

The value of listening

Healthwatch North and West Northamptonshire
Annual Report 2023–2024



healthwatch
North Northamptonshire
West Northamptonshire

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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair



I am pleased to present this year's annual report for Healthwatch North and West Northamptonshire (HWNW). This has been an eventful year, marked by exciting collaborative projects and visits to local health and social care services across North and West Northamptonshire.

This year, I assumed the official role of Healthwatch Chair, with Professor Will Pope as Vice-Chair. We expanded our Advisory Board to 10 members and welcomed a new Manager to our growing team, achieving full staffing. More information about our Board can be found on page 32.

Throughout the year, we engaged with the public on numerous issues, with primary concerns focused on access to dentistry, GPs and primary care services. We received a total of 908 pieces of feedback from individuals who either shared their experiences or sought signposting support from our enquiries service. We shared this feedback with local health and social care providers to help improve service delivery. We continue to monitor the availability of dentistry and GP services and will include this in our 2024-2025 work plan.

Utilising our statutory rights, we visited Northampton General Hospital (NGH) and Kettering General Hospital (KGH) Maternity Wards, assessing service provision from the patients' perspectives.

We collaborated with Change Grow Live, a Substance Misuse Service, to gather insights from their service users. This engagement helped us better understand the service and identify barriers and benefits to substance misuse recovery. Additionally, we partnered with West Northamptonshire Council on a project focused on individuals with respiratory conditions in the N4 Local Area Partnership (LAP) area. Collaborating with Northamptonshire Carers and Change Grow Live, we gathered valuable information on condition management and challenges faced by people with breathing difficulties.



Morcea Walker OBE DL
Healthwatch North and West
Northamptonshire Chair

Message from our Chair



This past year, we revitalised Young Healthwatch and the young members carried out a review of Northampton General Hospital's Children's Services, providing a fresh perspective on these departments.

More detailed information about all our projects and visits is provided later in this report.

My special thanks go to my colleagues on the HWNW Advisory Board for their support this year, and to our volunteers on the Planning Group who are the eyes and ears of our organisation. I am pleased to see the HWNW staff team grow and manage our busy organisation effectively.



Morcea Walker OBE DL
Healthwatch North and West
Northamptonshire Chair

Morcea Walker OBE DL
Healthwatch North and West
Northamptonshire Chair



Michael Jones Jeweller

We would like to thank Michael Jones Jeweller for their generous donation of £1,000 for Young Healthwatch, which has been used to fund T-shirts and merchandise for our volunteers.

About us

Healthwatch North and West Northamptonshire 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.

“Healthwatch North and West Northamptonshire will be a strong, resolute and independent community champion. We will give local people a voice and work in partnership to influence the design and quality of health and social care provision so that all local people have an opportunity for an improved quality of life”



Our mission

To make sure people's experiences help make health and care better.

We have five strategic priorities within our mission:

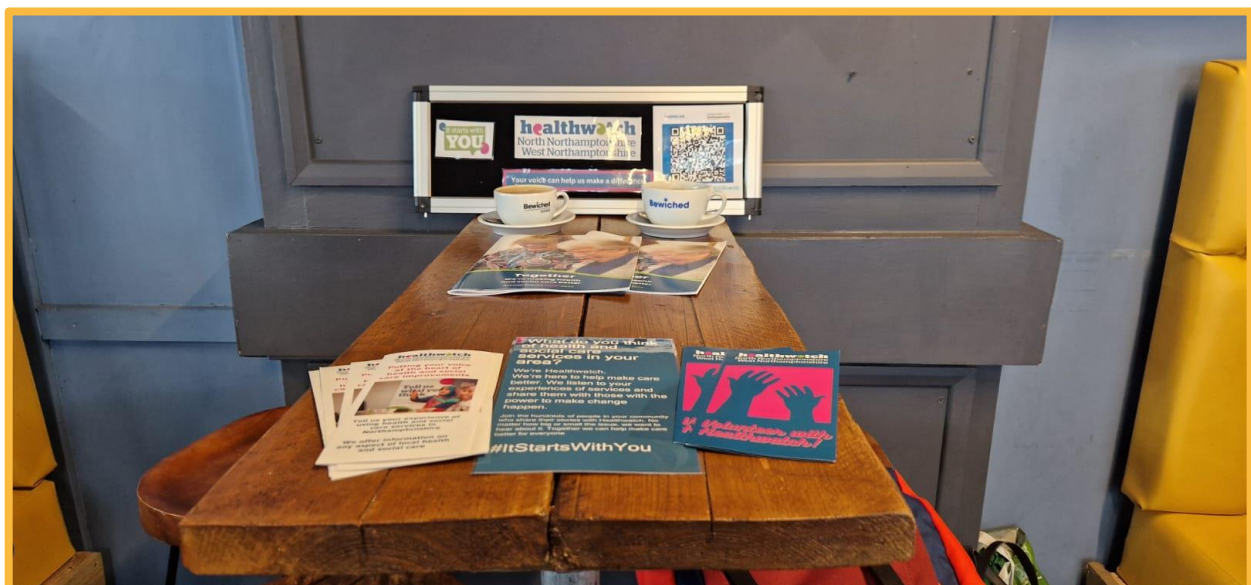
- To deliver our statutory functions
- To champion the views of all people who live in or use health, social care or wellbeing services in Northamptonshire and commit to prioritising issues related to health inequalities
- To recruit and develop staff and volunteers in Northamptonshire to continue to build the capacity of Healthwatch North and West Northamptonshire as an independent consumer champion of health, social care and wellbeing
- To work in co-production for improved health, social care and mental health outcomes for adults, including vulnerable adults and carers
- To work for improved health, social care and mental health outcomes for children, young people and families



About us

Our values:

- We will be accessible and visible
- We will be independent and objective
- We will be open, honest and transparent in all that we do
- We will be inclusive and embrace diversity and equality, reflecting the diverse needs of local people
- We will listen to and understand the views and needs of local people
- We will speak up for local people and enable people to speak for themselves
- We will be fair and credible
- We will seek out and use evidence, including that from the public, to inform our work
- We will strive to make a positive difference and champion the best possible health and social care for local people



Year in review

Reaching out:

621 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

287 people

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



Making a difference to care:

We published

5 reports

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

Our most popular report was

Change Grow Live Report

which highlighted the experiences service users received and how to better the service for the users.



Health and social care that works for you:

We're lucky to have

14

outstanding volunteers who gave up 128.3 days to make care better for our community.

We're funded by our local authority.
In 2023 - 24 we received

£195,000

which is the same as the previous year.







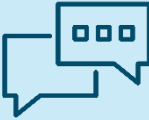

We currently employ

4.6 staff

who help us carry out our work.



