

Bulletin

News of our activities up to the end of August 2022

Healthwatch Staffordshire

Healthwatch Staffordshire Advisory Board

We have now appointed seven members to our Advisory Board made up of four Support Staffordshire Trustees and three lay members.

The Board members are: Nikki Archer, Elaine Day, Derek Hoey, Anna Mather, Ian North, Sanji Rahim and John Townsley.

Volunteers

We have recently been in touch with our existing volunteers and are pleased that nine of them will be continuing with us. Three new people have also volunteered.

We hope to have our first Volunteers meet-up in September and are making arrangements for all of our Volunteers to be inducted and trained with our host organisation Support Staffordshire.



Emerging Themes

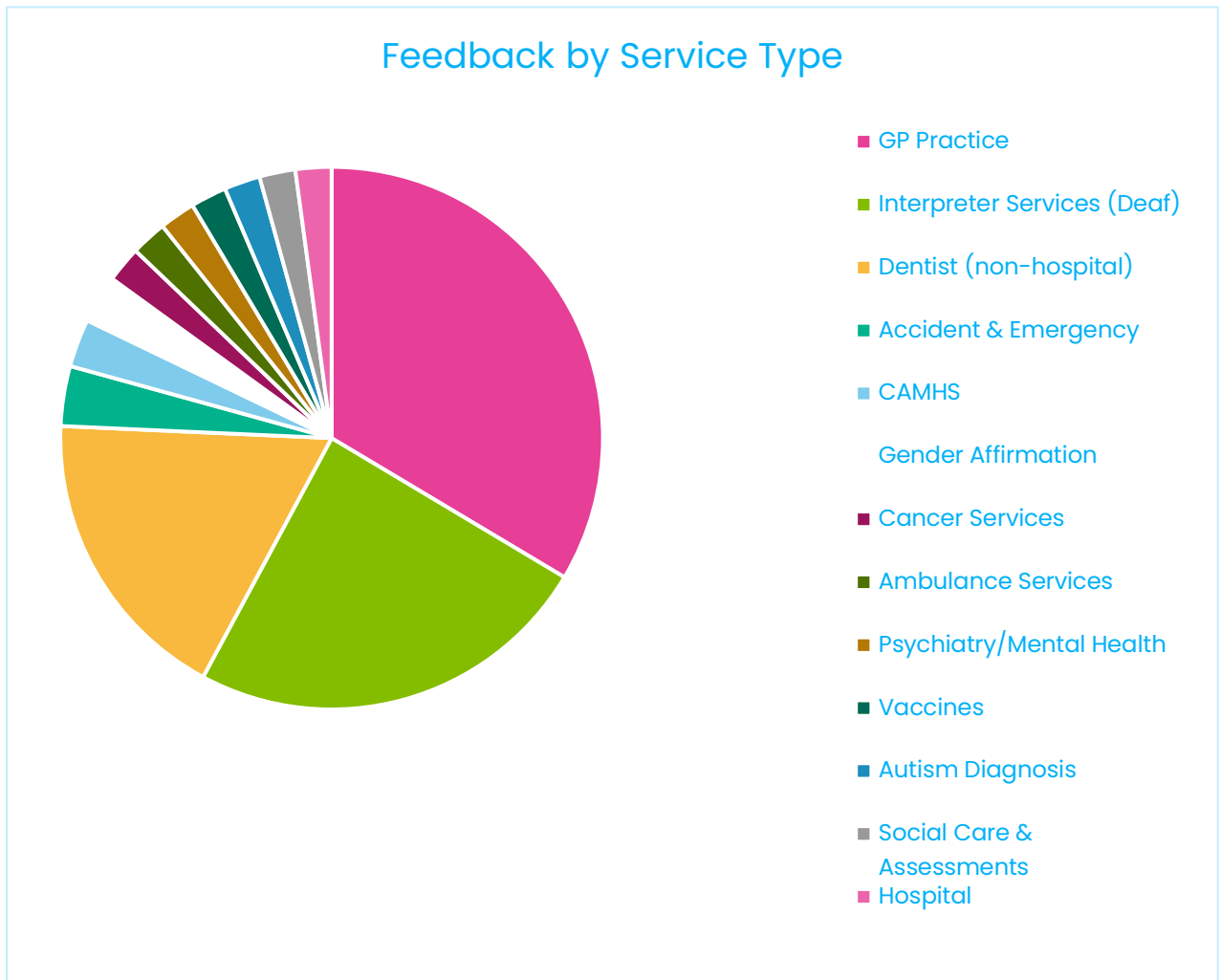
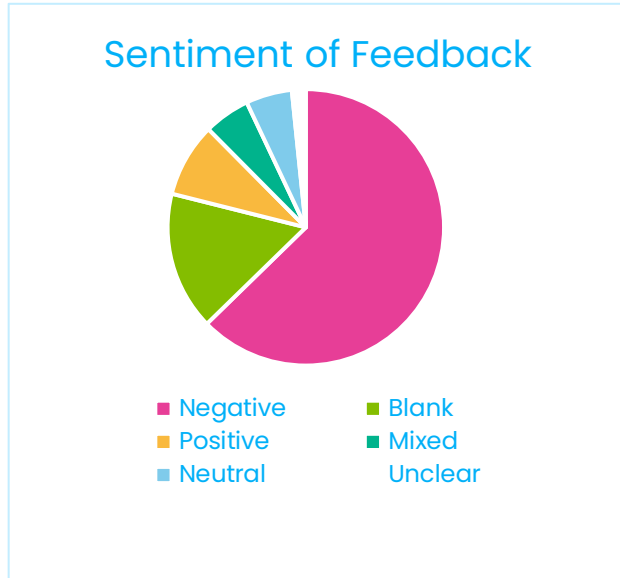


