

Together we're making health and social care better

Annual Report 2022–23



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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

I am pleased to share with you the 2022-23 Annual Report for Healthwatch Warwickshire.

This year, with the lifting of most COVID-19 restrictions, we have relished the opportunity to engage face to face, once again, with the people of Warwickshire. In a time of financial difficulties, challenges in accessing health and social care services and general uncertainty Healthwatch Warwickshire has strived to listen, act and report on issues impacting on the health and wellbeing of local people.



Liz Hancock, Chair

We have sought new ways of engaging with people and, alongside our face-to-face work, we have continued to offer people the opportunity to respond to on-line surveys. These have included engagement with LGBT+ people regarding accessing healthcare, a survey on Dentistry, and the opportunity to take part in a Pharmaceutical Needs Assessment.

At Healthwatch Warwickshire it is important that we do not work in isolation. Working closely with other local Healthwatch organisations and Healthwatch England enables us to share learning and influence decisions both nationally and locally. We are pleased to have a voice at the three local Place Boards, Health & Wellbeing Board, Care Collaboratives, Integrated Partnership Board as well as other local meetings.

We work closely with a team of volunteers, and I am pleased to report that they, alongside members of staff, have been able to restart our programme of Enter & View visits to care homes. Volunteers who visit the homes provide helpful feedback to managers to help them improve the experience of residents, carers and families. Our volunteers also carried out a "mystery shop" of GP Surgery and Medical Centre websites across Warwickshire North and Rugby. The team identified good practice and made suggestions to the GPs and Medical Centres that they could adopt to help improve the experience of those using their websites.

2023 marks the 10th anniversary of Healthwatch and I am proud of the difference we have made to the lives of local people. This has been due to the hard work of the small team of staff and volunteers but also, and most importantly, the people of Warwickshire for speaking up and sharing their views and experiences.

Liz Hancock, Chair

"We have relished the opportunity to engage face to face, once again, with the people of Warwickshire."



About us

Healthwatch Warwickshire is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision*

A world where we can all get the health and care we need.



Our mission*

To make sure people's experiences help make health and social care better for everyone in Warwickshire.



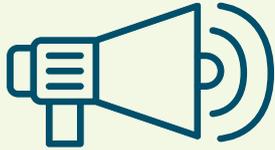
Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

*Our vision and mission are due to be updated for 2023.

Year in review

Reaching out



2,063 people

shared their experiences of health and social care services with us (up 46% since last year), helping to raise awareness of issues and improve care.

26,235 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis, including through our website.

Making a difference to care

We published

7 reports

about the improvements people would like to see to health and social care services.

Our most popular report was

'Carer's Experience of Hospital Discharge'

which highlighted the struggles carers face when the person they care for is discharged from hospital.



Health and care that works for you



We're lucky to have

**12 outstanding volunteers and
9 board directors**

who are dedicated to making care better for our community.

We're funded by Warwickshire County Council. In 2022-23 we received

£227,980

which is 3% more than the previous year.

We currently employ

8 staff (5.4 FTE)

who work alongside our volunteers and board directors.

How we've made a difference

Spring	 <p>Deaf and Hearing-Impaired people shared their experiences of healthcare with us through in-person events and a survey. Written briefing shared with Warwickshire County Council.</p>	 <p>Adult Social Care Funding Reform online event, leading to a national report identifying several important recommendations.</p>
Summer	 <p>Local leaders of the Voluntary and Community Sector were brought together in our online forum with opportunity to hear from and speak to Chair of the Integrated Care System for Coventry and Warwickshire.</p>	 <p>LGBTQ+ people told us about their experiences through a Warwickshire Pride online feedback event and county wide survey. Written briefing shared with Warwickshire County Council.</p>
Autumn	 <p>Dentistry patients told us about their care concerns through our survey leading to NHS England interest in further focussed engagement.</p>	 <p>Advanced Care Planning Listening and Learning Event, to improve knowledge and confidence of professionals when offering support to individuals.</p>
Winter	 <p>'Winter Outreach: 3 Quick Questions.' We asked about prescriptions, costs and delays. We gathered evidence to share with our partners in the three Places in Warwickshire.</p>	 <p>Our Enter & View service successfully returned, with training for new staff and volunteers.</p>

