different providers.

We recognise these concerns and will be raising them with local NHS digital teams and provider trusts to understand how the fragmentation of appointment systems is being addressed. We are also running an NHS App "Hot Topic" survey to gather more detailed insight into patient experiences. Please share your feedback by [clicking here](#) or scanning this QR code.



## Concerns About Access to Food and Drink During Long A&E Waits

Some people attending A&E shared their concerns about accessing food or drinks during extended waits, particularly patients with additional needs or conditions such as dementia.

We contacted two local hospital trusts (NUH and SFHT) to seek clarity on how refreshments are provided. We were reassured that regular care-and-comfort rounds are in place, that patients waiting more than four hours should always be offered food and drink, and that reasonable adjustments are made for those with extra needs. Refreshments are also available on request — so do remember that you can ask!



## Concerns About Access to Urgent NHS Dental Care

We have heard from patients who struggled to access urgent NHS dental treatment for conditions such as dental abscesses and severe tooth pain. In some cases, this resulted in people having to pay significant private costs, despite the current offer of extra urgent NHS dental appointments in the area. We also continue to hear about signposting issues when people contact NHS 111. After being triaged, patients who meet the criteria should be directed to a practice participating in the Urgent Dental Care appointment scheme — but this does not appear to be happening consistently.

We raised these concerns with the local Dental Network and commissioners to clarify how urgent cases should be handled and to highlight gaps in the current pathways. We were advised that patients with pain, swelling, or an abscess can contact NHS 111 to be directed to an Urgent Dental Care appointment, based on the national clinical criteria. Under these criteria, patients should be offered urgent treatment within 24 hours or up to 7 days, depending on the severity of symptoms. For more information about what constitutes a dental emergency and when to call 111, please [click here](#).



## 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

*"...101% praise for the Urgent Treatment Centre."*

**Newark Urgent Treatment Centre**

*"Fantastic service. I had a problem with my phone receiving calls which I was unaware of but the nurse and doctor continually tried to contact me which in the end they did. To be so busy but still take the time to keep trying my number was very impressive and showed commitment."*

**NHS 111**

*"The service is always excellent and all appointments are on time.."*

**Cripps Health Centre**

*"the praise needs to be given as these staff are clearly overworking in an underfunded system but their efforts are what makes the practice brilliant - not the 'systems' supporting them.*

*All staff have been amazing at the practice when I have needed them an excessive amount recently. They were all caring, compassionate and competent - qualities not always seen in today's NHS. Thank you from one stretched NHS worker to another."*

**Lime Tree Surgery**



## Patient Story

A patient shared their experience of a recent gynaecology procedure, and told us how receiving little information ahead of the procedure such as what to expect, how to prepare for it or the option to request a female clinician, made the appointment stressful and overwhelming for them.

*"I was invited for a gynae appointment at my local hospital, following an ultrasound which indicated a thickening of the womb lining.*

*The only communication I had was for a 'gynae' appointment. No indication of what would happen, what I was going for, what I would need to consider, how I might feel afterwards etc. I was also unsure if my appointment would be with a male or female. I had to call up to ask for a female - this needs to be done at the point of arranging the referral. This delayed my appointment by 2 weeks*

*On the day, the nurses were amazing. However, the procedure itself hurt like hell! I have never felt such pain. It was excruciating. After it was completed my pulse and heart rate dropped and I almost passed out. I felt so poorly and my stomach was hurting I couldn't get off the chair. I couldn't sit up for over 30mins. I left the appointment 1hr and 30mins after my appointment time due to being so dizzy and feeling so rough. I went home and went straight to bed, feeling worn out, sore, unwell and a little traumatised.*

*Why was I not better prepared for this, why was I not given more information? A little even about suggesting I eat something before coming may have helped. Why aren't women given a general anaesthetic? Why wasn't I told how I might feel afterwards? I am pretty sure I caused a huge appointment delay for ladies behind me."*



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



# Other Highlights

### Partner Highlights

#### **Nottingham and Nottinghamshire Citizens' Panel**

The Nottingham and Nottinghamshire Citizens' Panel invites local residents aged 16 and over to help shape the future of health and care services in their area. Run by NHS Nottingham and Nottinghamshire Integrated Care Board (ICB), the panel engages members online through regular surveys, polls, and questionnaires on key health and wellbeing topics. By joining, participants can share experiences, provide feedback, and influence how services are designed and delivered – ensuring they truly meet community needs while keeping all responses confidential and secure.