How we've made a difference this year

Spring	 <p>We spoke with Change Grow Live service users and uncovered the barriers and stigma experienced and the benefits of treatment</p>	 <p>We wrote our report from our joint visit with Healthwatch Rutland to the Corby Urgent Care Centre</p>
Summer	 <p>We published our findings from the maternity departments at NGH and KGH, making recommendations for ways to improve the service</p>	 <p>We attended engagement events such as the Northampton Carnival where we spoke to over 100 people</p>
Autumn	 <p>Young Healthwatch visited the Children's services at NGH to give their views and impressions of the service</p>	 <p>We worked with those experiencing respiratory difficulties in an area of deprivation in Northampton to better understand their experiences and the support they need to live their best life</p>
Winter	 <p>We started our project with St Andrews Healthcare and IMPACT to get a look inside the service and we spoke to many staff and patients</p>	 <p>We went to NGH to view their Ophthalmology Department and we made recommendations for ways to improve the service</p>

Your voice heard at a wider level



Healthwatch North and West Northamptonshire is dedicated to ensuring that the voices of our local communities are heard and considered in the planning and delivery of health and social care services. We are committed to capturing the experiences of individuals and using this feedback to influence decisions made at both the Integrated Care System (ICS) and local authority level. Our work is rooted in the belief that by listening to the public, we can help shape services that truly meet the needs of everyone in our community.

Collaboration is at the heart of our approach. We actively engage with a wide range of local services and authorities, building strong partnerships to ensure that the insights and concerns of residents are brought to the forefront. By working closely with healthcare providers, social care services and local government, we strive to create a more responsive and effective health and social care system. Our goal is to ensure that services are not only efficient but also compassionate and patient-centred, reflecting the real experiences and needs of the people who use them.

To stay abreast of current priorities and issues, we attend various system meetings and forums. This active participation allows us to remain informed about ongoing developments and emerging challenges within the health and social care sectors. By being present in these discussions, we can advocate effectively on behalf of the public, ensuring that their perspectives are considered in decision-making processes. Our involvement in these meetings also enables us to provide timely and relevant feedback to our partners, helping to shape policies and practices in a way that benefits the community.

In addition to attending meetings, we conduct regular outreach activities, such as surveys, focus groups and community events, to gather feedback from a diverse range of people. This data is meticulously analysed and shared with our partners to highlight key trends and areas for improvement. By bridging the gap between the public and service providers, Healthwatch North and West Northamptonshire plays a crucial role in fostering a health and social care system that is both accountable and responsive to the needs of all its users.



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 and help them improve.

Change Grow Live service

Healthwatch North and West Northamptonshire were asked by Change Grow Live, a substance support and solution organisation, to engage with service users and gather a better understanding of their experiences.

What is Change Grow Live (CGL)?

They are an organisation that aspires and is committed to delivering services that make a real difference to people's lives and the communities they serve. Their services focus on rehabilitation and support for those individuals who are struggling with substance dependency. CGL's services include programmes such as Substance to Solution, Drug and Alcohol Service and a Resettlement Service.



At the beginning of November 2022 commissioners in Northamptonshire received an anonymous complaint that included allegations that have since been investigated by commissioners and via the CGL central support teams. The investigation conducted by the commissioners found that most of the allegations were unsubstantiated. Valuable learning was identified through this process. This independent project was then commissioned by CGL to gather additional independent feedback about the experiences of service users to ensure that the continuous learning approach at CGL carries on.

It was also a great opportunity for Healthwatch North and West Northamptonshire to hear the voices of those that seek the support of CGL. Please follow the link for further information about CGL: [Substance to Solution - Northampton | Change Grow Live](#)

CGL currently has just under 2,000 service users in Northamptonshire, so their impact on the lives of service users and their families is great. Our engagement with service users was conducted through 2 focus groups and gathering qualitative and quantitative data through surveys.

1 in 5 adults aged 16–24 reported drug use in 2022

The individuals most at risk for alcohol misuse was found to be men aged between 55 and 64

The adults who are at risk of problematic substance misuse (both alcohol and drug-related) are found to be those who are:

- Of white British Ethnicity
- Suffering from Mental Health issues
- Experiencing/experienced sexual abuse or exploitation
- Without fixed accommodation/homeless
- In the LGBTQ+ community
- Commercial sex workers
- Within the Criminal Justice System
- Without employment and not pursuing education/further training
- Involved in risky behaviours such as smoking, gambling and risky sexual behaviour

According to the Mental Health Organisation, many substance users turn to drugs because they may have a mental health diagnosis and use a drug to help cope with the symptoms, they experience.

Change Grow Live service

Regular use of substances can affect a user's mental health and for some, this can cause long-term effects and therefore can lead to serious mental health conditions. The mixing of drugs and alcohol can be dangerous and can leave lasting harm to the body and the mind.

It was found that of the individuals who started substance treatment, 65% of these said alcohol use was their only problem substance- showing that 35% had additional substance issues.

In Northamptonshire, an estimated 7,000 adults are dependent on alcohol. According to Public Health England's 2019-2020 report on Parental substance misuse rates, approximately 52% of substance misusers are parents and while some may not be living with their children, or their children may be of the age where they no longer live with their parents. Statistics show that approximately 14 of every 1,000 children in Northamptonshire live with a parent who has alcohol dependency.

<https://www.mentalhealth.org.uk/explore-mental-health/a-z-topics/drugs-and-mental-health>

The methods used to assess the services and feedback from the service users were a blend of qualitative and quantitative data collection. We used a 16 question mixed methods survey and two in-person focus groups with 24 service users. The focus groups were valuable because they allowed us to connect with a group of individuals on a personal level, allowing for reflection and group discussion. Individuals were able to provide their opinions in a safe and confidential environment supported by their peers.

Our key findings from the survey were insightful as they helped us to understand the demographics of individuals utilising the service. Hearing the opinions and voices of those using the Change Grow Live service has helped highlight the elements that are both successful and those which may require some improvement.

The experience of those accessing CGL services was overall filled with positive experiences and feedback. Service users expressed the praises of their experiences with CGL, emphasising that they felt they could be open and honest about their struggles, appreciated that they were met without judgement from the key workers, felt supported and they felt listened to and understood.

Some of the negative feedback comments from service users were surrounding the opening hours and the desire to have CGL operating hours extended to accommodate the needs of those accessing the service, individuals also expressed frustrations when their key workers were changed too frequently.

We identified that the major reasons for those who may have yet to engage with the service were due to stigma, fear, denial and judgement.

Change Grow Live service



We made 5 recommendations that were based on the feedback we received:

Ensure that **primary care services** such as GPs and Hospitals **are provided with additional materials about CGL** and provided with information about which demographics are currently at risk for substance misuse. This information should be reflective of the type of support available.