Healthwatch Staffordshire has been out engaging with local communities to hear the public voice on the health and social care services they are receiving. We have been listening to the public voice on current themes and getting valuable insights.

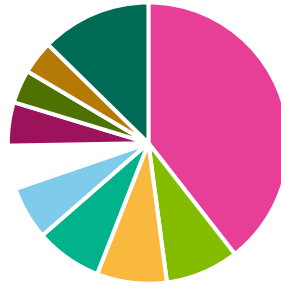
The feedback Healthwatch Staffordshire is receiving has been around: lack of bus routes in rural areas; long ambulance waiting times and delays on hospital discharges; delays in the number of Care Assessments approved; cost of living having a negative impact on mental health; no NHS dentist appointments available; generic mental health services and Autism Spectrum Disorder (ASD), older people (or those with little IT literacy) struggle to use GP electronic systems; young people are discharged from CAMHS and being required to have a new assessment with adult mental health services when they transition from young people's services to adult services.

Summary of Feedback for April to August 2022

We have been looking at data collected since we took over the service. Some key results from our initial analysis are shown below. These are based on over 180 pieces of feedback. Note there was a lot of input about Interpreter services from the RAD event. The results of our Gender Affirmation Survey will be analysed separately after the end of September.



Processes Mentioned in Feedback



- Access to Services
- Booking Appointments
- Diagnosis
- Information providing
- Support
- Administration
- Waiting Times and lists for treatment
- Medication
- Staff Training
- Other

Local Issues

Access to Dental Care

The access to dentistry remains a national problem. However, this is being addressed in the Midlands where a scheme has begun to create **3,800 additional weekend appointments** from now until the end of March 2023. It should mean that around 12,000 more Midlands people can access the dental care they need.



Want to make a dental appointment?
To find your nearest dentist visit www.nhs.uk and scroll down to 'NHS Services - Find a dentist'

Chipped your tooth or lost a filling?
If you are in pain, take pain relief. If it continues log on to NHS 111 for what to do next. Otherwise, make an appointment with a dentist www.nhs.uk/nhs-services/dentists

We have also had a couple of people who have been treated privately on the NHS, and who wanted to make complaints about the private healthcare they received.

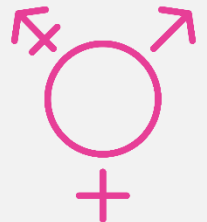
Community X-ray Services

Some residents in rural parts of North Staffordshire approached us with concerns over access to community x-ray services. There were issues raised about having to travel further for x-rays. Reassurance has been given by the provider of the service that any changes made were due to the backlog created as a result of the pandemic. Fewer appointments were available due to extra cleaning measures between patients. Community x-ray services in the North of the County will be back to normal service by the end of September 2022.



First Smart Survey Launched

In July we launched our very first online survey using Smart Survey. The survey gathers information on people's experience of accessing Gender Affirmation Services. We are promoting this through Social Media and at local Pride events using hyperlinks and QR codes. **It is open until the end of September.** To take the survey click below <https://www.smartsurvey.co.uk/s/ODWPWT/>



Local Engagement

Event with Royal Association for Deaf people

A presentation of "What is Healthwatch?" was given by Healthwatch Stoke in partnership with Healthwatch Staffordshire to a welcoming audience from the local deaf community.