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Visit our [website](#) for more detail

GP Patient Experience Review



Our Authorised Representatives conducted Enter and View visits to the 82 GPs in Warwickshire, and surveyed more than 2000 patients, obtaining valuable independent intelligence about their specific experiences and concerns.

Wellbeing Survey



We heard from over 400 people during the Coventry and Warwickshire Year of Wellbeing. An initiative to encourage individuals and communities to focus on improving their own wellbeing.

Local Carers



We heard from 239 people about their experiences of being a Carer, 23 of them spoke to us in depth about hospital discharge. We shared our findings with Warwickshire County Council and NHS England.



Mental Health Service Review

We visited inpatient and outpatient facilities and presented our findings and recommendations to CWPT, who agreed to produce an action plan.



RAP: Homeless Rights to Access Primary Care

We delivered workshops and produced a very popular plastic Rights to Access card for people to keep with them, including help for when trying to access care.





Healthwatch Hero



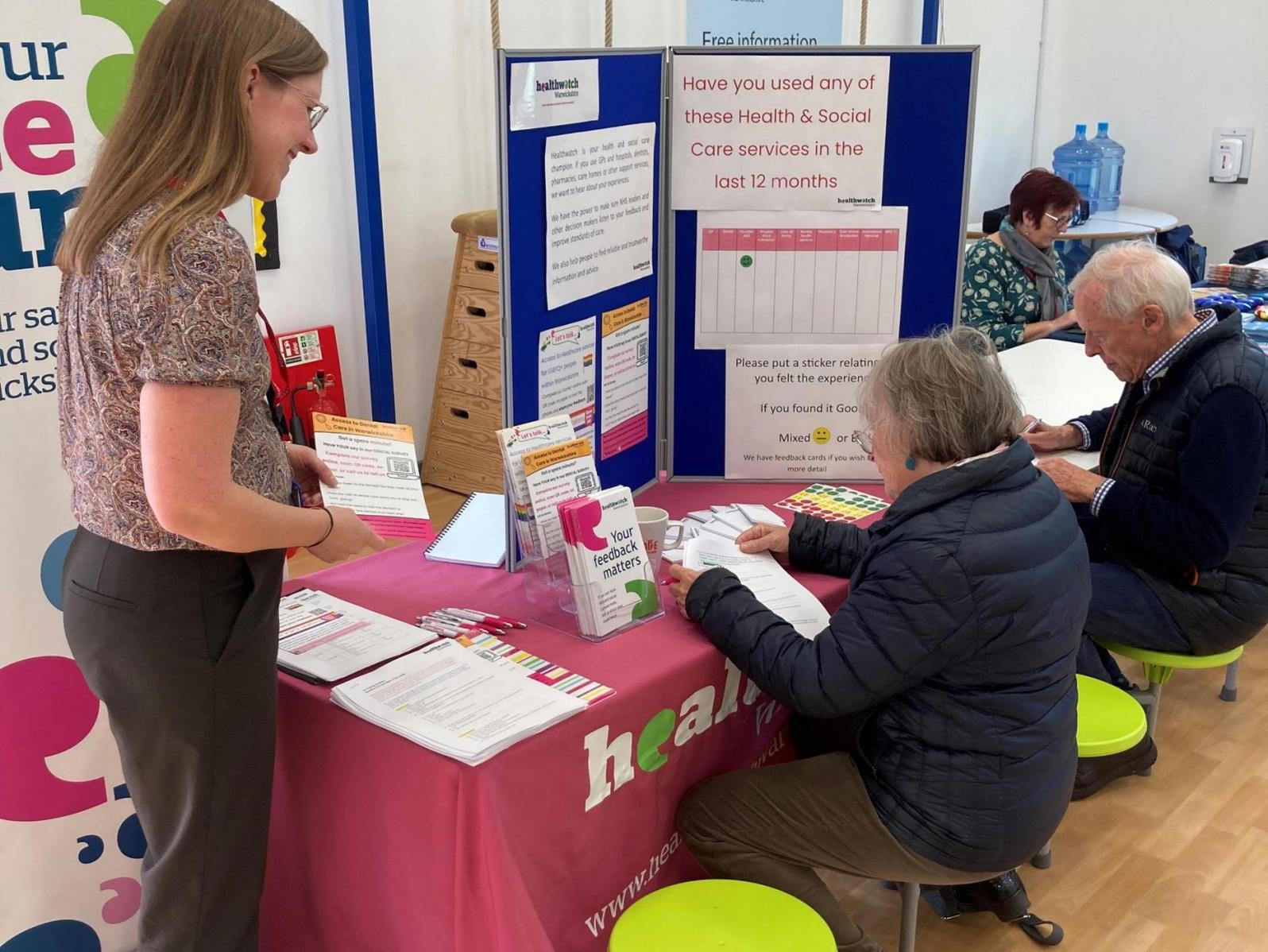
Celebrating a hero in our local community.