To find out more or to register, click [here](#)

#### **EMAS Safeguarding Alerts**

East Midlands Ambulance Service (EMAS) has introduced a valuable safeguarding initiative designed to support vulnerable people living at home. Through this scheme, a short safeguarding alert can be added to a patient's home address.

This alert notifies 999 call handlers and ambulance crews when someone living at the property may need additional support if their main carer becomes unwell or is taken to hospital. It helps ensure that vulnerable residents are identified quickly and that appropriate safeguarding considerations are made during an emergency response.

Healthwatch Nottingham and Nottinghamshire welcomes this practical initiative, which aims to strengthen protection for those who rely on others for day-to-day care. We encourage partners and community organisations to share this information within their networks to help raise awareness of the support available.



# Healthwatch England's Latest Updates

## Urgent reform needed as NHS complaint numbers reach a new high

New NHS data shows written complaints hit a record 256,777 in 2024–25, up 6% from last year and 24% over a decade. Most were about GP or dental services. Yet only 9% of people experiencing poor care made formal complaints, often due to lack of confidence in outcomes and slow responses. Healthwatch urges urgent reform to create a faster, fairer, and more transparent complaints system that learns from patients' experiences.

Read the full report [here](#).

## What have people told us about Continuing Healthcare?

Continuing Healthcare (CHC) offers NHS-funded care for people with severe health needs, but many find it confusing, inconsistent, and unfair. Awareness is low, applications are complex, and eligibility varies by area. Fewer people are being approved—just 17% in 2025 compared to 31% in 2017. The process causes financial and emotional distress. Healthwatch urges reform, clearer guidance, and free advocacy to help people access and appeal CHC decisions fairly and compassionately.

Read the full report [here](#)

## Healthwatch England contributes to new APPG on Pharmacy report

Healthwatch England's evidence helped shape the new All-Party Parliamentary Group on Pharmacy report, highlighting people's experiences of community pharmacy. Using national polling and insight from local Healthwatch, it reflects public support for expanding Pharmacy First, concerns about unplanned closures and medication shortages, and variation in services across regions. The report also recognises Healthwatch England's External Affairs Manager, Rebecca Curtayne, for helping ensure the public's voice informs its recommendations.

Read the full report [here](#).

# Movember: What Men Told Healthwatch About Their Health

This Movember, we're sharing key findings from Healthwatch England's new research into men's health.



- **Low NHS Health Check invitations**
  - Only 37% of eligible men have ever been invited for a Health Check—yet most who attend make positive lifestyle changes.
- **Strong support for prostate screening**
  - Almost 80% of men would attend routine prostate cancer screening, but only a third of men aged 50+ have ever asked for a PSA test.
- **Mental health support under-used**
  - Men are less likely than women to seek help. Just over half would see a GP for mental health concerns, and only 20% would self-refer to NHS Talking Therapies.
- **Men trust NHS information sources**
  - Most prefer health advice via NHS email and the NHS App.
- **Better GP access is the top priority**
  - Men value continuity of care and want easier access to GPs.

