

Autumn
CONFERENCE
Tuesday 11 November 2025
Worcester Rugby Football Club



Housekeeping Announcements

Fire Safety Toilets/breaks Public Participation Mobile Phones Photography

Question Time Brief

healthwotch

Your question for Hayley Flavell, Chief Nursing Officer at **Worcestershire Acute Hospitals NHS Trust**

This is your chance to ask a question about the measures in place to ensure high quality care at the Trust

Question:

Please do not include any personal information in your question

(Leave blank to remain anonymous)

 There are pink cards and pens on your table.

 Write your question on the card for Hayley Flavell, Chief Nursing Officer, **Worcestershire Acute Hospitals Trust**

Leave on your table by 11:00 for collection by one of the team.



Welcome

Simon Adams, Chair Healthwatch Worcestershire

AGENDA

- 9.30 Registration
- 10.00 Welcome
- 10.05 HWW's Annual Report 2024-25
- 11.00 Act of Remembrance
- **11.05** Break
- 11.30 Question Time with Hayley Flavell, Chief Nursing Officer at Worcestershire Acute Hospitals NHS Trust
- 12.30 HWW's Business Plan 2024-25
- 13.00 Lunch and Networking
- 13.45 HWW's Membership Meeting
- [NB open to members of the company membership scheme]



Healthwatch Worcestershire's Annual Report 2024–25 with

Simon Adams and our Directors

Our Role

The <u>Independent Champion</u> for patients of publicly funded health and social care in Worcestershire.

Governance

Not For Profit non-statutory organisation delivering Local Healthwatch statutory functions.



Statutory Functions

 Gathering experiences from patients & service users, their carers and the public.

Provide Advice and Information
 ['Signposting'] as to how and where services can be accessed.

Monitoring the quality of health and social care services

 Make recommendations to commissioners/providers about how services could be improved.



Our Future

BUT -

The future of the independent voice:

Dash Patient Safety Review

 Proposal to abolish LHW, HWE and patient governors from NHS Foundation Trusts; ICB and LAs to takeover LHW functions.

Health Reform Act [2027?]





With Director, Debbie Lamont

- Visit groups and events to meet people face to face
- Carrying out surveys and focus groups
- Our Reference and Engagement Group is a network of over 100 VCS organisations
- 920 followers on Facebook and reached 49000 people
- Launch new website
- Average of 3900 page views per month
- Advice & Information:
 515 people used this service
 Contact by website, HWE website, email,
 phone or Facebook Messenger

Who we Engaged with



The focus of our engagement was to tackle health inequalities:

- We engaged with 3666 people.
 And, with the member organisations of our Reference & Engagement Group that represent patients, service users and carers
 • Examples of our work include:
- - Children & Young People
 - Older People
 - Diverse Communities
 - Workplace engagement

Championing Worcestershire Voices regionally and nationally





Reports and Recommendations With Director, Don Beckett

Pharmacy Report

- 555 people surveyed
- Overall positive feedback
- Concerns about communication, long waits and limited privacy.
- 12 recommendations -adopted





- 249 young people responded.
- Preference for 121 in-person support and an unwillingness to engage in group or video conferencing support.
- 26 recommendations adopted



Our Impact and Influence

Information and Support for People living with a Dementia and their Carers after Diagnosis

- Survey of 131 carers and 38 patients, 7 focus groups & 12 interviews.
- 51 recommendations
- Majority adopted, used to develop specification for new Dementia service



- Sought assurances about patient quality/safety issues reported to us.
- Contributed to local accountability by informing discussions at Council scrutiny committees, NHS forums and the Health and Well Being Board.
- Promotion of co-production/ co-design of servcies
- Reviewed and commented on NHS Quality Accounts
 Incl making recommendations about Quality Priorities
- Informing the work of the Care Quality Commission in its inspection of health and care services in Worcestershire



 515 people contacted our Advice & Information service to share their experiences or seek information.