Julia is a Healthwatch Hero for bravely raising her experiences with us and aiming to create change so that no one else has to struggle as she did.

Julia has a long and painful history with endometriosis, including misdiagnosis, unsuccessful treatment and successful surgery.

We helped Julia tell her story to Coventry and Warwickshire Integrated Care Board, leading to a video of Julia recounting her experiences being available to commissioners of local services.

We hope that by Julia sharing her personal journey other people in Warwickshire will not have to struggle to get timely, local treatment.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services to help them improve.

Meaningful engagement

We aim for well thought out engagement to be at the heart of every interaction. Within a matter of seconds, we need to create a rapport with the group or individual we are speaking to and strike the balance of explaining what HWW is, getting informed consent and encouraging feedback – no mean feat!

Overcoming barriers to engagement

This year, as always, we were culturally sensitive and ensured respectful interaction within places of worship. We did not make assumptions about groups or individuals' ability to communicate. When we didn't have the skills, we found better ways of engaging. We did not assume that everyone has literacy, and sometimes the best way to communicate was through an interpreter. When engaging with Young People, we avoided putting words in their mouths, and realised it is important to find those who are rarely, if ever, asked for their opinion as they will often lead to the greatest challenges. When people shared their experiences of care with us in a public space, we handled the personal information with sensitivity and kindness.



Leamington Gurdwara event



HWW BSL video

Humans have a great capacity to connect, establish relationships and share their stories, we recognise the importance of being trusted with the experiences of the people of Warwickshire and for it to have meaning."

Carla, HWW Engagement and Outreach officer

Our range of engagement activities

We used targeted questions during our 'Winter Outreach' and shared these in a variety of ways e.g., speaking to new parents at baby groups or during the pauses between nursery rhymes at playgroups, gathering individual feedback first and distributing the survey afterwards. We also spent two sessions with a Warwickshire Vision group explaining our dental survey and ensuring people could fill in the surveys on an individual basis.

Some of our other engagement activities this year have included:

- One to one conversations, in person and by telephone
- Group discussions and focus groups
- Presentations
- Questions and Answer sessions
- Online meetings
- Attendance at community events



George Eliot Hospital visit

Making new parents' views known

All maternity and postnatal services nationally have been deeply affected by the Ockenden Report released in March 2022. From this has come a desire to engage with new parents and listen to their experiences.

Following COVID, maternity and postnatal services are stretched. [Ockenden review](#)

“All services are overwhelmed. Mums need more support particularly with mental health – there is a gap” Warwickshire parent, January 2023.