The **materials created** should be made in a way that is **aimed at breaking the stigma and shame** that is felt by substance users when they consider engaging with substance misuse support services.

That **marketing and awareness materials be tailored to different demographics** including those who are white British and between 34-54, those who are without fixed accommodation and those who are between the ages of 16-24. The information and delivery of these should vary based on each demographic.

That more be done to **target the geographic areas** of Northamptonshire, **where the majority of service users are located**.

That the consideration of **extending hours** of support services and the **addition of helplines and chat lines with their keyworker** be implemented.

Change Grow Live service

We received the below response from Change Grow Live:

(CGL) Northamptonshire welcomes these recommendations, and they resonate with the current plans and focus for the service. As a service, **we are currently working to strengthen working relationships with both GPs and local hospitals. We are working with the Integrated Care Boards to offer training to GPs**, with the aim of providing a better understanding of CGL and promote the support that the service can offer. We are working in a similar way with local hospitals, with work going in **delivering drug and alcohol training and raising awareness across hospital staff.**

We have an ongoing marketing strategy to support our approach in engaging more people who need treatment and support. **We are exploring ways to understand how the service can be more accessible.** Our aim is to reach diverse groups of people who may not be able to access support easily, as well as groups of people who need support but are not currently in service. We have found that we are able to make progress and support some individuals by **linking with Rough Sleepers and Housing Teams.** We want to extend this approach to engage other groups that are underrepresented in our services, such as women, and those from minority groups or communities.

It is key for the service to ensure that we continue to reduce stigma and remove barriers for people trying to access support. We want people to feel encouraged, engaged, respected, and to be treated with dignity. We want people to experience straightforward access for support. **We are exploring additional ways to promote the support the service can provide. We are reaching out to different places within the Northamptonshire community, such as supermarkets, foodbanks, pharmacies, and other local services, to reach as many people as possible in organic ways.**



Change Grow Live service

We regularly receive feedback from people who use our services, giving their thoughts on their own experiences as well as candid and powerful stories of their own recovery. We use these stories in recovery events that are delivered our teams in the community. We are committed to continue these events to bring people together, sharing their stories and inspiring others to access support. These events help to break down stigma and are great opportunities to focus on celebrating people's journeys.

We are working with our commissioners to share these stories more widely, to highlight real-life experiences and inform other healthcare professionals on how we support people misusing drugs and alcohol. As a service, we work with local external agencies to gain a good understanding of the individual needs of different communities across the county and how we can offer support in different ways. This approach is led by staff members in each locality, to ensure that there is effective engagement within each part of the county. We are now reviewing how we provide additional support, exploring extended opening hours, accessibility via our digital offer, using technology to provide alternative ways for people to access support.



To read the full report please visit [HWNW CGL 2023 Final KH 10072023.1.pdf \(healthwatchnorthamptonshire.co.uk\)](#)

Kettering General Hospital Maternity Report

Our initiative to understand more about how local health and social care services are meeting people's needs continued as Healthwatch North and West Northamptonshire visited Kettering General Hospital (KGH) to carry out a '15 Steps' maternity services audit. For more information on the 15-Step challenge please follow the link:

[The Fifteen Steps Challenge \(England.nhs.UK\)](https://www.england.nhs.uk/15steps/)

The KGH Maternity ward was last visited by the Clinical Quality Commission (CQC) in May of 2019, the inspection of the maternity services was carried out as part of a national inspection: the preliminary report produced after their inspection gave a finding of 'Good' for the service. To read the full CQC report please follow the link:

[Provider section - RNQ Kettering General Hospital NHS Foundation Trust \(04/02/2019\) INS2-5747290231 \(cqc.org.uk\)](https://www.cqc.org.uk/provider-section-rnq-kettering-general-hospital-nhs-foundation-trust-04-02-2019-ins2-5747290231)

On the 2nd of May 2023, two volunteers from Healthwatch North and West Northamptonshire (HWNW) visited KGH's Maternity Department to carry out a '15 Steps for Maternity' audit. The volunteers were shown around the clinics by the Lead Professional Midwife Advocate/Obstetrics & Gynaecology within the Family Health Division at Kettering General NHS Foundation Hospital Trust.

Our volunteers visited the following departments :

Foetal Health Unit and Screening Department

Within the Foetal Health and Screening Department, there was a main waiting area, with comfortable seating and information boards relevant to the area. An Ante Natal Assessment board gave comprehensive information on how to access services and help in several different languages and how to access the translation service if needed. The space was welcoming and exhibits a warm feeling for patients and their families. The Lead Midwife of Foetal Medicine is in the area to provide support if needed. Contact details relevant to the area are clearly displayed.

The Delivery Suite

The route to the Delivery Suite signage was displayed clearly in several languages to help reduce the stress for patients and their families. Our volunteers were introduced to the coordinator who is responsible for organising the team. The staff in this area are on duty 24/7 with a minimum number of two coordinators at any one time, this ensures the needs of the suite are in order and that the proper staff are assigned to the necessary tasks and patient needs. There are notice boards present within the delivery suite. Within the unit, there was a Triage Bay for assessments. Our volunteers spoke with staff and were told that due to the staffing crisis in the NHS, nationally people are leaving the profession, giving insight into the staffing crisis that is ever present within the hospital system.

Kettering General Hospital Maternity Report

The Snowdrop Garden

The Snowdrop Garden is accessed via the Bereavement Suite and is situated in one of the courtyard garden areas between ward buildings and is a peaceful area of remembrance for families experiencing compassionate inductions or whose babies have been stillborn or lost soon after birth. For protection and consideration for all concerned the windows facing the courtyard along an adjoining corridor are blanked out, providing additional seclusion and privacy.

The Rowan Ward

The Rowan Ward consists of 8 bays and 3 single rooms, a day room and a further room allocated for the Newborn and Infant Physical Examinations (NIPE) and to facilitate intimate examinations, providing dignity and privacy for women. We felt there was ample signage and information for patients to access the ward. The room had several small tables with appropriate seating. On one table there was a book for the mothers who had given birth to leave messages of support and to give encouragement to mothers of the yet-to-be and newly born babies.

Our volunteers enquired about the Community Midwifery Programme and were told that there were Community Midwives Teams based in Kettering, Corby and Wellingborough. Within the Community Teams, there are also two continuity of care teams that prioritise caring for those women most at risk of a poor outcome.