 Provided with advice and information on where and how to access services e.g. NHS Right to Choose

'Signposted' to support where necessary.

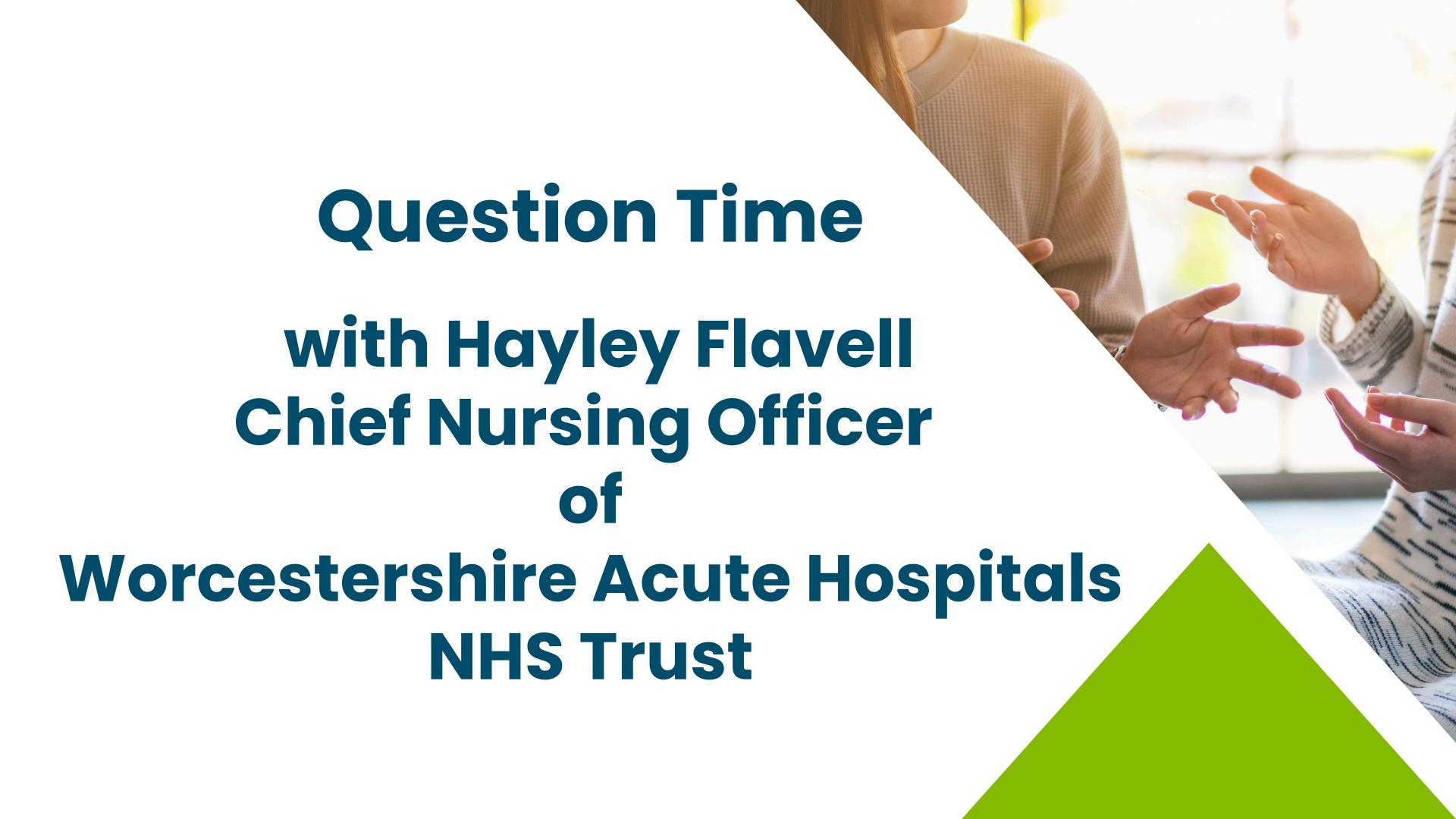
Act of Remembrance

Please observe the 2 minute silence



Break





With Director Chris Byrne

- Adult Social Care
 - Domiciliary care
- Mental Health
 - -Care of adults living in the community with serious and enduring mental health disorders
 - -Young peoples emotional health and well being
 - -Community mental health services for young people [MELO service]



