

Local Health & Social Care Updates

September 2025



healthwatch
Nottingham & Nottinghamshire
Putting your voice at the heart of health and care improvements

We help to put **your voice** at the heart of making health and care services better for everyone

- We are your local independent public champion for health and care services.
- We listen to what you're saying about local health and care services, the good and the not so good.
- We then use this information to let those who pay for, plan or provide care know what is working well or what could be improved.

0115 956 5313 info@hwnn.co.uk
www.hwnn.co.uk

“Your
Voice in
Health &
Care”

Tell us about your experience of using health and care services in Nottingham & Nottinghamshire. Share your views on GP's, Dentist's, Care Homes, Hospitals and more.

Sharing your views can help shape local health & social care services



CEO Update

A national campaign is underway to defend the independent patient voice following the government's proposals to abolish Healthwatch and move patient voice functions 'in-house', losing independence in the process. Over 8,400 people have signed the petition to reverse this, with a paper version also in development for wider accessibility.

In response to an open letter that was sent in July, Wes Streeting MP has made a commitment to work with Healthwatch England and local leaders, though his position remains largely unchanged. Local engagement with MPs is ongoing.

Baroness Merron, Parliamentary Under-Secretary of State for Patient Safety, reiterated that the Ombudsman is the only fully independent route for complaints — a position widely seen as inadequate. The story has received media coverage from the BBC, Notts TV, and Global Radio.

A working group will soon be formed to explore a new independent voice model for Nottingham and Nottinghamshire. Your input will help shape what comes next.

I am pleased to say that whilst there is uncertainty, it is still business as usual and we continue to champion independent patient voice in health and care.

Thank you for your continued support.

Warm wishes,
Sabrina



Sabrina Taylor
CEO



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.

Have you signed the petition to support the independence of patient voice yet? 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**

Our Enter and Review Report on Annesley Lodge is here



Residents spoke positively about the kind and supportive staff at Annesley Lodge care home in Hucknall, as well as the choices available to them. Our Enter and View team, led by Deborah, saw person-centred care in action — including an aviary introduced in response to a resident's interest.

A few areas for improvement were noted, such as the need for clearer activity schedules and more opportunities for meaningful staff-resident interaction. We made six recommendations to help the home build on its strengths.

Read the full report [here](#).

In May, a team led by Deborah, our Project Officer, visited Annesley Lodge care home in Hucknall as part of our ongoing programme. They spoke with residents, relatives, and staff to explore how well the home supports people's social, emotional, physical, and spiritual wellbeing — because good care is about more than just meeting basic needs.

Annesley Lodge welcomed the report and shared the following response:

"It was lovely to hear that your visit identified positive outcomes and acknowledged the hard work and dedication from the team [...] We will continue to work hard to provide safe, caring individualised care to meet the needs of our residents.

We welcome your recommendations and will be actioning these with immediate effect."

Save the Date: GP Access Report Stakeholder Event

In July, Healthwatch Nottingham and Nottinghamshire published our GP Access Desktop Study, 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.

What did we find?

Telephone waiting times

1min

Shortest

Longest

77min



68%

take appointments throughout opening hours, but most still encourage

calls at 8am

as appointment capacity is reached quickly

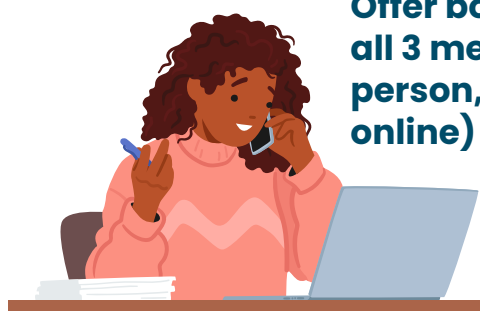
68%

Offer bookings via all 3 methods (in-person, telephone, online)

81%

Offer patient's choice of appointment type (face-to-face, remote)

However, type of consultation often ultimately depends on triage outcome



Following the success of our Hot Topic Community Pharmacy Stakeholder event, we will be holding a **free virtual event** for discussion of the GP Access Report on **8th October, 2025 (11.00am to 12.30pm)**.

We will be discussing the findings of this report in further detail with key stakeholders, and engaging in a question-and-answer session.

Patients, carers, community groups, GP staff, commissioners and system leaders – are all valued stakeholders in local health and care, and everyone is welcome to attend.

Find further details and book a ticket by clicking [**here**](#).