We wanted to hear how this is impacting on Warwickshire families and to ensure their voices are heard. Over the last seven months we have:



- Promoted the Healthwatch national survey on Maternal Mental Health
- Visited baby groups, playgroups and baby nearly new sales
- Heard from new parent support services both NHS and VCSE

Making your views known

Healthwatch Warwickshire attend the Coventry and Warwickshire Maternity Voices Partnership to share feedback and support the involvement of local people in scrutiny of the services.

These meetings are attended by NHS representatives from local maternity and neonatal systems, health visiting, voluntary and community sector perinatal mental health organisations and members of the public supporting the services. This is one conduit for us to share what we hear and has led to NHS services requesting we share people's views with them directly to improve services.



“Your feedback is wholesome. Positive comments have been shared with staff and negative comments are addressed and acted on to make improvements of the service.” Associate Director of Midwifery South Warwickshire



Healthwatch invited people to share their experience of pregnancy, birth and postnatal support via an online survey. We heard from 2,693 people nationally, including 56 people from Warwickshire.

Our recommendations:

Healthwatch England has made five recommendations to help ensure every new mother and birthing parent receive the six-week check, and that it is of the highest quality. These include:

- Integrated Care Systems should monitor the delivery of six-week postnatal consultations as part of their primary care commissioning responsibilities.
- NHS England should update the GP contract to include mention of signposting to specialist and community mental health support services at the six-week week check

[National Report: Maternal mental health \(healthwatch.co.uk\)](#)

Supporting new parents

We continue to listen

Following the report, we continue to listen for feedback on care during pregnancy, birth and after to hear people's experience in 2023. We published a report in March which has been widely shared, and we continue to meet with partners to discuss the findings.

[Warwickshire Report: Perinatal Mental Health | Healthwatch Warwickshire](#)

“It's really valuable research, and also incredibly sobering and a real reminder of the value of/need for services like ours to exist... I really hope that this, alongside the findings of the national survey, makes key funders and professionals sit up and listen.”

Project manager at Parents In Mind, Warwickshire

We listened to the challenges faced by new parents to inform our updated webpage:

[Pregnancy & Parenting Support Services | Healthwatch Warwickshire](#)

You told us



“Absolutely no breastfeeding support and partner was unable to stay to support me after the birth and support from staff was minimal. This has left me with a lot of grief around my immediate post-natal and breast-feeding journey that is now impacting my mental health in my current pregnancy.”

Dec 22

“We don't know when health visitor visits are supposed to happen, when are we supposed to see them?” Jan 23

“With my first child I had contact all the way through. With my youngest, four hours after birth I was sent home and had nothing since – fortunately he was a happy baby and fed well but it is now hard work as he doesn't sleep and has tantrums and I need help. I don't know who my health visitor is.” March 23



Providing information to new parents

We included:

- contact information for maternity units and the health visiting text service so parents can contact the health care professionals they need.
- a link to an interactive map to show which health visiting teams are the closest for those who are unsure about who their health visitor is.
- current information on breastfeeding support throughout the county, including face to face options which have started back since covid.
- information on local perinatal mental health support including referral pathways.

Making a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences are frequently ignored.

Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

We facilitated A 'Reach Out' Group session with Mencap Ambassadors, for adults with learning disabilities. The Ambassadors told us about what they do and do not like about going to the GP, whether tests are explained to them, and their thoughts on Annual Health Checks and Hospital Passports. Sharing our findings with the Coventry and Warwickshire Integrated Care Board (ICB) has led to further partnership work between the ICB and Mencap.

Getting services to involve the public



Working to ensure your voice is heard throughout the county.

Healthwatch Warwickshire is represented in each of the three Place meetings in the county. These meetings are an opportunity to share what local people are saying about the services with NHS and local authority providers. We share our qualitative data and reports to inform their decision making. Last year we shared feedback which contributed to the decision of the South Warwickshire Place Delivery Group recommending the 0-5 age group in rural locations as a priority area.