We made 2 recommendations to the service which were:

Staff Shortage

We understand the difficulty in recruiting and retaining staff and although the Maternity Unit is running smoothly in terms of enough staff on the floor, we feel that this staff shortage can, at times, cause delays in labour induction. We recommend that open and honest conversations continue to be had with expecting mothers who may be affected by this delay so that they can stay informed



KGH Parking

We encountered an issue with parking, as the first arranged Maternity visit from our volunteers was unable to be conducted. This was due to a lack of parking available and unfortunately, our volunteers had to abandon the visit and reschedule. We feel this is a barrier for patients and visitors and needs to be reviewed by KGH, as the consequences may be seen in patients not showing up for scheduled appointments, consequentially wasting NHS resources and people's time. We recommend that planning and development officers of KGH review the need for additional parking and that funding be allocated to improve the number of parking spaces available to patients and visitors.

Kettering General Hospital Maternity Report

We received the below response from the provider:

We welcome the feedback that Healthwatch have provided to us and are extremely proud of the services we provide to women, birthing people, and their families. It is very important to us that we listen to our service users to enhance the facilities we offer on the feedback that we receive. **Since the visit, we are proud to assure our service users that staff recruitment and retention is a high priority to us**, and we aspire to follow our new Maternity unit philosophy: As a service, we strive to achieve Compassionate, Inclusive, Personalised care for Women and Birthing People whilst nurturing a happy and supportive environment for staff. We are aware that parking is limited at our hospital, and this has become even more of a problem since the bus routes in the area changed. We are working on solutions to this problem, including: **expanding our parking with the construction of a new multi-deck carpark and working with the council to improve public transportation options to and from the hospital**. We know that these solutions will not solve the problem overnight, but we are committed to making progress. We appreciate your patience and understanding as we work to address this issue.



To read the full report please visit [HWNW & KGH Maternity E&V 15 Steps Report .pdf \(healthwatchnorthamptonshire.co.uk\)](https://healthwatchnorthamptonshire.co.uk)

Northampton General Hospital Maternity Report

In May 2023, Healthwatch North and West Northamptonshire partnered with Northamptonshire Maternity and Neonatal Voices Partnership to conduct a '15-Steps' Enter and View visit to the Northampton General Hospital's Maternity Unit.

The recent rating given by the Care Quality Commission (CQC) was noted as requiring improvement and this was kept in mind during the visit to the various services. NGH subsequently invited HWNW to visit and provide a '15 steps for Maternity' assessment, aiming at gathering new insight into ways in which the service can improve.

To view the CQC full report please visit [RNS01 Northampton General Hospital \(cqc.org.uk\)](https://www.cqc.org.uk/publications-and-reports/rns01-northampton-general-hospital)

The approach used to assess the services and feedback from the service users for this Maternity services evaluation was the "15 Steps Challenge". To view the 15 steps challenge please visit [The Fifteen Steps Challenge \(england.nhs.uk\)](https://www.england.nhs.uk/15stepschallenge/)

On the 25th of April 2023, two volunteers from Healthwatch North and West Northamptonshire (HWNW) visited the Northampton General Hospital (NGH) Maternity Department. The volunteers were joined by the Chair of Northamptonshire Maternity Voice Partnership and shown around the clinics by the Quality Improvement Lead Midwife, who is the Matron for Antenatal and New-born Screening, Bereavement Services, Audit and Clinical Effectiveness.

The volunteers spoke to 3 service users and 2 staff members.

Healthwatch North and West Northamptonshire's aim with this Maternity evaluation was to evaluate the services being provided within Northampton General Hospital, which included visits to:

Maternity Day Unit

This unit cares for women who encounter complications during their pregnancy. The Maternity Day Unit (MDU) enables most women with pregnancy complications to avoid admission to the hospital until delivery. The services offered include group pre-operative clinics, high-risk pregnancy clinics, blood pressure monitoring and foetal medicine clinics. The patients within the unit tend to all have pre-booked appointments. The mothers are provided with a choice for elective Caesarean sections and are counselled beforehand if they choose that option for their delivery.

Barratt Birth Centre

The Barratt Birth Centre (BBC) is located within the Balmoral Ward. The Centre is led by midwives and aims to provide a 'home from home' environment for giving birth. At the time of the visit, the unit did not have a home birth team, as there were not enough midwives, giving insight into the staffing crisis that is ever present within the hospital system. Within the BBC, there were three ensuite rooms which each included a shower, toilet, basin, a double bed, a kitchen area and a birthing pool. The fourth room was used as an assessment area for patients.

Northampton General Hospital Maternity Report

Balmoral Ward

The Balmoral Ward consists of a four-bed bay catering for straightforward births either by induction or Caesarean section and four single rooms for post-natal care.

Labour Ward

The unit did not give the impression of being busy and the atmosphere was generally calm. The consultant-led unit has areas for birthing, labour, triage, monitoring and induction. The Labour ward was found to be clean and airy, and the rooms all had a bed, chair, sink, ball and gas-and-air available. Within the ward there was an observational room for those who had had a C-section, or for any high-risk service users who needed monitoring and interventions. The Maternity Observation ward is an area alongside the labour ward where women are admitted for induction or high-risk antenatal care. The Triage Bay was used for women who needed assessment or who had reduced foetal movement.

Robert Watson Ward

The Robert Watson ward is used for post-natal mothers and babies or those with long-term antenatal issues. The ward had three four-bedded bays, two single rooms and a two-bedded bay.

The Transitional Care Unit

The Transitional Care area consisted of one bay with four beds and two single rooms. This area was dedicated to keeping 9 mums and babies together if extra neo-natal care is required. Within the ward, there was a clinical room for procedures. The ward allowed any partners and family including children to stay and visit during the day.

We made 5 recommendations:

- 1. Staff shortages** – We feel that the lack of staff is impacting the quality of care in the unit and increasing the stress of current staff. We feel that an increased consideration around the welfare of the staff may be of benefit.
- 2. Staff happiness** – The staff feel that they do not receive enough breaks during their shift. We recommend that it be investigated whether volunteers could be used to help provide staff with cold drinks and snacks mid-way through a shift, and/or during the times that staff are unable to leave the wards.
- 3. Staff morale** – We recommend that the senior staff could build in more visits to the wards so that they are seen as present, as this has an impact on clinic staff feeling valued.

Northampton General Hospital Maternity Report

- 4. Funding** – We understand that a lot of the issues with the appearance and space within the ward come down to funding issues. However, we feel that if the budget could be reformatted and more funds were made available that they should be allocated more funding to:
- More observation and monitoring equipment, as this would enable staff to carry out more frequent and safer procedures
 - Décor improvement materials, such as fresh paint on some of the walls that look aged and worn, and décor such as paintings and plants to make the spaces feel more welcoming.
 - IT materials such as tablets that staff could utilise to assist with the delivery of information, education and guidance to service users.
- 5. Environment** – We noted that the notice boards and general strategic placement of informational materials could be improved. We recommended that the wards nominate a staff member to be responsible for each notice board and this can help ensure that information is updated, displayed and current.