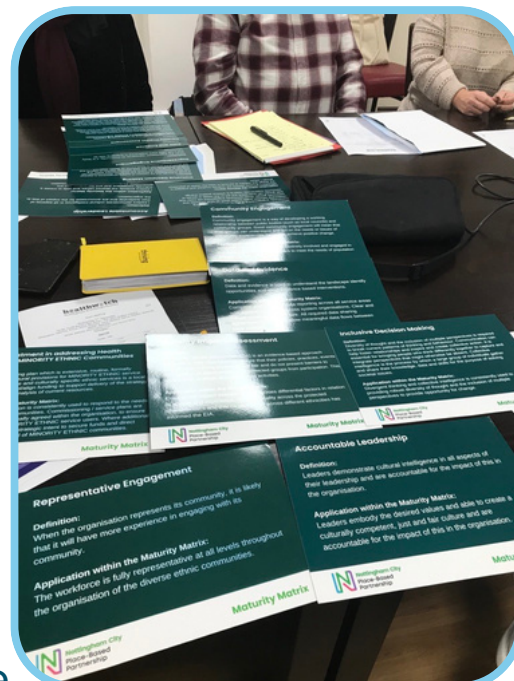
Strengthening Equity Through Cultural Competency

The Healthwatch Nottingham and Nottinghamshire team recently took part in a powerful session led by Race Health Inequality Programme Lead Annie Alleyne, focused on the Cultural Competency Maturity Matrix. Find the full matrix [here](#), created through the efforts of Nottingham City Place-Based Partnership and Nottingham City Care.

The session helped us reflect on how we, as a system partner, can strengthen our approach to equity, inclusion, and accountability when engaging with diverse communities across the region.

Key Areas of Focus:

- ✓ Inclusive decision-making & collective intelligence
- ✓ Community-led co-production
- ✓ Representative leadership & workforce
- ✓ Data, evidence & impact
- ✓ Investment to tackle race-based health inequalities



We're grateful to Annie for guiding us through this important work. These insights will help shape how we engage, partner, and advocate moving forward.

We're committed to embedding these principles into everything we do - because addressing health inequalities means turning good intentions into lasting action.

Volunteer With Us – Make a Difference in Health & Social Care

Want to build experience, grow your confidence, and make an impact in your community? Join us as a volunteer and help shape better health and care services. See our available roles below:

Trustee (Board Member)

Help guide our strategy and make sure we meet our legal and charitable duties. Ideal for those with lived experience or from underrepresented communities. Board meets quarterly.

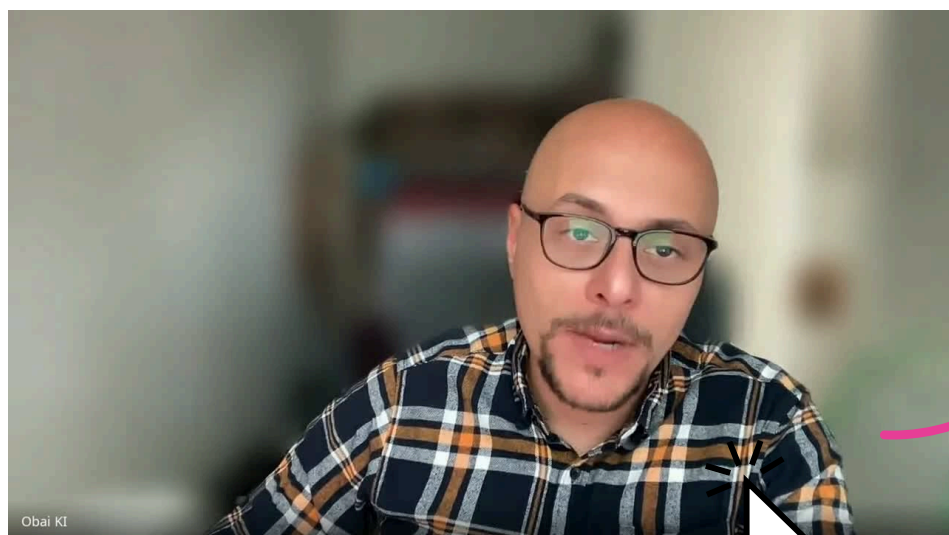
Strategic Volunteer (Meeting Representative)

Attend key meetings, speak up for the public, and report back to our team. Perfect for confident communicators with an interest in health and care systems.

Enter and View Representative

Visit services, talk to people about their care, and help us write reports that drive improvements. You'll gain valuable insight into how services work on the ground. Training & DBS check provided.

To find out how to apply, follow the link [here](#).



Click [this link](#) to hear about the experience of one of our current volunteer trustees, Obai.





Issues raised with us by the public

Key Healthcare Updates and Actions

Latest Insights



hcalthw^otch
Nottingham & Nottinghamshire



Change in commissioning of Community Gynaecology Service leaves patients without care pathway

We were contacted by patients who have been left in limbo after being referred to a gynaecology service that is no longer commissioned...others have shared the challenges they faced due to sudden changes in commissioning.

