











Bulletin

October 2022

Dashboard Development

We are developing a dashboard/infographic to summarise what we have achieved and heard. This is for inclusion in the e-bulletin and on the website. Eventually we aim to do this monthly.

In this bulletin we are looking at Quarter 2 Engagement (July to September 2022).

# Engagement Events		# People Engaged		# Patient Participation Groups (PPGs)	
	17		426		20
# which included Social Care				# Seldom Heard Groups	
	8		129		5
# Strategic Meetings		# Volunteer Hours		# Social Media Followers	
	12		12		3673
Healthwatch England Engagement				Social Media engagement	
# Meetings	3	# Reports shared	0		6620

Back to our Roots – Interview with Sir Robert Francis QC



Healthwatch Staffordshire manager Baz Tameez interviews Sir Robert Francis QC about how Healthwatch came about in 2013. Sir Robert led a public enquiry into serious failures in care at Mid-Staffordshire NHS Trust. It was this enquiry that led to Healthwatch being set-up. Sir Robert is also the outgoing chair of Healthwatch England.

Watch here: <https://healthwatchstaffordshire.co.uk/healthwatch-interview/>

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“People were not listened to. By people I mean patients, their families, staff.”

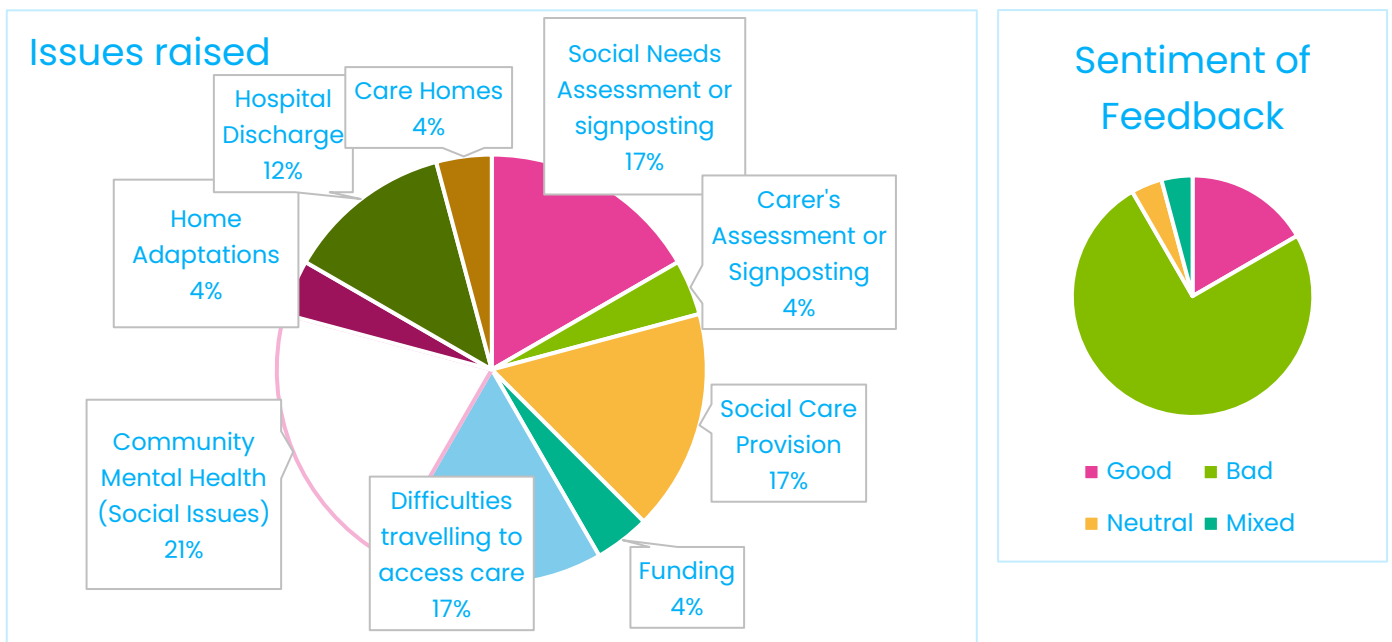
When asked what Health and Social Care should be doing to avoid this happening again, Sir Robert replies “People who are leaders ... they need to encourage people who work to them to speak up, and to listen to what they have to say”

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Social Care Feedback

We also looked at our September and October feedback on Social Care.

Over this period just under 27% of items recorded mentioned some sort of Social Care or related support. Some items included more than one issue and some issues overlap.



Highlights from Local Engagement

College Fresher's Fayres in September

Sarah, Robert and Emma attended Freshers' Fayres at Newcastle and Stafford Colleges and engaged with staff and students. Our QR code surveys were popular with the students here and it was good to meet a younger audience.



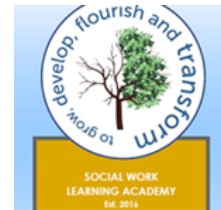
Chase Pride

Robert, Emma and Sarah attended Chase Pride in Hednesford. They engaged with visitors and used a tablet for people to complete our Gender Affirmation survey online.



MPFT Social Work Learning Academy Q&A Forum

Baz gave a presentation to 86 workers in Social Care at this Q&A Forum. He introduced Healthwatch Staffordshire as the champion of the patient voice.



Events in Lichfield

Dave attended the SuS Volunteers' Fayre at Lichfield Cathedral to engage with the public, and also a meeting about the Lichfield Dementia Friendly Community.



Biddulph Energy Day

Sarah and Emma attended the Biddulph Energy Day where they engaged with the public and networked with the Potteries Moneywise service from Citizen's Advice Staffordshire North and Stoke on Trent.



Tuesday Mixer Club for Over 55's, Stafford

Robert attended the Tuesday Mixer Club at the White Eagle Club in Stafford and spoke about the work of Healthwatch and listened to feedback.



Collaboration with Asist

We visited [Asist](https://www.asist.co.uk/) (<https://www.asist.co.uk/>) at their offices to learn about the advocacy services they offer and how we can best work together. Asist and Healthwatch Staffordshire also shared a stall at an event in Biddulph.



Volunteers

We have also welcomed our Volunteers on board and they have helped

- distribute Healthwatch leaflets at a Flu Vaccination Clinic
- at a Social Care consultation about strengths-based co-production
- to give feedback on a partner's Annual Report

Deep Dives (focal investigations) Agreed

We have agreed 3 areas where we will take a longer term, more in-depth look:

1. Accessing Primary Care face to face ("When I want to and when I need to")
2. Being a Seldom Heard/LGBTQI+ patient/resident in the health and care system.
3. Root causes of good and poor teenage mental wellbeing and Health outcomes when you've been in care as a child

Healthwatch England (HWE)

We have been promoting the HWE Campaign **#BecauseWeAllCare** which has recently focused on people with long-term health conditions and their experience of getting a GP referral for tests or support.



"The survey found that more than half (54%) are not being regularly asked by services to feed back about their care, and almost two-thirds (62%) do not know how to. However, most people (71%) said they would be willing to provide feedback to help the care and services improve"



Coming up soon

Look out for publication of the findings of our Gender Affirmation Survey.

Throughout November, we will also be promoting the Healthwatch England survey on Maternal Mental Health **#MaternalMHMatters** which you can find here:

<https://www.smartsurvey.co.uk/s/MaternalMentalHealthSurvey/>



Get in touch

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