Improving care over time



Change takes time. We have identified Young People's Mental Health as an area for investigation, we aim to:

- Focus initially on 16 – 18-year-olds, including those frequently ignored such as NEETs, who may fall between child and adult services.
- Network with local organisations and gain a Place based insight into issues affecting young people's health and wellbeing and to use this intelligence to inform further engagement led by and for Young People.
- Initiate contact in Further Education colleges across the county.
- Investigate the interest of young people in becoming more involved with Healthwatch Warwickshire in a volunteering capacity.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Holding an online feedback event and running a survey for LGBTQ+ people.
- Hosting an in-person feedback event for Deaf people, with a Personal Assistant and a BSL interpreter to aid communication.
- Listening to Mencap Ambassadors at a small in-person focus group.
- Attended play groups and Family Centres to speak to new parents and grandparents.

Deaf and Hearing-Impaired access to healthcare

We shared a survey, visited a Deaf social group and held a feedback event, alongside a British Sign Language interpreter and a Personal Assistant, for people to share their views about accessing healthcare. We followed up with four in depth interviews of Deaf people.

People told us about their frustrations when trying to communicate to make appointments, when appointments are delayed or cancelled due to interpreters not being available and how they can be unsure about their diagnosis, treatment or medication.



“Delays leave me stressed and worried. I believe there is an imbalance between how Deaf and hearing people are treated.”

Local Deaf person

Listening to LGBTQ+ concerns

We heard concerns about cervical screening at our online listening event with Warwickshire Pride. We shared this feedback at the Health Inequalities Screening Group and as a result, the information that is available on cervical screening for people who are asexual or from the wider LGBTQ+ community was added to the then CCG newsletter. Materials available at Jo’s Trust were also reviewed.

We were also asked to engage more widely around screening in Warwickshire. We suggested that Carers could be invited for screening at the same appointments as the person they care for.

“...there should be more info about what will happen (at a cervical screening), what can be asked and what can be changed to make the experience less traumatising for ACE people or trans men.”

Local resident





Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Assisting with registering at new GPs and dentists.
- Offering support when moving between care homes.
- Listening to and sharing, concerns about maternity services.
- Providing up to date information people can trust, on our website, social media, by telephone and email.

Improvements to staff training around vaccines

A member of the public made contact to inform us of their experience whilst needing an urgent, time sensitive, vaccine.

Following an animal bite during an overseas holiday a Warwickshire resident was advised by their GP that they needed an urgent rabies vaccine. Despite lengthy communications between the surgery and Public Health England, when the person attended the allotted hospital where the medication had been sent with the appropriate paperwork, none of the A&E staff were aware of the situation, or where the vaccine was stored.

“No one knew where the vaccine was and when they did find out, it took 23 hours to call me only to be told I need to wait until 9am tomorrow.”

Warwickshire resident

Healthwatch Warwickshire supported the resident, after a two-day delay the vaccine was administered. The hospital responded to the complaint and, taking into account the patient's experiences, are introducing new reminders for staff and training for new staff on how to access and organise the delivery of the rabies vaccine.

Support with a care home transfer

An enquirer contacted us for information and support when asked to urgently move their parent out of their current care home.

We shared information on rights in this situation and suggested both a conversation with the care home manager and to contact Warwickshire County Council social care team for an urgent assessment. The enquirer was frustrated that,

“The services are not joined up and no one talks to each other”.

A few days later we heard from the enquirer again:

‘Many thanks for calling back, and the information you sent me has been of great use, I now feel I at least have the tools to deal with moving my parent, so once again very many thanks, your help is much appreciated, and probably much undervalued.’