- Primary Care
 - Improved access to General Practice
 - Healthcare at Home [Hospital at home]
- Secondary Care
 - Hospital Discharge
 - Stroke Service
 - Urgent and Emergency Care



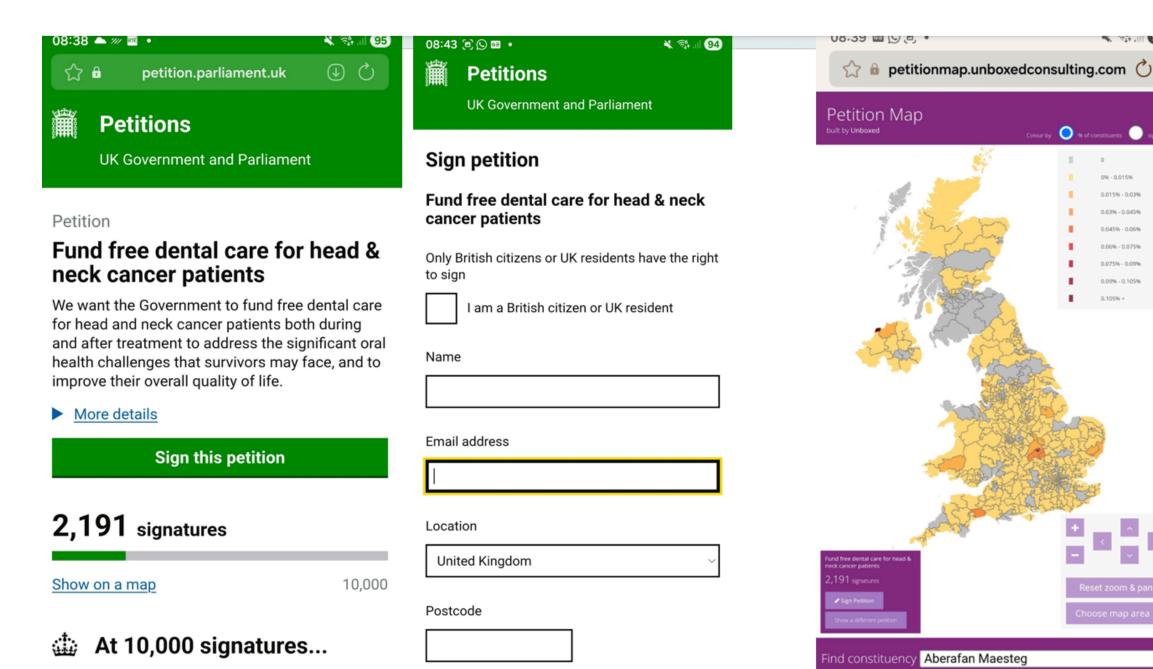
- Neurodiversity
 - Educational Health Care Plans [EHCP]
 - Carers Assessments for Parent Carers



- Health Inequalities
 - -Early diagnosis of cancer, cardiovascular and respiratory disease
 - -Continuing Health Care
 - -Sensory Impairment
 - -Access to Dentists
 - -HWW Engagement
 - -HWW Community Links
 - -NHS 'Core 20 Plus 'approach to reducing health inequalities



Please sign the petition





At 10,000 signatures, government will respond to

this petition



healthwatch Worcestershire

Lunch and Networking 13:45 - Members Meeting

Thank You For Attending