PICS handed back the Community Gynaecology Services contract in May, with service provision ending in July. The ICB has published a [stakeholder update](#) saying that the 4580 patients impacted are being booked into alternative pathways. We are pushing for clear communication and least disruption for patients. We want to hear from you if you have faced challenges accessing community gynaecological services!

Gaps in Child Safeguarding and Support Services

Several parents and caregivers have shared concerns about the way safeguarding referrals are being handled, particularly for children with additional needs and for parents with mental health challenges. Giving a sense of safeguarding feeling punitive instead of protective.



We are contacting the local safeguarding departments to share these concerns and to highlight the importance of appropriate 'holistic' support for families. If you have had any experience of a safeguarding referral, do share!



Refusal of registration at GP practice due to lack of address proof

A patient from South Nottinghamshire was denied registration at a GP Practice as they were not able to supply adequate proof of address.

Proof of address is not required to register with a GP. All practices are contractually obliged to follow national guidance, which has been confirmed by the Nottingham & Nottinghamshire ICB. They also committed to addressing non-compliance directly through their [Patient Experience Team](#), so we request any patient's who face this issue to please report it.

Check out the new guide issued by the NHS, which provides patients with lots of useful information about what to expect from your GP: [You and Your General Practice](#)

Lack of pathway for Functional Neurological Disorders (FNDs) <18yrs

Parents have shared the challenges they face as there is no pathway or specialists for children and young people (<18 years) with Functional Neurological Disorders. This often leaves diagnoses unconfirmed for long periods, making it difficult for families to access the right support at the right time.



We recognise that this can have a real impact on the child's everyday life, education and overall childhood experience. We are raising this with the ICB to highlight the need for a clear, timely pathway and appropriate support for these young people and their families.



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

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Latest Updates on Issues Raised

Inappropriate sharing of sensitive mental health records on NHS app:

A patient told us that, on two separate occasions, medical records clearly marked “not to be shared with patient” were uploaded to their NHS App. Unfortunately, accessing this information had a negative impact on their mental health.

By raising this concern, HWNN secured clarification from the ICB that GP practices are responsible for what information is shared through the NHS App, while the platform itself is managed by NHS England. While there are safeguards in place to ensure that only appropriate information is published, human error can still occur. Patients need to be aware of this possibility and in case they encounter such issues, these should be brought to the attention of the GP surgeries.

Incorrect information on third party health apps:

We heard concerns from patients who received self-management guidance through third-party apps, about incomplete information. This raises questions about how external health apps are recommended or prescribed to patients, and who ensures the accuracy and appropriateness of the content.

HWNN raised concerns about accountability for third-party health apps linked to NHS services and what training staff receive. In response, the ICB clarified that responsibility is shared across NHS England, the CQC, and providers; and that staff training varies depending on the app and whether it is nationally or locally led. It is essential that issues with NHS App or third-party apps are raised and reported so that the systems can learn and improve.

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

"All good! Appointment made easily to see practitioner. Physio appointment made. Quick referral to x-ray. Follow up appointment to discuss results."

Belvoir Health Group (Cropwell Bishop Surgery)

"My female GP was fantastic when I went to see her about menopause symptoms. She was knowledgeable and compassionate. She also emailed me some reading after my appointment."

The Calverton Practice

"GP services are excellent. Very professional service and receptionists very helpful if you need to see someone urgently."

The Valley Surgery (Chilwell Valley & Meadows Practice)

"I was in A&E and was diagnosed with bilateral pneumonia. The service was friendly and extremely efficient. I felt safe and cared about."

I was then admitted to a ward where the care was good. The health care assistants were particularly good. The medical staff were excellent and communicated well. The qualified nurses were less warm and helpful."

Queen's Medical Centre



Patient Story

A carer shared their frustration and helplessness over what they felt was a lack of care for their elderly relative during a hospital stay. They reported difficulty getting updates or responses from staff and described feeling ignored and unsupported.

"I am really concerned about my [loved one] who is currently an inpatient at Nottingham City Hospital. [They are] elderly and it just seems as though [they are] being ignored; I think they are hoping [they] will die so they don't have to treat [them].

After more than 2 weeks [they] still don't have a clear diagnosis or know if there is any treatment...

I have tried numerous times to contact the doctor in charge of [their] care, PALS, even the Chief Executive but no-one responds or helps to expedite matters. What else can I do?

I am absolutely appalled at the way [they have] been treated."





Other Highlights

Partner Highlights

Urgent Dental Care Appointments Available

NHS England has commissioned additional urgent dental care appointments to help meet rising demand across the country – including here in Nottingham and Nottinghamshire.