We received the below response from the provider:

We welcome the feedback that Healthwatch have provided and thank you for taking the time to visit our maternity unit. We are proud of our maternity services at NGH and it is very important that we listen to and act upon service users feedback so we can continue to improve our services for the families we care for. We want to reassure our service users that **staff recruitment and retention is a high priority. We now have a well-established international recruitment programme for midwives and dedicated midwife roles to support both our international and newly qualified midwives.** Our maternity service strives to provide compassionate and personalised care for the families we care for whilst also providing care and support for staff.

We are aware that some of our rooms particularly on the labour ward are in need of updating and this is something we are working towards. **Since the visit we have reconfigured our services and are pleased to report that the number of births on the Birth Centre (BBC) have increased and we will continue to ensure that the BBC remains available to our service users.**

With regards to our home birth service, our senior team meet regularly and are committed to reinstating this team. This is not something that will be sorted immediately due to our staffing restraints and we appreciate your patience while we are working on solutions. We are currently working through possible solutions to ensure that we can offer our families homebirths as a safe birth option. We make every effort to ensure that choice of birthplace is supported and that all service users are fully aware of the restraints of this service at this particular time.

We are committed to making progress with regards to issues raised within the report. We will be developing an action plan to support monitoring of actions identified in the report which we will share with the MNVP quarterly. Thank you again for taking the time to visit NGH.

To read the full report please visit [HNWN NGH Maternity Report.pdf](#)
(healthwatchnorthamptonshire.co.uk)



YHW 15 Steps Visit to Northampton General Hospital Report

Young Healthwatch Northamptonshire carried out a 15 Steps Visit at Northampton General Hospital, which was led and designed by Young Healthwatch Northamptonshire.

In November 2023, Young Healthwatch Northamptonshire was invited to Northampton General Hospital to assess and provide feedback on the wards visited. They did this by using the 15-step methodology and were able to provide a young person's perspective when giving feedback on areas of improvement and excellence.

The report was written by Young Healthwatch volunteers in their own words, allowing them to express their opinions and then finalised by the Healthwatch North and West Northamptonshire staff. The report is based on what they observed and the people they spoke to.

Who are Young Healthwatch?

Young Healthwatch Northamptonshire are 11–24-year-old volunteers who live in Northamptonshire. They ensure that children and young people have a voice in health and social care locally. The group is made up of young people of different backgrounds including young carers and those with a physical or learning disability. Their role is to ensure that all young people's voices are considered in the service delivery of health and social care.

Four members of Young Healthwatch Northamptonshire visited Northampton General Hospital NHS Trust to review and give feedback to the hospital about the Children's areas from the view and perspective of children and young people. This was done using the 15 Steps Challenge, [15 Steps Challenge \(england.nhs.uk\)](https://www.england.nhs.uk)

Staff from Northampton General Hospital and Healthwatch North and West Northamptonshire accompanied the young volunteers on the day and full training was provided to ensure all staff and young volunteers were prepared before the visit. Posters were placed in the areas that we visited to inform the public about the visit so that they could talk to Young Healthwatch if they wanted to.

We had 4 Recommendations from our visit which were:

- Improve signage to Paediatric A& E so that it can be found easily when accessing it from all areas of the hospital
- Ensure that the language used is simplified enough so that it can be understood by young people
- Make the Emergency Mental Health rooms in Paediatric A & E look more welcoming by adding some colour or designs to them
- There could be more thought given to young people and teenagers in all areas of Northampton General Hospital. Although there is free Wi-Fi available a lot of the areas are aimed at smaller children.

YHW 15 Steps Visit at Northampton General Hospital Report

On the day of the visit, Young Healthwatch volunteers visited the following departments and this is their views:

Paediatric Emergency Department

The first place that we visited was the Children's Accident and Emergency often called paediatric A& E. In this department, we were shown around by nursing staff who answered our questions. Young Healthwatch noticed that there was a lack of signage for how to access the department if one came from the South entrance of the hospital, which many do as there's not always available parking near the department.

Children's Outpatients

There were no issues finding the Children's Outpatients, it was well signposted from inside the main hospital building. Immediately at the entrance, Young Healthwatch noticed that the gate was high and required to be unlocked, which would stop young children from escaping. There is also a doorbell system to ensure the safety of the children in outpatients and this helps the staff know who is coming and going from the department. The staff that were in the department were lovely, easily approachable and very welcoming.

Disney Ward

When entering the ward, one is met with an intercom system that communicates with the nurses' station on the ward so they can monitor who comes into the ward or exits. It was noticeably more intimidating to young people than the other areas of the children's departments due to it being an actual hospital ward. Naming the ward Disney can make children feel more comfortable and familiar despite having to be in a negative scenario. The Disney ward was very colourful with lighthouse murals on the walls. When one first walks in it's very comfortable, warm and well-decorated in a Disney theme with mealtimes posted.

Paddington Ward

This ward was officially licensed by the creator of Paddington, which gives it some friendliness in that it is a recognisable character for children. When entering the Paddington ward, there is an intercom system with a camera to see who's coming in and out of the ward, to protect the children. When coming in one is greeted with lovely pop-out art of Paddington Bears, to make the children feel a little better about being in the hospital and being poorly.

Children's Development Centre

There were clear signs on how to get to the Child Development Centre from inside the hospital. To enter the department, one can either go in a lift or go up two flights of stairs. These staircases were old and Young Healthwatch felt they weren't very safe, as it was easy to hit your head on a low-standing wall. At the top of the stairs, there was a gate with a lock on both sides to stop anyone from falling down the stairs. When you first walk in there are many information posters and a board introducing staff.

YHW 15 Steps Visit at Northampton General Hospital Report

The Play Activity Centre

One can only access the Play Activity Centre through the Children's wards at the Disney and Paddington wards. It is colourfully signed so easy to find. There is a sign tells children and families what time it opens and closes. It is quite a big space that is clean and friendly. The staff there were kind. When one walks in you are welcomed by staff who wear pink logoed shirts to be easily identified.

We received the below response from the provider:

We were delighted to welcome the visit from the members of Young Healthwatch. Their observations and feedback will help us to understand how we can improve our services from the perception of a younger person. The visit covered the children's wards, the Child Development Centre, children's outpatient clinics, the Play Activity Centre and children's A&E which hopefully gave Young Healthwatch a good insight to the services they may encounter at Northampton General Hospital. By working in a collaborative approach with Young Healthwatch, we are able to drive forward improvements with the focus on the experiences of patients and their carers being at the heart of our services. This report encapsulates very valid recommendations provided during the Young Healthwatch visit and helps us celebrate aspects that the group felt were positive.