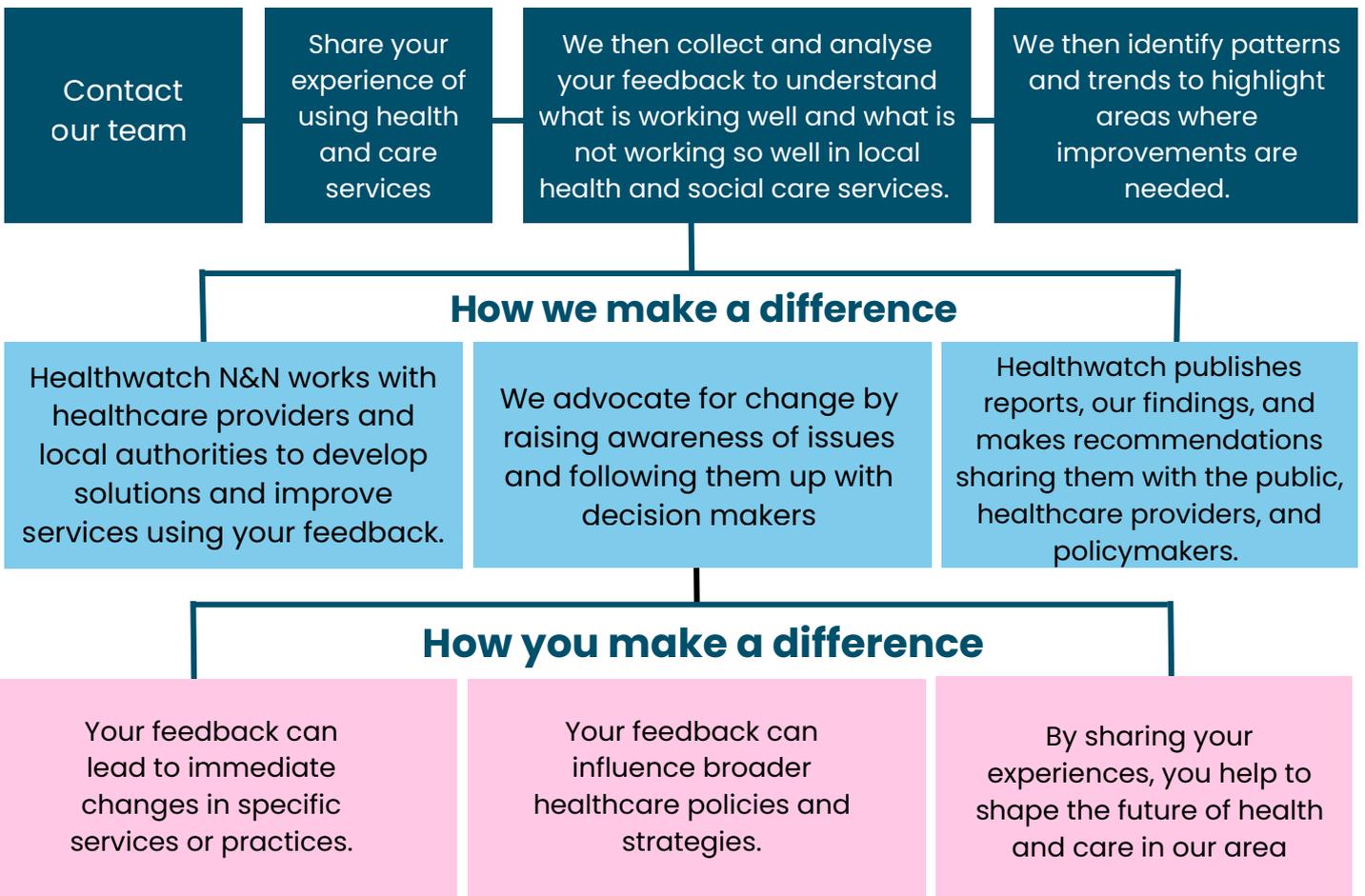
To read further on Healthwatch England's research into men's health, click the link [here](#).

# 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>

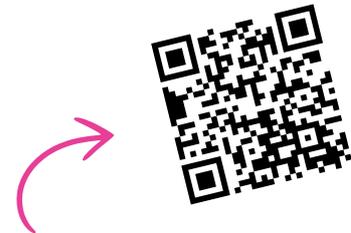
## Next steps

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 bi-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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