After the presentation the floor was open to the audience to participate on their own personal experiences of health-related matters and interaction with services. This was very popular and for 90 minutes we captured a variety of stories and trends that impact on the Deaf community.



Lichfield Pride



We attended Lichfield Pride this month, where we promoted our Gender Affirmation survey which launched at the end of July. Scan the QR code to take the survey (until the end of September).

We also found out about issues that people who have undergone Gender Affirmation face.



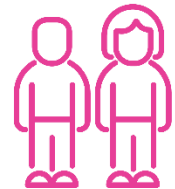
Covid Vaccinations

We continue to promote local vaccination clinics on our website including Walk-in clinics, the Targeted Vaccination Team and Mo the Mobile Bus.



Cannock Chase PPG

Robert was welcomed by new chair and practice manager, gave a short presentation on Healthwatch Staffordshire, took questions and distributed public information for wider distribution.



Monthly Alzheimer's Support Meetings (**MASE**) groups

Public information leaflets are now being cascaded to all local groups within South West Staffordshire, due to partnership working opportunity with a trustee. This will help promote our "Your Voice Counts" and capture vital patient experience, whilst also promoting their service to others within Staffordshire.



National Issues

National G.P. Patient Survey 2022 - Results

"The GP Patient Survey assesses patients' experiences of healthcare services provided by GP practices". It is run by Ipsos on behalf of NHS England.

This will be a useful data set for us. We have started to look at some of the data for the PCNs in East Staffordshire; the following chart compares local views with national figures. The original data is available here: <https://gp-patient.co.uk/analysistool>

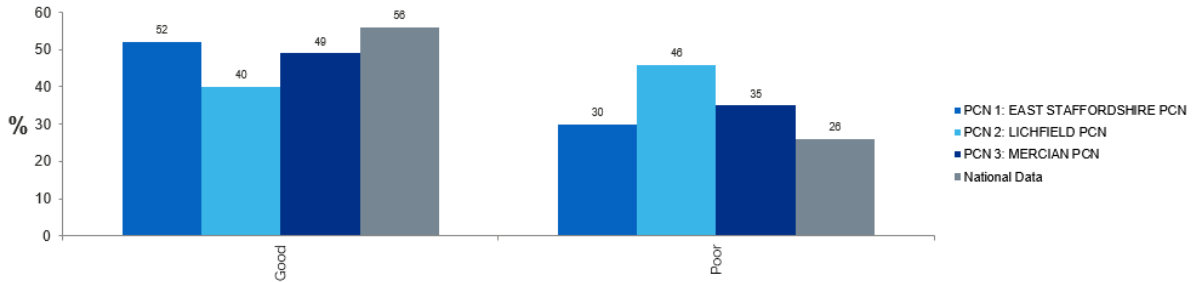
GP PATIENT SURVEY



Showing summary results - Q21. Overall, how would you describe your experience of making an appointment?

Filters: No filter applied

Showing weighted data



Base: Asked of patients who have tried to make an appointment since being registered with current GP practice

Good = Very good + Fairly good. Poor = Fairly poor + Very poor
Unweighted Base: PCN 1 (1,947), PCN 2 (199), PCN 3 (979), National (667,699)
Weighted Base: PCN 1 (1,638), PCN 2 (474), PCN 3 (955), National (666,553)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

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Care Quality Commission (CQC) Single Assessment Framework

In July, the CQC published their new assessment framework. This will be introduced in stages and will have a bearing on our Enter and View activities. To find out more about the planned roll-out please click below.

[What we are doing when - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)



We will use a single assessment framework. This applies to providers, local authorities and integrated care systems. Our ratings and five key questions will stay central to our approach.



Healthwatch England (HWE)

A recent HWE Campaign looked at whether people get healthcare information in the way they need it. The results of the [‘Your Care, Your Way’](#) survey are now available. Out of 139 NHS organisations who responded to questions about the Accessible Information Standard, HWE found that:

- Only a third (35%) fully meet the standard.
- Only 53% of NHS services said they ask patients about their accessible information needs when they first contact them.
- Only 36% of NHS organisations had undertaken work in the last three years to find out if they’re meeting the Accessible Information Standard.

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Coming up in September

- Events we are attending in September include Chase Pride, Freshers’ Fairs at Newcastle and Stafford Colleges and the Over 55’s Mixer Club.
- We have been in contact with [Asist](#) who provide “advocacy services in Staffordshire and Stoke” and plan to meet up in September to discuss how we can work together more closely.

Get in touch

Healthwatch Staffordshire

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