Since the visit on 24th November 2023, we are pleased to announce that the hospital has been provided with funding to make improvements to the Play Activity Garden with funds from the Northamptonshire Health Charity and the Estates Department at Northampton General Hospital



To read the full report please visit [Final 15 steps report ES04012024.pdf \(healthwatchnorthamptonshire.co.uk\)](#)

Respiratory Project

Healthwatch North and West Northamptonshire partnered with West Northamptonshire Council to research the experiences of individuals with respiratory conditions.

This project aimed to address health inequalities that surround respiratory care and outcomes. It also had the purpose of better understanding the experiences of those groups who are more vulnerable to health inequalities, respiratory conditions and other long-term conditions in the local communities living in the N4 Local Area Partnership (LAP). This LAP area was selected because West Northamptonshire Council identified this as an area which has respiratory disease as a key issue in the community.

We completed 3 focus groups with a total of 35 participants.

The ambition of this work was to better understand the participants experiences of accessing support and wellbeing services, to hear the personal experiences of their respiratory conditions and from this, to be able to use the data to help shape the structure of care and support in the future. Respiratory conditions are diseases that cause breathing difficulties.

For this project, there was a wide range of respiratory conditions considered in the data collection and feedback.

The signs and symptoms of respiratory disease may include:

- Shortness of breath, especially during physical activities
- Wheezing
- Chest tightness
- Frequent respiratory infections
- A chronic cough that may cause mucus (sputum)

The common respiratory conditions include:

- Asthma
- Chronic obstructive pulmonary disease (COPD) which includes emphysema and chronic bronchitis,
- Lung cancer
- Infections such as pneumonia
- Flu
- Long Covid

Less common diseases such as:

- Interstitial lung disease
- Mesothelioma

Respiratory Project

Based on the feedback gathered from the participants when expressing their needs and what they would like to see offered within the community, we have made the following recommendations.

1. Increase the number of respiratory support groups locally, specifically within the N4 LAP area
 - a. Ensure these support groups offer one-on-one support
 - b. No referral necessary to join the groups
2. Improve the available public transportation routes, to enable individuals to access more support
3. Continue to fund the current available breathing condition supports, like Breathing Space and RESTART
4. Encourage GPs and Respiratory care teams to increase their support of their patients with respiratory conditions
5. Increase the amount of available educational respiratory condition materials and increasing the guidance given for online support resources
6. Provide community support services like rehabilitations and dry houses with educational material to help support and manage their service users' respiratory conditions
7. Continue to campaign for healthy eating and healthy choices across the community to help support and guide individuals
8. Develop exercise groups tailored to those with respiratory conditions to encourage individuals with respiratory and other long-term conditions to stay active.
9. Develop a service that could offer support for household and gardening chores to those with severe and diagnosed respiratory conditions
 - a. Provide this service at little to no cost for those who are low income



Participants expressed that it would be beneficial to have community support offered for exercise.

“more exercise support locally in the community would be helpful”

[Breathing Space focus group participant]

Respiratory Project

From speaking to the participants about their conditions they identified some key points and emphasised:

- The importance of healthy eating and drinking in moderation, stating that this was necessary for their health maintenance.
- The importance that regular physical exercise and movement have on their conditions.
- The challenges they faced due to the inability to complete household chores and necessary daily living activities around their homes.



To read the full report please visit [HWNW WNC Respiratory Report.pdf \(healthwatchnorthamptonshire.co.uk\)](https://healthwatchnorthamptonshire.co.uk)



Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We believe it is essential to engage with communities we hear from less frequently, to gather their feedback, ensure their voices are heard and that local services meet their needs.

This year we have reached different communities by:

- Engaging with different groups of ethnic and socioeconomic backgrounds through our research and focus groups held for the Respiratory Project.
- With our work through the Change Grow Live project we heard the voices of those lesser heard, who are experiencing substance misuse and recovery.
- Listening to people's feedback about NHS and social care services allowing us to share their views to help encourage service change.

Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Exposing the barriers and stigma that is stopping people from seeking substance support.

When we spoke to the service users of Change Grow Live, we uncovered the barriers stopping people from engaging in recovery.

We explored possible barriers to those accessing support as well as what individuals would need to feel confident leaving the service. The common barriers that we identified for those who may have yet to engage with the service were analysed and the most common reasons were quantified, we identified that the major reasons were due to stigma, fear, denial and judgment. This was insightful and helped us understand the thoughts and emotions felt by those who are experiencing substance misuse. We suggested ideas to CGL such as creating a campaign that is targeted at breaking the stigma of substance misuse, which can be done by sharing the stories and experiences of those who have used the service and been successful in recovery, sharing the statistics of current substance misuse and emphasising that individuals are not isolated in their experiences.



Identifying the needs of the local people in the N4 LAP area who experience respiratory conditions.

We teamed up with the local West Northants Council to gather an understanding of who in the N4 LAP area is experiencing breathing conditions and difficulties. We spoke to the local people to understand what helps people, what people need to continue to live healthy lives and what more could be done to support them in the community.

For what worked well to keep their breathing condition under control, participants discussed the importance of staying active and ensuring they prioritise exercise for their conditions, they expressed that if they do not, their conditions worsen. Many felt they understood the risks of their long-term conditions, some mentioned the importance of avoiding interactions with individuals who may currently be sick in order to avoid further sickness and infections. Participants noted that certain seasons and climates exacerbated their condition and stated that avoiding certain environmental elements, such as smoke was important, as it would aggravate their condition. Participants expressed the positive impact attending support groups have had on their condition, having a place to meet with individuals experiencing the same conditions was important because they did not feel alone. They felt that the support groups such as Breathing Space helped improve their knowledge about their long-term conditions and helped inform participants of new ways to cope with their condition and support their health and wellbeing. We shared this information, amongst other findings to the council.



Three ways we have made a difference in the community

We listened to the health and social care feedback from the community and took action.

Through our enquiries service we heard directly from 287 people. The major issues were about access to GPs and dentistry.

Because of the amount of enquiries and signposting requests we received from the community, we knew that there were issues about access to both GPs and dentists. We heard from many people about their inability to find a dentist who could accept NHS patients. As a team we decided to start a list of all the dentists within North and West Northamptonshire and we committed to calling the practices regularly to ensure we had the most up to date information about which dentists could accept patients. This information was key to helping support many individuals who were looking for an NHS dentist. We will continue to do this in future to ensure we can support the public's accessibility to an NHS dentist in Northamptonshire.



There's a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of this report.