Warwickshire resident



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Gave comprehensive feedback on the ebooklet: 'Advice for Neurodivergent People and their Families' to NHS Coventry and Warwickshire Integrated Care Board.
- Made telephone calls to dental surgeries to speak to staff about accessibility.
- Completed online and in-person training updates in preparation for re-starting Enter & View visits, and around Health and Social Care.
- Shared insights on Mental Health services, hospital referrals and GP patient experiences.
- Acted as Active Observers on our Board.
- Completed 15 Steps Training with Coventry and Warwickshire Partnership Trust.
- Provided feedback on guidance for patients to help with getting the most from a medical appointment.

Lalitha

"Stepping out of a professional role, after working with the NHS for many years, gave me an opportunity to engage with local communities, and time to work with Healthwatch as a Volunteer. Engaging with individuals I hear many complementary views, but I was surprised that some people felt a documented complaint may impact negatively on their future care. As a Healthwatch volunteer, I hope to promote the work we do and share information with service users and providers, to ensure that an effective, efficient and quality service is provided to meet the changing needs of all service users."



David

"I am involved in Healthwatch Warwickshire, as an Authorised Representative and Volunteer Observer on the Board, to help people in Warwickshire to get decent services. Most importantly, if things are not right for individuals HWW not only try to sort things for that one person but take issues up with the agencies that need to know how things impact people. I hope that service improvement, spending and organising, is based on Healthwatch evidence."



Kate

"I was appointed Chief Executive of Warwickshire CAVA in 2019, after working there in various roles for 10 years. Since June 2022 I have been Manager of New Hope Counselling and sit on the Voluntary and Community Sector Mental Health Alliance Partnership Board. The diverse experience and knowledge I have gained in the voluntary sector over 30 years is what motivated me to join the Board of Healthwatch Warwickshire. I am committed to improving health and social care services and have a particular interest in mental health, learning disabilities and ensuring that refugees, asylum seekers and their families have access to appropriate health services."



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

 www.healthwatchwarwickshire.co.uk

 **01926 422 823**

 info@healthwatchwarwickshire.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure– subject to audit

Income		Expenditure	
Funding received from local authority	£227,980	Staff costs (inc. pension)	£180,198
Additional income	£7,572	Operational costs	£51,818
Total income	£235,552	Total expenditure	£232,016

Additional income includes:

- **£1,500 funding** received from HWE Digital Fund
- **£3,150 funding** received from Warwick Medical School ReSPECT Project

Next steps – Chris Bain, CE Healthwatch Warwickshire

For 10 years Healthwatch Warwickshire has been working to ensure that the lived experiences of patients and residents are central to decisions about the commissioning, provision and review of health and care services.

With services under unprecedented pressure, we need an approach which improves care over time. The challenges around stubborn issues such as primary care access, young people’s mental health and women’s healthcare services are not easily dealt with.

HWW will therefore promote continuous engagement with groups whose voices are frequently ignored so that the inequalities which undoubtedly exist can be constructively challenged.

Enter and View can be delivered in many forms and is a really important part of this future program. It enables us to hear the voices of those who are frequently ignored and makes practical recommendations for change.

Top three priorities for 2023–24

1. Improving care over time.
2. Promoting continuous engagement.
3. Developing and promoting Enter and View..



Statutory statements

Healthwatch Warwickshire, 4-6 Clemens Street, Leamington Spa, CV34 5DL.

Healthwatch Warwickshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 9 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met 6 times and made decisions on matters such as: the Operations Committee ensuring we are compliant with Employment Legislation and the Finance and Audit Group approving project funding. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone and email. We have provided a webform on our website, and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and share copies with Healthwatch England, Warwickshire County Council, Coventry & Warwickshire Integrated Care Board, NHS England and Care Quality Commission.

Responses to recommendations

We didn't have any providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information to Warwickshire Health and Well Being Board, Place Partnerships, and the Adult Social Care and Health Overview and Scrutiny Committee.

