

eBulletin

December 2022

Gender Affirmation Report Published

In June 2022 we were approached by a Staffordshire resident who was experiencing a long wait to be seen by a Gender Identity Clinic (GIC). As the Clinic was not in Staffordshire, this was out of our remit, but we did wonder if there were people in a similar situation, and if so, what support was available locally so that people could be supported whilst they were waiting.



This led to a survey being produced and distributed to local groups and on our Social Media channels. The results have now been collated and Healthwatch Staffordshire's Gender Affirmation Report has now been published. [Find the Gender Affirmation Report here.](#)

November & December Feedback

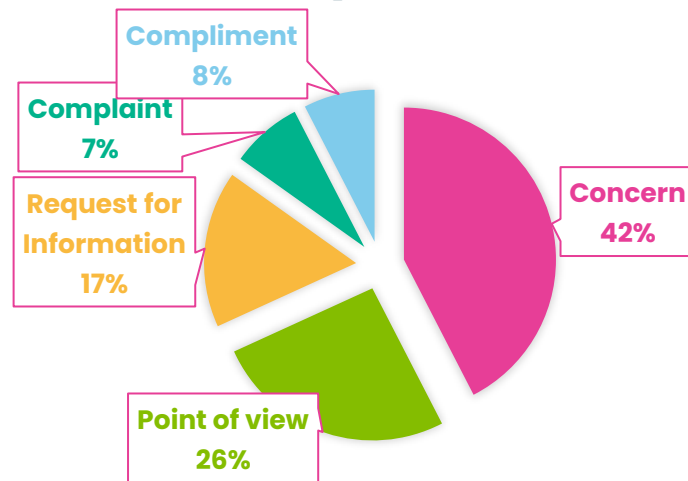
Main Services:

- GP Practices (14)
- Dentists (8)
- Acute Services with overnight beds (6)

Other services mentioned:

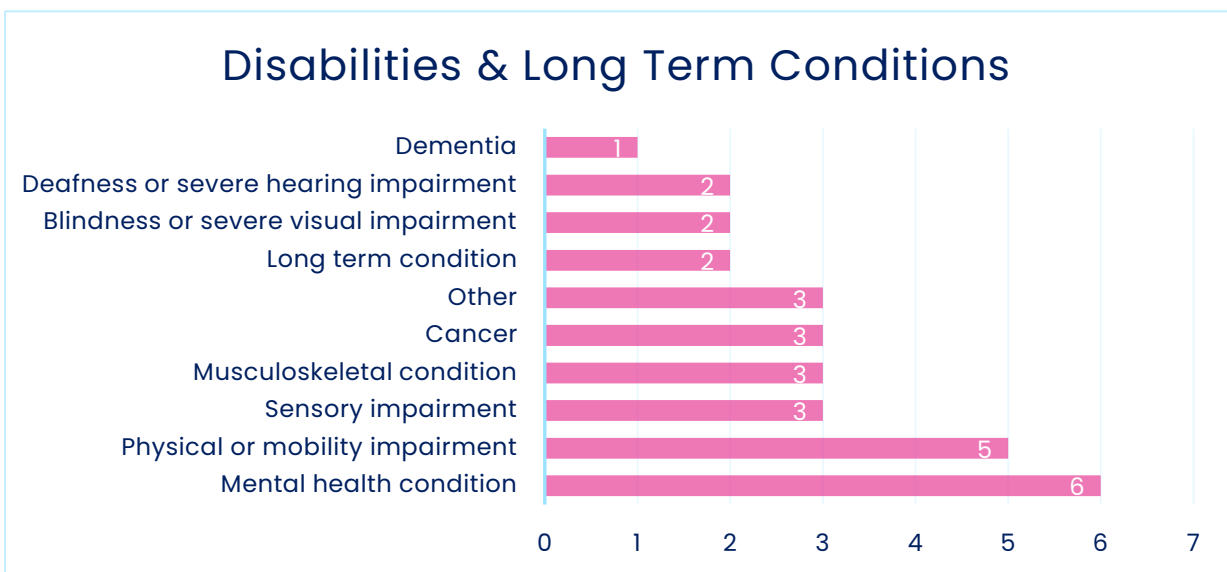
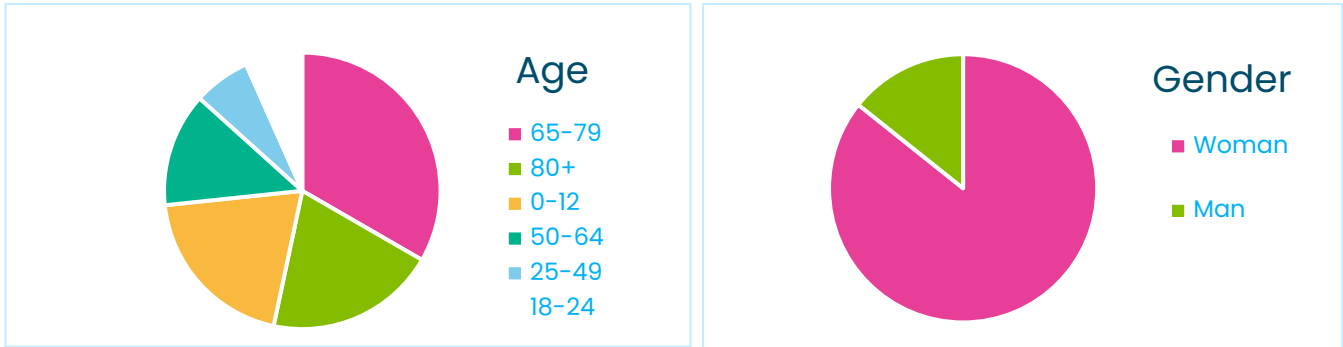
- Ambulances (3)
- Patient Transport (2)
- Appointments (2)
- Outpatients (2)