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, making a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Signposting people to additional advocacy and support

Celebrating our Advisory Board

Our Healthwatch North and West Northamptonshire Advisory Board is comprised of 10 volunteer members. The Healthwatch Board represents Healthwatch North and West Northamptonshire, making decisions on how the organisations can enhance health and social care outcomes for the county's population. The meetings are open to the public and people are encouraged to attend and participate in the discussions. Our West Northamptonshire advisory board members are:

Morcea Walker OBE DL Chair

"I love working across different communities and seeing the difference it makes"



Professor William Pope Vice Chair

A wealth of experience, leadership and expertise gained from senior roles within the industry and academia

Dr Marcella Daye

A Senior Lecturer in Tourism Management and Co-Chair of the race equality network at the University of Northampton



Wendy Patel

A retired registered General Nurse with vast experience in nursing and management

Caroline Gooch

"Since April 2022 I have been a Senior Service Manager for Age UK Northants (AUKN)"



Celebrating our Advisory Board

Our North Northamptonshire advisory board members are:

Sheila White

"Opportunities to talk with the community and listen to what they have to say about the provision of health and social care"



Dora Shergold

"I have a real sense of achievement when we have made a difference"

Ishver Patel

"I have worked in social care for over 40 years and continue to support health and social care projects in the UK and overseas"



Susan Hills

"I believe that the voluntary sector can provide a lot to help an individual have a more fulfilled, active and enjoyable life"

Christine Drage

"Everyone is dependent on the support of others to lead a healthy and improved life"





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:

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve

What our volunteers say



I have been a volunteer with Healthwatch North and West Northamptonshire for quite a while now. My time and commitment vary to balance with my home responsibilities. Feeling comfortable with a team always works well and Healthwatch has helped me build my confidence and be able to carry out my role as an advocate for my family, friends, and patients in general.



Christine Drage –
Healthwatch Volunteer

There are many variables within the National Health Service to consider and Healthwatch uses its role to improve the experience of people using health and care services where needed. Healthwatch engages with the public to ensure the work is driven by people's needs – rather than what others think they need. As a volunteer my role is simple, I just communicate lived experience from patients. The other valuable resource is the opinions of staff who have day to day contact with the services. The outcomes from these communications contribute to improving standards by reporting them to the people who can make changes. The volunteers all contribute to these valuable conversations. As an individual I cannot change everything however, if I have contributed to improving just a part of a patients' journey, I am happy. The greatest satisfaction is in the knowledge of being part of the local Healthwatch and volunteer family, who can give a voice to people in Northamptonshire. Leading the way to influence and challenge how health and social care are provided. Like most I get a lot of satisfaction from helping others and consider being part of the Healthwatch team as a valuable use of my time.

Do you feel inspired?



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



www.healthwatchnorthamptonshire.co.uk



0300 002 0010



enquiries@healthwatchnorthamptonshire.co.uk



As the Equality, Diversity and Inclusion Lead at Healthwatch North and West Northamptonshire (HWNW), I've had the honour to build a relationship with various government agencies and voluntary and social community groups that are working to promote improved health and wellbeing across the county. I've also had the privilege as an HWNW volunteer to give public presentations to local stakeholder groups on the challenges of health inequalities and to advocate on behalf of the interests of marginalised communities.



Dr Marcella Daye –
Healthwatch Volunteer

This has been a special opportunity that has been afforded to me as a volunteer with HWNW that has deepened my understanding and insight into the complexity of health inequalities. I'm proud to be involved in an organisation which is playing a key role in engaging with underserved communities and making a valued contribution to the national mandate of reducing health inequalities. But above all, I've been most fulfilled by working alongside other volunteers in conducting inspections at local emergency and specialist hospitals. There have been so many cherished moments being with patients who have shared stories of their experiences with the health services. It's satisfying to know that through my volunteering with HWNW, I'm a part of the grand mission of promoting better health for all.

Do you feel inspired?



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Although I have clinical and managerial experience from my career in the NHS, my role as a volunteer has been both fulfilling and enjoyable. I have attended the various meetings learning about how the organisation interfaces with a huge range of organisations in the County, and I was fortunate to be part of a group visiting 2 clinical departments earlier this year.



Mark Vincent –
Healthwatch Volunteer

These were 'Enter and View' visits to acute services in Northampton and Corby, spending time with patients and staff. I found these interesting and rewarding, and we were able to give direct feedback to the managers ahead of the written report. What has impressed me about Healthwatch has been the support, expertise and communication from staff enabling me to take on the role of volunteer, including regular newsletters and updates. I feel valued in this role and I'm looking forward to more visits and other activities in the future.



Do you feel inspired?



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



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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

Income		Expenditure	
Local authority HWNW contract	£195,000	Expenditure on staffing	£161,380.70
Additional income	£33,202.44	Non-pay expenditure	£45,536.50
Total income	£228,202.44	Total expenditure	£206,917.20

Additional income is broken down by:

- £875.00 received from Healthwatch England for work on a project..
- £1000.00 received from Michael Jones Jewellers for Young Healthwatch merchandise
- £5,980.00 from Change Grow Live for the review of their service

ICS funding

Healthwatch in Northamptonshire also received funding from our Integrated Care System (ICS) to support areas of collaborative work, including:

Purpose of ICS funding	Amount
Young Healthwatch Northamptonshire	£17,850.00
Research Participation Survey	£7050.00
West Northamptonshire Council – Respiratory Project	£1,750.00

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top four priorities for the next year are:

1. Make Your Voice Count Campaign



2. Conducting regular Enter and View visits at NGH and KGH



3. Keeping a watching brief on dentistry and GP services



4. St Andrews Healthcare Inpatient Mental Health Service reviews with IMPACT





Statutory statements

Healthwatch North and West Northamptonshire, Connected Together, Moulton Park Business Centre, Redhouse Road, Northampton, NN3 6AQ

Connected Together Community Interest Company is the legal entity and governing body for Healthwatch North and West Northamptonshire.

Healthwatch North and West Northamptonshire use 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 10 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 5 times and invited commissioners and providers to give updates on health and social care issues. These were:

- o Morgan Price, Integrated Care Northamptonshire Programme Manager, Mental Health, Learning Disabilities and Autism Collaborative
- o Sally Burns, Director of Public Health, West Northamptonshire Council
- o Martin Claydon, Head of Operations, EMAS Northamptonshire
- o Ali Gilbert, ICS Director of Place, North Northants Council: "A New Sense of Place" Phases 3 and 4
- o Jayne Skippen, Director of Nursing, Midwifery and AHP, Kettering General Hospital

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 can provide us with insight into their experience of using services. During 2023/24, we have been available by phone and email, provided a web form 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.

Responses to recommendations

We had 0 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.

