

JULY 2026

COMMUNITY UPDATE

healthwatch
North Northamptonshire

WHAT IS HEALTHWATCH?

Healthwatch is an independent organisation that listens to people's experiences of health and social care services. It helps ensure services are safe, effective, and meet local needs. Healthwatch collects feedback, provides information, and uses people's views to influence improvements in NHS and care services within the local community.



HOW DOES HEALTHWATCH INFLUENCE CHANGE?

Healthwatch collects people's experiences through surveys, feedback forms, community events, and conversations with patients and carers. It also gathers views online and by phone. This information is analysed and shared with NHS organisations, local councils, and care providers. By highlighting trends and concerns, Healthwatch influences service improvements and helps decision-makers prioritise changes that reflect local needs.

HOW CAN I SHARE MY EXPERIENCE?

You can share your experience with Healthwatch North Northamptonshire by speaking to their team directly, completing an [online feedback form](https://www.healthwatchnn.org.uk/online-feedback-form), or taking part in local engagement events and surveys. You can also email or phone them to describe your experience of NHS or social care services. All feedback is confidential and helps improve local health and care services.



Enter & View – About Thackley Green

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WHAT IS THACKLEY GREEN?

Thackley Green Specialist Care Centre is North Northamptonshire's specialist rehabilitation and intermediate care service. It supports people who no longer need hospital treatment but are not yet ready to return home, helping them regain confidence, mobility and independence through personalised rehabilitation and multidisciplinary support.



WHY DID HEALTHWATCH VISIT?

Healthwatch North Northamptonshire carried out an Enter & View visit over two days to understand residents' experiences, speak with staff and observe how care is delivered. These visits help identify good practice, highlight opportunities for improvement and ensure local people's voices help shape health and social care services.

HOW WAS THE VISIT CARRIED OUT?

Six authorised Healthwatch representatives, including trained volunteers, observed the service, interviewed six residents and nine staff members, and spoke with managers. Evidence from observations and conversations was analysed to build an independent picture of the quality of care and rehabilitation provided.



To read our Enter and View article and full report on Thackley Green, simply scan the QR code.



Thackley Green Enter & View – What We Found

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POSITIVE REHABILITATION

Residents consistently praised the support they received to rebuild confidence, improve mobility and regain everyday living skills. Volunteers observed a welcoming environment where staff encouraged independence and worked closely with residents to help them achieve their rehabilitation goals.



COMPASSIONATE CARE

Residents described staff as kind, patient and respectful, saying they felt safe, listened to and treated with dignity throughout their stay. Observations also found a clean, comfortable environment where positive relationships, person-centred care, emotional support and genuine compassion were evident across the service.

OPPORTUNITIES FOR IMPROVEMENT

While findings were overwhelmingly positive, staff highlighted wider challenges around hospital discharge. Some residents arrived before they were ready for rehabilitation, reducing valuable recovery time. Healthwatch recommends reviewing discharge pathways and strengthening community support to improve outcomes after people leave the service.



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Hospital Discharge Project

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A NATIONAL HEALTHWATCH PROJECT

Healthwatch North Northamptonshire has been selected to take part in a national Healthwatch England project exploring people's experiences of leaving hospital. The findings will help improve understanding of delayed or inappropriate discharge and shape future NHS discharge policy.

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FOCUSING ON MINORITY ETHNIC COMMUNITIES

Our project will focus on hearing the experiences of people from minority ethnic communities, whose voices are often underrepresented in national surveys. By working with local communities and organisations, we want to ensure these experiences help shape future improvements to hospital discharge services.

WHY YOUR VOICE MATTERS

Everyone deserves to leave hospital safely, with the right information, care and support in place. By sharing your experience, you can help identify what works well, highlight where improvements are needed and influence future hospital discharge services for everyone.



If you would like to learn more about this project, please contact us:



Yahya.ibnjohn@healthwatchnn.org.uk

Hospital Discharge Project

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SHARE YOUR EXPERIENCE

Have you, or someone you care for, been discharged from an NHS hospital within the last 12 months? We want to hear about your experience, particularly if you felt your discharge was delayed, poorly planned or you left hospital without the support you needed.



VOLUNTEER WITH US

We're recruiting volunteers to help us engage with local minority ethnic communities, promote the survey and encourage people to share their experiences. If you're passionate about improving healthcare and representing your community, we'd love to hear from you and help ensure every voice is heard.

CREATING LASTING CHANGE

The information collected will be shared with Healthwatch England, NHS England and the Department of Health and Social Care to influence future hospital discharge policy. Every conversation and every survey response will help ensure local voices contribute to national improvements.



If you are interested in volunteering on our Hospital Discharge Project, please contact us:



Yahya.ibnjohn@healthwatchnns.org.uk

VOLUNTEER WITH HEALTHWATCH

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ENTER & VIEW VOLUNTEERS

Enter & View Volunteers visit health and social care services to hear people's experiences first-hand. This may include hospitals, GP practices, or care homes. They use interviews, observations, and informal conversations to understand what is working well and what could be improved. Findings are used to influence change and ensure services better meet the needs of patients, staff, and the wider community.



