

**Annual Report
Health & Wellbeing Board
21st September 2021**



Performance Report: How we are working

- **All staff working from home**
- **Virtual Board Meetings**
- **Telephone service to the public**
- **Website enquiries, use of social media**
- **Information on service changes (via website) updated regularly**
- **Engagement strategy with all key partners implemented**
- **Public Engagement and Outreach largely on a virtual basis**
- **Surveys and projects delivered**

Performance Report: Activity May – July 2021

- 92 individual pieces of feedback
- 72 Signposted to Partner Agencies
- 25 new Twitter followers, we now have 1,641
- 4,949 profile visits, an increase of 37%
- Facebook Page Likes increased by 5% to 361.
- 3,179 users visited our website, 3,088 of them being new users
- Our mailing list is now at 1,376

Our Influencing role May – July 2021

- *We attended 49 strategic meetings including:*
 - *Adult Social Care & Health Overview & Scrutiny Committee*
 - *Health & Wellbeing Board*
 - *Coventry & Warwickshire Health & Care Partnership*
 - *Joint Place Forum*
 - *North Warwickshire Place Executive*
 - *South Warwickshire Place Partnership Board*
 - *Rugby Place Executive*
 - *Regional Healthwatch (West Midlands)*

May – July 2021 we published 3 reports

healthwatch
Warwickshire

Healthwatch Warwickshire Annual Report 2020-21



Listening to you
about local Health and Care services

Dentistry in Warwickshire **healthwatch**
Warwickshire

Our staff and volunteers telephoned dental practices across the County to understand how NHS patients could access treatment or if they could register.

In June 2021, we telephoned 53 practices in Warwickshire. 42 spoke to us. We asked: - if they were taking on new NHS patients, if there was a waiting list to register, how often they updated the NHS website, what provisions were in place for emergency treatment and if they still had the same number of dentists available as pre-pandemic.

Out of those who spoke to us we found out that:

- Warwickshire North** – 13 out of 15 dentists spoke to us.
7 out of 13 are taking on new patients.
2 said they had a waiting list for new patients but 3 said they would accept new patients on the spot.
7 said they would see a patient that day in an emergency, 12 would be referred to 111, and 1 said they operated an out of hours service.
- Rugby** – 7 out of 11 dentists spoke to us.
0 out of 7 dentists are taking on new patients.
1 said they had a waiting list of 12-18 months.
7 said they would refer to 111 for emergency treatment (1 said they and another practice offer out of hours and weekends on a rota basis).
- South Warwickshire** – 22 out of 27 practices spoke to us.
5 out of 22 are taking on new patients.
6 said they had a waiting list for new patients.
13 said they would refer to 111 for emergency treatment, 4 offered out of hours service and 2 had a dentist on call.

This work illustrates the picture of what dentistry provision is available in Warwickshire. It shows that there is a particular issue in Rugby where there are no NHS dentists taking on new patients. Across Warwickshire there seems to be an issue with NHS patients accessing dentistry. Thank you to all the dentists who took part in this work. This information will be shared with Healthwatch England who have published a national report on dentistry and with the Coventry and Warwickshire Clinical Commissioning Group to inform them of the provision available locally.

All information gathered for this report was correct at time of collection. Given changing guidelines and Government restrictions this may have changed. We continue to gather feedback on dentistry to reflect this.

healthwatch
Warwickshire



Carers - Understanding your health and wellbeing needs

Carers survey highlights

- Total number of respondents: 239
- 66% of respondents were not aware of the Care Act 2014
- 57% of respondents said that they have never received support for themselves in their caring roles
- 45% said they needed support with their mental/emotional health
- When asked about the barriers to accessing support the top listed responses were
 - *'not having time'*
 - *'the person/people I care for only want them and no-one else to look after them'*
- Respondents would like to see support provided by varied means; online, face to face and by telephone

Carers Survey Highlights



Dentistry Survey Highlights

- Rang 53 Practices, Spoke to 42 in June 2021
- Rugby none of the 7 practices are currently taking on NHS Patients,
- Stratford only 1 practice is out of 13 currently taking on NHS Patients,
- Warwick district 4 out of 9 are currently taking on NHS Patients,
- North Warwickshire 2 out of 3 are currently taking on NHS Patients,
- Nuneaton and Bedworth 5 out of 10 are currently taking on NHS Patients

Dentistry Survey Highlights

- **Seems to be deteriorating**
 - **Hot spots in Rugby and Stratford**
 - **Long term implications for oral health**
 - **Constantly changing**
-
- **Not confined to Warwickshire**

Looking Forward

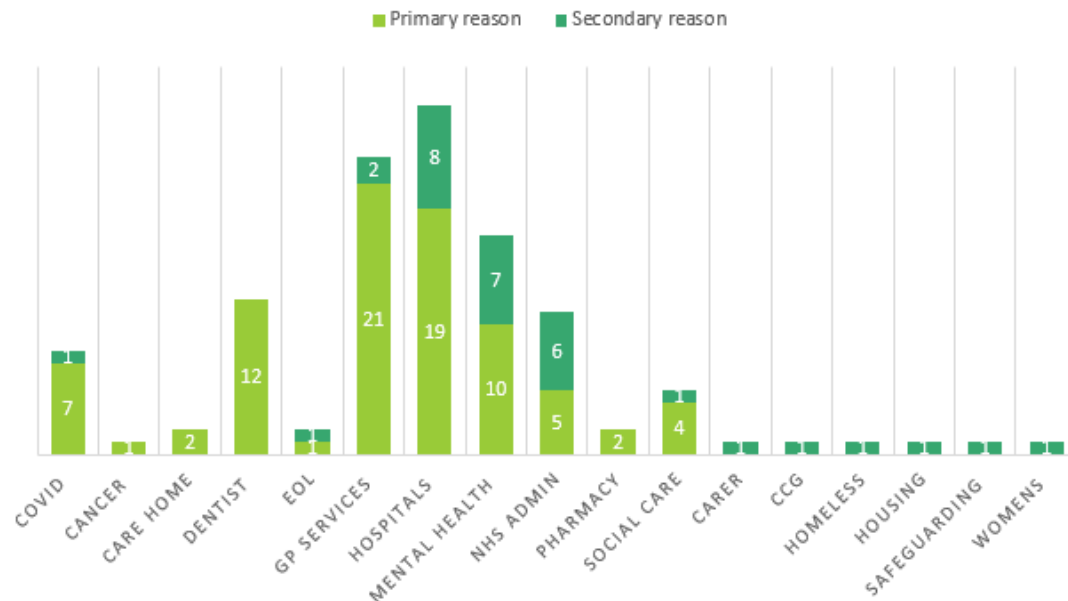
Taken from performance report – enquiry feedback

Taken from annual report

Listening to you | Healthwatch Warwickshire | Annual Report 2020-21

13

Y3 Q3 REASONS WHY PEOPLE CONTACTED US



Top four areas that people have contacted us about:



25% on Hospital Care



24% on GP Services



11% on Dental Care



9% on COVID Vaccines and Testing

Top 4 areas

1. Hospitals (27)
2. GP services (23)
3. Mental Health (17)
4. Dentists (12)

Top 4 areas

1. Hospitals (89)
2. GP services (87)
3. Dentists (40)
4. Covid vaccines/testing (9)

Future Priorities

- **Strategic Direction after Covid19**
- **The future for Patient Groups/Standing Conference**
- **Patient Voice in Integrated Care Systems**
- **Projects about:**
 - **NHS111**
 - **Diabetes**
 - **NHS Administration**
 - **Deafness and accessing care services**
 - **Lived Experiences of people with LD**
 - **Health & Social Care Forum?**