The way we work

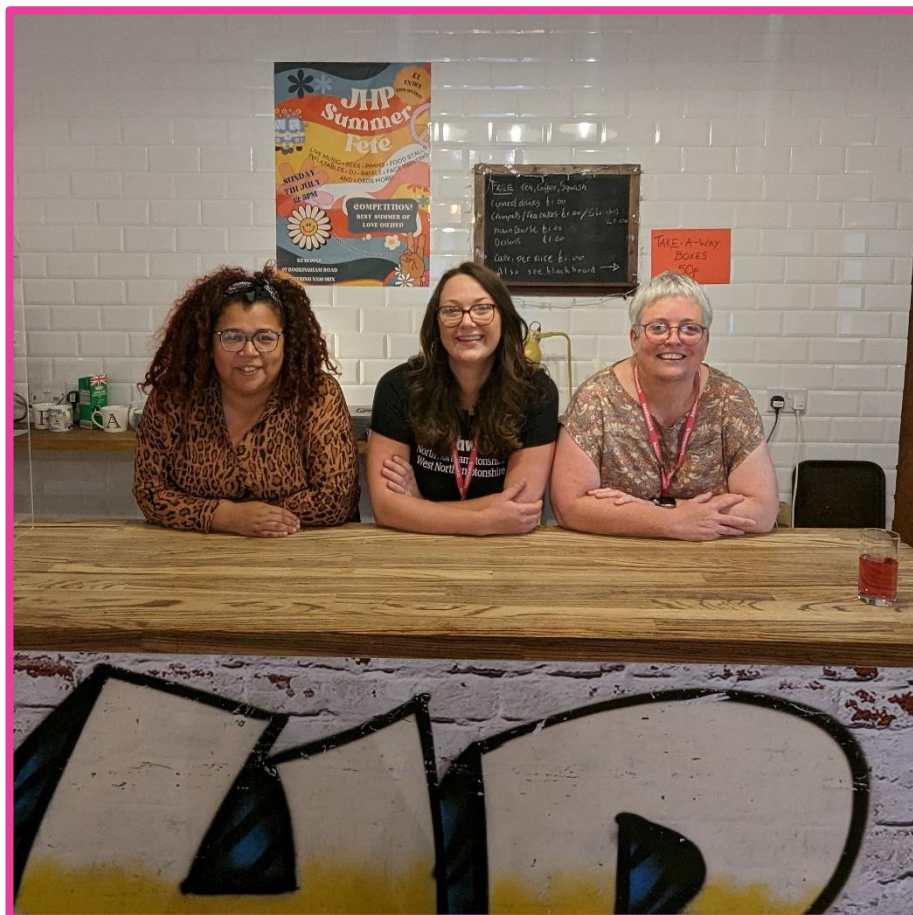
Taking people's experiences to decision-makers

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

In our local authority area, for example, we take information to patient experience groups at Northampton General Hospital (NGH), Kettering General Hospital (KGH) and Northamptonshire Healthcare Foundation Trust (NHFT).

We also take insight and experiences to decision-makers in Integrated Care Northamptonshire (ICN) and all our feedback reports go to the CQC, commissioners and providers as well as sharing our data and information with Healthwatch England to help address health and care issues at a national level.

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 5 Enter and View visits. We made 24 recommendations or actions as a result of this activity.

Location	Reason for visit	What we did
Change Grow Live substance misuse service	To engage with service users and gather a better understanding of their experiences	<ul style="list-style-type: none"> Held 2 focus groups plus a survey Report with 5 recommendations including to strengthen working relationships with: GPs, local hospitals and the Integrated Care Board <p>CGL have: Marketing Strategy and review of how to provide additional support.</p>
Kettering General Hospital Maternity	Healthwatch aims to conduct regular evaluations of selected healthcare services within the community	<ul style="list-style-type: none"> Report with 2 recommendations <p>KGH assure service users that:</p> <ul style="list-style-type: none"> Staff recruitment and retention are a high priority They aspire to follow their new Maternity unit philosophy They are reviewing the carpark issues Working with the local authority to improve public transport
Northampton General Hospital Maternity	Healthwatch aims to conduct regular evaluations of selected healthcare services within the community	<ul style="list-style-type: none"> Report with 4 recommendations <p>Since the recommendations NGH have:</p> <ul style="list-style-type: none"> A well-established international recruitment programme Working towards updating some of the labour rooms Regular senior team meetings Committed to reinstating the home births service Developed an action plan to support monitoring of actions

Enter and view

Location	Reason for visit	What you did as a result
Young Healthwatch 15 Steps Visit at Northampton General Hospital	To review and give feedback about the Children's areas from the view and perspective of children and young people	<ul style="list-style-type: none"> Report with 4 recommendations <p>Since the report NGH are pleased to announce that the hospital has been provided with additional funding to make improvements to the Play Activity Garden.</p>
Respiratory Project	To conduct research within the N4 LAP community about the experience of individuals with respiratory conditions.	<ul style="list-style-type: none"> Report with 9 recommendations <p>The recommendations were:</p> <ul style="list-style-type: none"> Increase the number of respiratory support groups . Improve public transportation routes Continue to fund the current available breathing condition supports Encourage GPs and Respiratory care teams to increase their support. Increase the amount of available educational materials Provide community support services Continue to campaign for healthy eating and healthy choices. Develop exercise groups. Develop a service that could offer support for household and gardening chores.



Healthwatch representatives

Healthwatch North and West Northamptonshire is represented on several different boards and meetings across Northamptonshire.

For example:

- The Community Diagnostic Centre Programme Board
- Integrated Care Across Northamptonshire
- KGH, NGH and NHFT Patient Experience Groups
- Place development, community wellbeing forums and Local Area Partnerships
- Mental Health, Learning Disabilities and Autism Executive Board
- ICP Strategy Development Board
- North and West Northamptonshire Health and Wellbeing Boards

2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Kettering General Hospital Maternity Enter and View	Visited the department and gained a deeper understanding of the service and the needs of patients and staff.
Northampton General Hospital Maternity Enter and View	Visited the department and gained a deeper understanding of the service and the needs of patients and staff.
Change Grow Live, Substance Misuse Service	Engaged with service users and gathered a better understanding of their experiences.
Respiratory Conditions in the N4 LAP	Gained a better understanding the experiences of those groups who are more vulnerable to health inequalities, respiratory conditions and other long-term conditions in the local communities of the N4 LAP.
Young Healthwatch 15 Steps Visit at Northampton General Hospital	Young volunteers expressed their opinions and views of the hospital's children's services.
Northampton General Hospital Ophthalmology Enter and View	Visited the Ophthalmology services within the hospital and gained a deeper understanding of the services and needs of patients and staff, report published in the 2024-2025 financial year.


healthwatch

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West Northamptonshire

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