

Healthwatch Wolverhampton (HWW) Oversight Group Summary Notes

Date: 25 March 2026.

Closed panel 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 (staff),

Welcome, apologies and conflict of interest

Apologies: Cassie Edge (P3), Dedrie Maguire (Zebra Access), Suffia Perveen (Co-Chair), Harriane Cresswell (staff), Simone Booth (Gatis Street Community Centre)

Unknown: Hannah Ackom-Mensah (BCHFT-Community Connexions Lead), Ade Alleladewa (Black Country Healthcare Foundation Trust), Grace Kaplan (RMC)

Conflicts of interest

None.

Minutes of last meeting

Read and approved

Matters Arising

None- Thank you noted to Aeon and ACCI for hosting the meeting for the year.

Healthwatch Wolverhampton Quarterly Update Report

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

Between October – December 2025, we received 55 feedback and signposting enquiries.

- **63%** of the information collected involved **Hospital services**.
- **20%** of the information collected involved **GP services**.
- **9%** of the information collected involved **other services**.
- Enter and View visit took place February 5th, 2026, and report will be available on the HWW website.

Agenda Item 4- HWW end of year workplan, reports and partnership update

SL provided an update on HWW's partnership workstreams and the outcomes achieved through these collaborations. Slides were provided for both presentations to support members' understanding of the work and its impact. Key points included:

- HWW involvement in a steering group focused on physical health checks for people with serious mental illness, and input into the university nursing curriculum.

- HWW has also contributed to wider workstreams through One Wolverhampton and the NHS Trust

AA expressed appreciation for HWW's work on mental health.

HWW Report 1 – *Unheard and Underserved*: This report is due to be published at the end of March. The hospital has acknowledged the report as comprehensive and detailed, noting that it reflects a strong commitment to inclusivity. The recommendations are expected to support improvements in policy and service development.

HWW Report 2 – *Through the Eyes of the Service User* – Adult Social Care: This report is also due to be published at the end of March. A response from the provider is currently awaited.

New Cross Hospital engagement

Since December, engagement has been taking place at New Cross Hospital, initially within the Heart and Lung Centre. To date, 34 in-depth conversations have been held with patients and service users, focusing on their experiences of care, use of the NHS App, and wider hospital experiences.

The work is ongoing, with plans to extend engagement into other hospital departments to build a broader picture of patient experience.

Emerging findings:

- Feedback on services within the Heart and Lung Centre has been positive.
- Experiences in other departments have been more mixed.
- Use of the NHS App varies, with some marginalised groups and older people less likely to use it.
- Parking remains a key issue for patients and visitors.

Reporting and next steps:

A summary report has been produced, setting out the key learning points. This will be circulated to the Oversight Group. A follow-up discussion is also being scheduled to understand how the findings are being used and what actions may follow.

Volunteering update- shared in managers report

Ageing Well Festival overview

The Ageing Well Festival took place and was organised by Healthwatch Wolverhampton, One Wolverhampton and the City of Wolverhampton Council. The event was well received and considered a success with over 120 people attending. A video produced for the day was shown during the meeting, and members responded positively to it. See HWW website for video.

Agenda Item 5-HWW Priorities 2026-2027

Priorities approved- Members signed off and approved HWW's priorities for 2026/27.

Main priority for 2026/27

- The main project will focus on GP access and the quality of primary care, as feedback on these issues continues to be received.
- Patient Participation Groups remain an important topic for Wolverhampton residents.

- HWW will make recommendations for improvement and aim to leave a positive legacy through this work.

Approach and timescale

The work will be reflective and forward-looking, rather than a full evaluation. HWW will use Enter and View activity and wider public engagement to explore where primary care was when we did our first GP report, what has changed nationally and locally, whether those changes have made a difference, and what the future may look like. Full details were provided in the accompanying slide.

Continuing engagement work-Engagement work, including Enter and View activity linked to the adult social care project and Integrated Neighbourhood Teams, will continue.

DH – Asked how the priorities sit within the future of HWW abolition and what is the current position of the local authority and ICB. SL summarised that no significant changes since last meeting, it is still yet to go through the parliamentary process. However there has been an increase of support from MPs in support of the independent voice and a new Kings Fund report makes good reading around the importance of HW and what will be lost. SL to send report to members.

Members updates

CWC- The council's housing allocation policy is available online and requires a local connection to bid. Demand remains high, with over 8,000 applications and long waiting times due to national housing shortages. New homes are being built, mainly on brownfield sites, including bungalows and accessible properties, although stock continues to be lost through Right to Buy. Nightingale House was noted as affordable housing, though concerns were raised about affordability for some residents. The Housing Improvement Agency has been brought back in-house and is working well. The Housing Strategy was published in late 2024. A front door pilot is focusing on homelessness prevention and private sector issues such as evictions but has not been widely shared due to staffing capacity. Integrated Neighbourhood Teams are exploring housing links to health, including support for homeless, underserved, and armed forces communities.

SnJ- Digital skills work continues, supporting employment outcomes, with some people gaining jobs through upskilling. Mental health services are also continuing despite limited resources, with a June funding bid being prepared. SnJ highlighted the value of student placements, which provide timely, person-centred counselling before people reach crisis point, and noted interest from Penn and Manor hospitals in expanding this work. Dementia support, knit and natter, and sewing groups continue to grow through word-of-mouth referrals, meeting needs that could otherwise place greater pressure on the NHS and ICB.

DH- New Cross & Cannock Parking Issues: High parking costs at New Cross Hospital remain a barrier for patients trying to use the free shuttle bus to Cannock, despite Cannock having free parking. SL to raise the issue of parking at New Cross for these patients with the Chief Executive. David participated in the HWW NHS Online consultation and shared his concerns with local consultants who express deep scepticism regarding the system, specifically around the continuity of patient care. David also attended Macmillan focus group, key learning is that early diagnosis, symptom recognition, and immediate clinical action were identified as the

most critical factors in cancer care. David asked if HWW can help by actively raising awareness on this topic (SL noted they attended the same meeting).

ACCI- Annual General Meeting took place and a report created in which the report highlights HWW's partnership work. The report also featured the Grand Theatre Event: "Take a Seat" which was highly successful, featuring two powerful service-user videos HWW approved adding their logo to the partnership working materials.

LG- Updated about a different outlook for engagement this year. He will be creating a Legacy Art Project. The concept is of a nomadic art project leading to a physical fabric artwork to amplify community voices and connect issues. Eventually forming a unifying banner.

AOB – SL asked for input and ideas on what we can do with volunteers/ volunteers' week.

Meeting close

The Chair and Manager thanked everyone for attending and their contributions to a good discussion.

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