We also take insight and experiences to decision makers in Coventry and Warwickshire Integrated Care System. For example, we presented alongside HW Coventry at the Integrated Care Partnership. representing the patient's voice directly. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made one Enter and View visit. We put in place a thoughtful and deliberate programme to ensure our existing Authorised Representatives, and new volunteers, were fully prepared to re-establish this service following the break during the COVID-19 pandemic.

	Reason for visit	What you did as a result
Care Home- Newstead Lodge Nursing Home	Stakeholder feedback	Wrote a report that we shared on our website and with CQC and Warwickshire County Council Quality Assurance Team.

Healthwatch representatives

Healthwatch Warwickshire is represented on the Warwickshire Health and Wellbeing Board by Chris Bain, Chief Executive. During 2022/23 our representative has effectively carried out this role by presenting our Annual Report, being a member of both the GP Task and Finish Group, and the Coventry and Warwickshire Integrated Care Forum.

Healthwatch Warwickshire is represented on Coventry and Warwickshire Integrated Care Partnerships and Coventry and Warwickshire Integrated Care Boards by Chris Bain. Chris also has a seat on the Care Collaborative and the Mental Health Collaborative. We are represented at the three Places in Warwickshire by members of our Board of Directors.

Glossary of abbreviations

ACE	An umbrella term covering a range of asexual and aromantic identities.
CQC	Care Quality Commission.
FTE	Full Time Equivalent.
LGBTQ+	Lesbian, gay, bisexual, transgender, intersex, queer/ questioning, asexual and many other terms (such as non-binary and pansexual)
NEETS	Young people, not in education, employment or training.
VCSE	Voluntary, community and social enterprises

Thank you

We would like to express our gratitude to everyone who has taken part or contributed to our work this year.

Public

We would like to thank members of the public who have taken the time to contact us about their experiences of health and care services in Warwickshire whether that was through our information and signposting service, providing feedback through our surveys, by social media, or email. Every contact is appreciated and makes sure we are looking at the issues that matter most to you. Our express thanks to participants in our dental, LGBTQ+, Deaf and maternal mental health surveys.

Partners and key stakeholders

We would like to thank local partners and key stakeholders for their continued support in ensuring that patient/carer/public voice is heard in decisions that affect them.

Goodbyes

Board, Volunteers and Staff

We give our thanks to all our Board Directors for their continued support and direction. During the year one director, Helen Adkins, has resigned due to work commitments. We wish Helen all the best in her future work. We would like to express our sincere thanks to our volunteers for their continued help and support. This year we have said goodbye to Judy Timpson and Liz Oxborough.

We said goodbye and best wishes to valued staff members, Lucy Dean, Isobel Jonas, Poonam Thompson, and Claire Jackson. Isobel entered retirement while the others left us to take up new and exciting roles elsewhere. We wish them all good health and happiness for the future.



Board, Volunteers and Staff April 2023



Board Directors left to right:

Top row: Liz Hancock, Robin Verso, John Copping.
Middle row: Jerry Roodhouse, Gita Patel, Leonard Harvey.
Bottom row: Mike Flaxman, Paul Tolley, Kate Morrison



Volunteers left to right:

Top row: Anita Vig, David Alexander, Sue Tulip, Sue Roodhouse.
Middle row: Alison Wickens, Dilys Skinner, Maggie Roberson, Lalitha Webb.
Bottom row: Gill Fletcher, Su Jenkins, Terry Bennett, Jackie Prestwich.



Staff left to right:

Deborah Key, Carla Searle, Caroline Graham, Chris Bain, Vina Fatania, Tanisha Reddall, Robyn Dorling



healthwatch

4 – 6 Clemens Street

Leamington Spa

CV31 2DL

www.healthwatchwarwickshire.co.uk

t: 01926 422 823

e: info@healthwatchwarwickshire.co.uk

 @HealthwatchWarw

 @HealthwatchWarw

 @healthwatch_warwickshire