

healthwatch
Nottingham & Nottinghamshire

November Update 2024

November Newsletter 2024

About Us

We are the independent voice for people using health and social care services in Nottingham and Nottinghamshire. We ensure that local services are patient-centered and of the highest quality.



1 Photo above showcases HWNN team, wearing green, to celebrate world mental health day!



2 Photo above showcases our South Notts Community Roadshow busy and lively

Latest Updates



Community Roadshow

Our Community Roadshows are designed to bring people together to learn, share, and network with local communities, organisations, and the public. They provide a platform for people to voice their concerns directly, connect with local services, and raise awareness of Healthwatch's role in bridging gaps in health and social care. Our recent roadshow (in partnership with [South Nottinghamshire Place-Based Partnership / Rushcliffe Community and Voluntary Service](#)) hosted in Netherfield on November 5th was a great success, fostering connections and conversations that strengthen community support. **Follow us on social media so you don't miss the next one!**



Spreading the word!

We regularly attend local events to connect with communities. Last month we joined Cllr Farzanna Mahmood at the Muslim Women's Organisation Health Show. We also had a stall at the Free Pension Credit Eligibility Check Event and was joined by Cllr Cheryl Barnard. They discussed HW role in advocating for patient needs whilst sharing our latest Community Pharmacy Hot Topic survey. **If you'd like Healthwatch Nottingham & Nottinghamshire to attend a local event, please contact Kinsi Clarke at Kinsi.Clarke@hwnn.co.uk**



Empowering Our Volunteers

Our volunteers are essential to HWNN's work. We're exploring new ways to engage and support them, from long-term members to students and newcomers. Volunteer feedback is invaluable, and we encourage all who want to make an impact to consider joining us. **Contact Natalie.wright@hwnn.co.uk to share your feedback / find out about new opportunities.**



[Follow us on social media for updates](#) on events and volunteer opportunities.



Issues Raised by Our Community

Key Healthcare Updates and Actions

October 2024
Insights

Nottingham & Nottinghamshire
Healthwatch

First Contact with Adult Social Care

We were told how phone lines are always busy, online forms are not accessible for all and reasonable adjustments are not always made.



We shared this feedback with the 'Making it Real' Forum and Adult Social Care teams. They have taken the feedback positively, we'll follow up on its impact and keep you updated in next months newsletter.

Have you faced anything similar?

Termination of PICS contract for North, East & West Notts

Patients have raised concerns that Notts Healthcare Trust (NHT) is ending its contract with Primary Integrated Community Services (PICS) for Cardiology, Respiratory, and Palliative Care. Patients were not informed that NHT will take over and remain unclear on the changes, despite valuing these services highly.

Are you a PICS service user? Talk to us.

The ICB says that NHT's decision to end its subcontract with PICS was mutually agreed upon between them, and the ICB has confirmed with NHT that services to patients will continue uninterrupted. NHT have shared their response via their website ([Read here: Question 11](#)). We are following this closely and await a copy of the Impact assessment from the NHT



Access to condoms for adults >25yrs

A group of women told us that they find it difficult to access condoms and lack awareness about sexual health services.



We facilitated a conversation between the group and the Sexual Health Commissioning team, which has opened up deeper engagement opportunities and an offer to coproduce sexual health and public health services that work better for the people/users from these minority communities.

How do you find access to sexual health services?

Access to dentist

Patients with underlying health conditions have raised concerns of significant barriers to accessing necessary dental care, potentially compromising their overall health.

Anyone with specific underlying conditions can be referred to the Community Dental Services by any health professional (such as GPs) or social workers. See the reference criteria [here](#).