COMMUNITY LISTENER VOLUNTEER

Community Listener Volunteers support local people by helping them understand and navigate health and social care services. They are friendly, approachable, and skilled at listening, offering guidance to help people find the right information or service. This role plays an important part in reducing confusion and ensuring people feel supported when accessing care.

VOLUNTEER RESEARCHER

Volunteer Researchers support the collection and analysis of public feedback on health and social care services. This may include helping design surveys, supporting focus groups, gathering data, and contributing to reports. Working alongside staff, they help ensure local voices are heard and used to improve services across North Northamptonshire.



To find out more or apply for any of these volunteering roles, please email
Claire.Neilson@healthwatchnn.org.uk

Need a little extra support to live safely and independently?

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North Northamptonshire Adult Social Care
offer a wide range of support

Support is available in many ways, including:



1. Staying safe at home

- Falls prevention
- Home adaptations
- Equipment
- Assistive technology
- Home safety checks



2. Staying independent

- Occupational therapy
- Daily living support
- Mobility advice
- Equipment and aids to daily living



3. Caring for someone

- Carer's assessment
- Carer support
- Information and advice
- Breaks from caring (respite)



4. Help after hospital or illness

- Hospital discharge support
- Recovery and enablement
- Short-term support



5. Advice and information

- Social care assessments
- Information and guidance
- Signposting to other services
- Financial information



6. Your local community

- Community groups
- Wellbeing services
- Activities and support in your area



Don't worry if you're not sure which service you need – we can point you in the right direction.



How to access help

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A few simple steps to help you access the right support

1

Tell them what's happening



Use any of the options below to contact Adult Social Care.

2

Explore your options



They will listen, answer your questions and help you understand what support may be available.

3

Access the right support



Adult Social Care will explain what happens next and advise of any other services that can help.

Access Adult Social Care support

Contact North Northamptonshire Adult Social Care to discuss your options and find out what support may be available



Phone

0300 126 3000

Lines are open:
Mon to Fri, 9am – 5pm



Website

**[www.northnorthants.gov.uk/
adultsocialcare](http://www.northnorthants.gov.uk/adultsocialcare)**

Scan the QR code to visit the North Northants Council website



This guide has been created by Healthwatch North Northamptonshire

We help people understand health and social care services and share feedback to help improve them

Community Health Check

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TAKING HEALTH CHECKS INTO COMMUNITIES

Healthwatch North Northamptonshire worked alongside local community organisations to improve awareness and uptake of NHS Health Checks among communities less likely to access preventative healthcare. Rather than expecting people to visit traditional healthcare settings, the project delivered outreach through trusted community venues and local partnerships.



WORKING WITH LOCAL COMMUNITIES

The project engaged with Black African and Caribbean, South Asian and Sikh communities across Wellingborough, Kettering and Corby. By working alongside trusted community leaders, faith groups and voluntary organisations, we were able to reach residents in familiar environments where meaningful conversations about health could take place.

MAKING PREVENTION MORE ACCESSIBLE

During the project, 59 people engaged with the programme and 35 eligible participants completed an NHS Health Check. However, the greatest success was increasing awareness of preventative healthcare, providing advice and encouraging people to access support before health problems become more serious.



To find out more about community health checks and how you can get one, simply scan the QR code.



COMMUNITY HEALTH CHECKS: WHAT WE LEARNED

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TRUST COMES FIRST

The strongest finding was that trusted relationships matter more than traditional publicity. People were far more likely to engage when invited by community leaders and familiar organisations, showing that building trust is the first step towards reducing health inequalities.



HEALTH CHECKS OPEN CONVERSATIONS

Many people attending were not eligible for an NHS Health Check because they already had existing health conditions. Instead, the project created valuable opportunities to discuss prevention, healthy lifestyles, local services and ongoing support, helping residents make informed choices about their health.

BUILDING STRONGER COMMUNITIES

The project created lasting partnerships with community organisations and faith groups, providing a trusted foundation for future work on immunisations, cancer screening, healthy lifestyles and other public health programmes. These relationships will continue to help reduce health inequalities across North Northamptonshire.



To find out more about community health checks and how you can get one, simply scan the QR code.



NHS Vaccinations

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FREE NHS VACCINES NEAR YOU

The Roving Healthcare Unit is visiting communities across North Northamptonshire, making it easier to access free NHS vaccinations without an appointment. Simply turn up at one of the advertised locations. As dates and venues may change, it's recommended to call ahead before travelling.



WHO CAN GET VACCINATED?

A wide range of free NHS vaccinations are available for eligible people, including flu, COVID-19, RSV, shingles, MMR and whooping cough vaccines. Eligibility varies depending on factors such as age, pregnancy, existing health conditions and clinical risk. Vaccines are available throughout the year or as part of seasonal programmes, helping protect individuals and reduce the spread of preventable diseases within our communities.

PROTECTING YOURSELF AND OTHERS

Vaccination is one of the most effective ways to protect yourself, your family and your community from preventable diseases. Keeping your vaccinations up to date can help reduce the spread of infections, protect those most vulnerable and prevent serious illness. If you're unsure whether you're eligible, speak to the team when the Roving Healthcare Unit visits or contact them before attending for further advice.



Scan the QR code to read our article and learn more about immunisations.