Patients who need urgent dental treatment (such as severe pain, swelling, or trauma) can now access these services by calling NHS 111 or visiting 111.nhs.uk. This service is available to anyone, including those who don't have a regular dentist.

We're encouraging partners and colleagues to help raise awareness of this pathway. If you're in a position to share this information with your networks or service users, please do – it could make a big difference.

Spotlight on Patient Partnership: 'You and Your General Practice' – A New Charter for Better Care

Nottinghamshire County Council is inviting people who use adult social care – and their families and carers – to take part in The Big Conversation 2025.

Your feedback will help shape future services and ensure more voices are heard.



Complete a short survey (open until 30 September 2025)



Join a local listening event happening across Nottinghamshire this month

Get involved and help improve adult social care for everyone.



Take the survey [here](#).

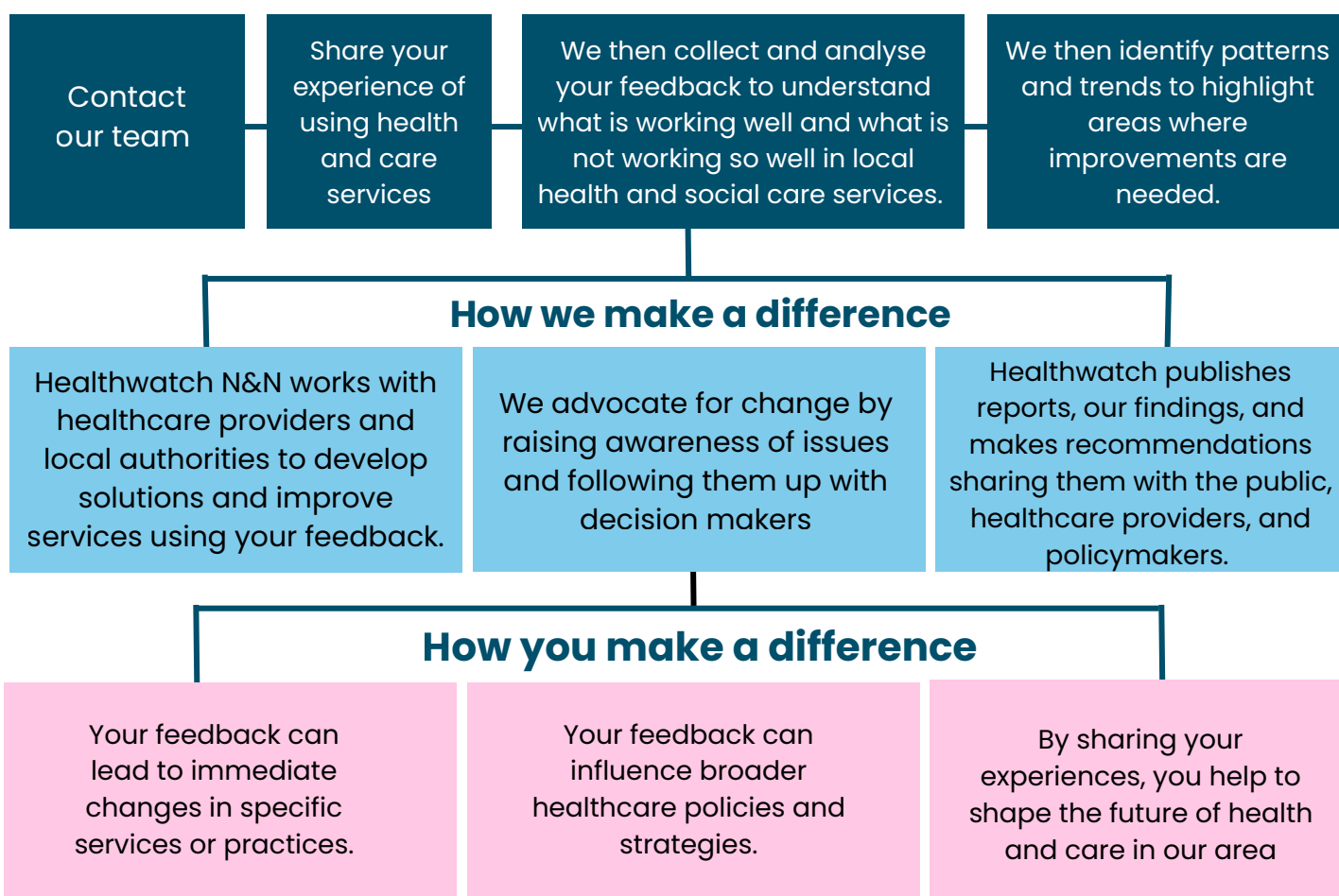
 Email: nccbigconversation@nottscc.gov.uk

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



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