NATURE OF ENQUIRY – NOV TO DEC



Themes		Processes Mentioned	
Service delivery, organisation and staffing	28	Access to services	31
Communication between staff and patients	10	Administration	10
Staff attitudes	8	Booking appointments	7
Quality of appointment	7	Information providing	7
Quality of Care	7	Diagnosis	6
Patient records	6	Support	6

Demographic data is not available for all respondents. For those who specified we have the following breakdown:



Highlights from Local Engagement

East Staffordshire Events

Dave has been out meeting local residents at Health High Street Events in Hospitals in Lichfield and Tamworth and at the Yoxall Patient Participation Group's Open Afternoon. He also had a stall at a Cost-of-Living Event in Burton.



Compassionate Communities Event

Daniela attended the Compassionate Communities Event in Cannock Chase in December. Organised by the Staffordshire Integrated Care Board, it was well attended by members of the public as well as representatives of organisations that offer support around being 'Grief Kind' and supporting one another in difficult times.

Following the event, we put together a signposting document on Loss, Grief and Bereavement which gives details of some of these organisations plus others we know of.

If we missed anybody, please get in touch and we will add you on. [Download the document from our website.](#)



Springfield Residents Association

Robert attended the Resident's Association at Springfield, Rugeley. He spoke to members about the role of Healthwatch and how they could help to promote us further.



Coming up soon

Do you or a loved one use Social Care services in Staffordshire?

We would love to hear your feedback in our latest survey.

healthwatch

Your health and social care champion



From January we will be promoting a **Social Care survey** put together by Daniela, to collect the experiences of social care service users or their families and friends.



[Take the survey here.](#)

Social Media

We use Social Media to promote our own surveys and those of others, to share details of events we attend and other local community activities (including Covid vaccination clinics and Warm Spaces), and other health and social care related issues.

Please make sure you are following our current accounts especially our Facebook Page which changed at the start of last year (see below for links).

Popular posts at the end of last year included the 'Light up the Longest Night' campaign run by the Council and the Samaritans; information from local Police on the '[Herbert Protocol](#)' (which can help to locate people with dementia who are temporarily missing) and Grief Awareness Week.

Get in touch

Healthwatch Staffordshire

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