Do share this information



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

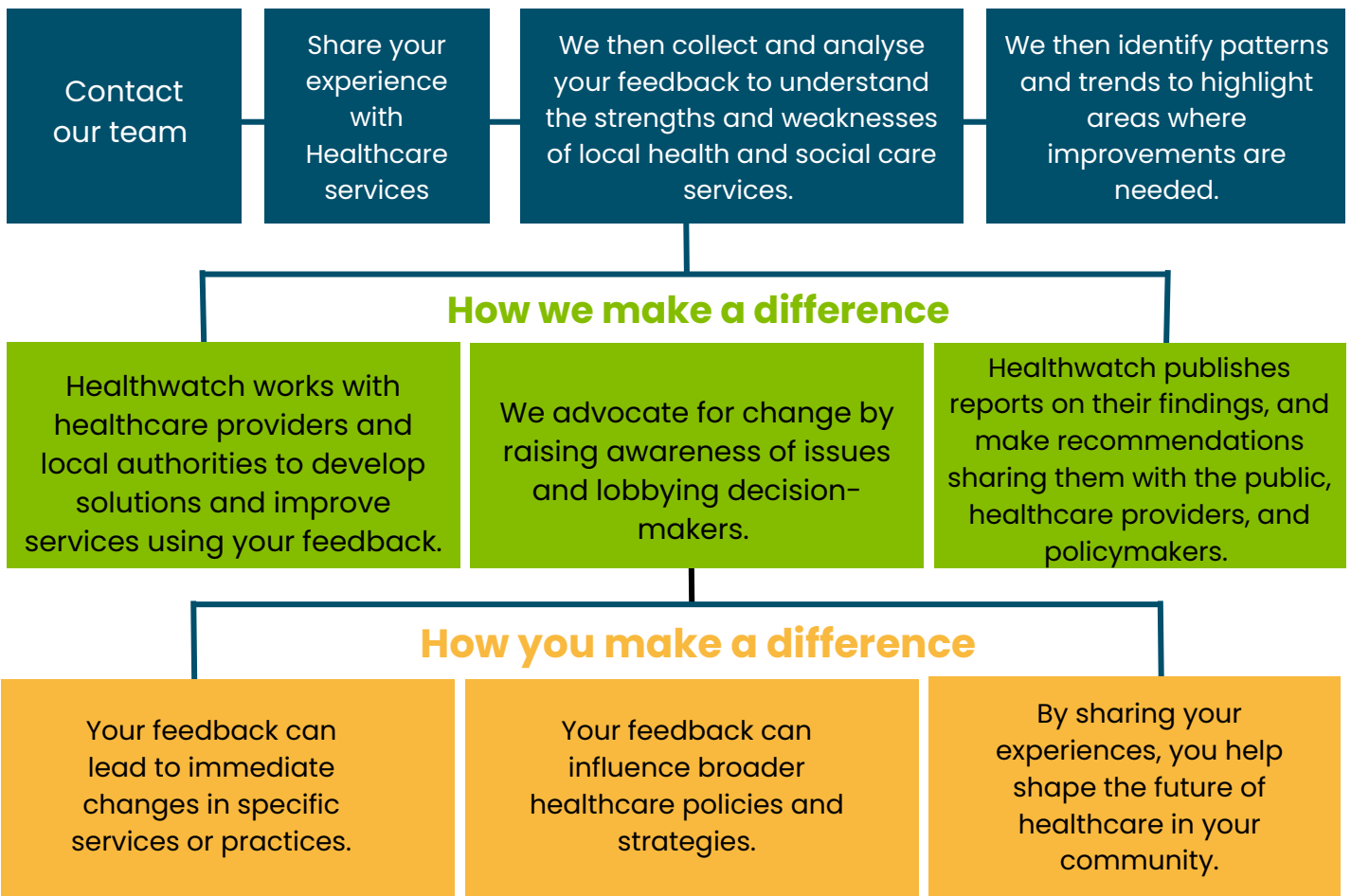
www.hwnn.co.uk

Share your experience with us!

Do you live in Nottingham or Nottinghamshire?

We want to hear your thoughts on the healthcare services in our 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.

Reports, Findings and Recommendations

We publish reports that take a deeper look at some of the issues you have told us about. Read our latest reports below...

NHS Complaints Handling : Hot Topic Report, JULY 2024

highlights widespread dissatisfaction with NHS services, identifies barriers to the complaints process, including poor communication and lack of support, and calls for improvements in transparency, patient engagement, and streamlined complaint handling to drive meaningful change in healthcare.

[Read full report here](#)

HWNN SMI Report on Specialist Mental Health Services (January 2024)

highlights key challenges in accessing mental health services in Nottingham and Nottinghamshire. Findings reveal long waiting times, inconsistent care, and issues with referrals, which often lead to crisis situations for patients. While some services were praised, overall dissatisfaction stemmed from a lack of early intervention, poor communication, and inadequate crisis care. The report recommends early intervention, improved crisis services, and more holistic, person-centered care to address these concerns.

[Read full report here](#)

Urgent Community Response (UCR) Report (November 2023)

evaluates the effectiveness of Nottingham & Nottinghamshire's UCR service, which provides rapid crisis response and in-home care to reduce hospital admissions. Feedback from 34 service users shows high satisfaction, with 97% praising the staff's politeness and 100% noting their compassion. While the service is considered invaluable, improvements include better communication about arrival times and increased public awareness. The report also highlights potential barriers for minority communities accessing the service.

Recommendations include maintaining service quality and addressing gaps in communication.

[Read full report here](#)

[Visit our website to see all our published reports](#)

[Follow us for updates on new reports, key findings, recommendations, and opportunities to get involved.](#)



Next steps

We follow up on all concerns raised, working closely with commissioners, providers, regulators, and service users to identify both strengths and areas for improvement in services. We will be releasing a monthly newsletter around issues raised to 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 Shailah.Squire@hwnn.co.uk. If you have suggestions for our newsletter, please email Shailah.Squire@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/HealthwatchNN](https://www.facebook.com/HealthwatchNN)**
- **[Instagram.com/healthwatchnotts/](https://www.instagram.com/healthwatchnotts/)**
- **[x.com/_HWNN](https://www.x.com/_HWNN)**



**View our work,
Get in touch &
Subscribe to our
mailing list.**

How can you share your experience?

- Attend our events and talk to our team.
- Contact us directly by email or phone.