

Healthwatch Wolverhampton (HWW) Oversight Group Summary Notes

Date: 29 June 2026.

Closed and public meeting

Attendees: Mandy Poonia (Co-Chair), Stacey Lewis (staff), Andrea Cantrill (staff), Luke Guy (staff), Rachel Prince (City of Wolverhampton Council), Aeon Anderson (ACCI) Neena Julka (SNJ Charitable Trust) David Hellier (Castle Croft PPG) Helen Webb (EC staff), Claire Wilkes - Health and wellbeing officer (Zebra Access) (3 x interrupters), Mandy Mackereth - Regional health and wellbeing manager (RMC) Rachel Bright (staff)

Guest Speakers:

Stuart Bates-One Wolverhampton- **Community Activation Project (slides shared)**

Bal Jhalli - ICB lead involvement officer for Wolverhampton

Public Members:

Leanne Thorpe

Joanne Morris

Shelia Gill

Welcome, apologies and conflict of interest

Apologies: Cassie Edge (P3), Suffia Perveen (Co-Chair), Simone Booth (Gatis Street Community Centre)

Conflicts of interest

None.

Minutes of last meeting

Read and approved with **amendment** that Nightingale House is not council owned

Matters Arising

- David asked for an update on the Adult social care recommendations. SL said the providers are reviewing the recommendations, with a meeting planned next week.
- Parking at New Cross Hospital remains difficult despite a new car park opposite the hospital. In addition, the hospital is adding new services but with little regards to car parks to meet the demand. A discussion prompted suggestions for a park-and-ride scheme and improved shuttle access.

Agenda Item 4-Healthwatch Wolverhampton Quarterly Update Report

Full information shared in advance with members including quarterly comms and marketing report-in summary:

- Between January and March, we received 80 feedback and signposting enquiries.
- 67% of the information collected involved hospital services.
- 15% of the information collected involved GP services.
- 11% of the information collected involved other services.
- E&V took place at Tudor Medical Centre on 26 March. Report will be available on the HWW website.

Agenda Item 5-HWW Pannel Development and future planning

The group discussed plans to strengthen and sustain the Oversight Group network despite uncertainty about Healthwatch's future. Members agreed to continue with board development and prepare a succession plan in due time. Mandy Poonia and Stacey Lewis will meet to discuss maintaining the network. Less active members should be re-engaged, gaps in representation identified, and attendance requirements enforced. Members should recommend relevant organisations or representatives to join the group. Potential contacts include Primary Care Networks, wellbeing officers, Global Diabetes, Solace Community, Compton Care and Integrated Neighbourhood Teams.

- Neena Julka will identify a suitable PCN contact, and David Hellier will explore reconnecting with PPG chairs.
- The group also proposed advertising for new members through the e-bulletin and social media.

Further agenda items to explore include keeping up to date with information and developments about the Integrated Neighbourhood Teams and the national GP contract.

Agenda Item 6- EC update and National update

Healthwatch's future remains uncertain, with the proposed changes still progressing through Parliament. MPs including our local MPs, and supporters agree that an independent public voice should remain and should have stronger powers. Further debate may take place in the House of Lords in November. Healthwatch is still working towards a possible closure deadline of March 2027, with some funding expected for a wind-down period. Staff may need to be notified by December if redundancies are expected. EC board is exploring ways to support staff, retain expertise and work with the ICB and local authority on future arrangements.

Agenda Item 8-Public meeting

The Healthwatch Wolverhampton annual report for **April 2025 to March 2026 was presented:**

- Healthwatch has had a very busy year despite uncertainty about its future and continued funding pressures.

- Key achievements included the **Aging Well Festival**, work on translation services, NHS App training, partnership projects and influencing university nurse training.
- A recruitment video has been produced to help prospective nursing applicants understand the role.
- Healthwatch is helping develop a peer-support group for people with hoarding behaviours.
- The organisation has around **40 volunteers**, contributing through visits, surveys, consultations and community engagement.
- The report provides only a snapshot, so not all partnership work could be included.
- The annual report is available online- [Healthwatch Wolverhampton Annual Report 2025/26: Speaking up for better care](#) and **hard copies can be requested.**

Questions from the public:

Q: What period does the annual report cover?

A: April 2025 to March 2026.

Q: How many volunteers have been trained in Enter and View?

A: 10.5 volunteers.

Q: How many organisations are represented, and how often does the group meet?

A: Nine organisations are represented. There are four meetings each year, including two public meetings, and the group has terms of reference. Recruitment of additional members is being considered.

Q: Is funding confirmed until March 2027?

A: Yes. Council funding is confirmed until 31 March 2027, unless government changes bring forward closure. A separate wind-down fund has also been indicated.

Stacey Lewis also invited attending volunteers to share how they have found their experience as a volunteer so far, including their onboarding experience. The two volunteers described positive experiences:

- **JM** valued the training, enjoyed completing an Enter and View visit and appreciated learning from a different perspective. They also enjoyed the social events and hope Healthwatch remains because an independent voice is important.
- **LT** joined to gain insight and found Healthwatch's work in bridging communication gaps between organisations particularly valuable, drawing on their nursing experience.

Members updates

CWC- The council is linking housing regeneration with preventative health through resident-led green-space projects, including green gyms, rooftop gardens, raised beds and planters, to improve physical and mental wellbeing. A good example of this is the regeneration scheme in Heath Town.

RMC- Manages inclusion health work across Wolverhampton from the smaller Derwent House site. Despite reduced staffing, the advice service supports 40–50 people daily with housing, education, employment, training, health and wellbeing. A community mental health nurse and volunteers now help deliver one-to-one trauma-informed support, weekly ESOL classes and anxiety management. Demand remains unchanged.

SnJ- Value HWW collaboration since joining the panel. They continue to support lifelong learning, digital skills, mental health and NHS app access, helping learners progress into work and share their personal stories while promoting equal access to health and education. Neena is publishing a journal of her life and experiences and is encouraging learners to write their stories down because everyone has a story. They can do this through the digital skills project and adding photos. Neena thanked HWW for recent link to the Macmillan team who will now be working with SnJ.

DH- Attended MacMillian event at Oxley to improve cancer services. Last PPG meeting (Castlecroft) discussed relevance of different types of appointments as there is still confusion, for example about Pharmacy First. They have followed up on comments from the patient survey, overall high satisfaction. They have general open discussions, and future topics will include the new GP contract and the virtual NHS offer.

ACCI- Updated the group on the wide range of services offered.

RB- Introduced herself as the new HWW staff acting as maternity cover for the Information and signposting role.

BJ – ICB, involvement lead explained her new role. She will be looking to work with HWW to engage on neighbourhood health, what keeps people happy and healthy, keen to get into the community, any insights on how we should do this will help. BJ is willing to attend events.

AOB – Following a breakfast meeting with Pat McFadden, HWW was invited to the Jo Cox Bake Off and won against **17 entrants**. The experience also encouraged the volunteer who baked the cake to rediscover her passion for baking.

Meeting close

The Chair and Manager thanked everyone for attending and ACCI for hosting.

For more information:

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