

# eBulletin

**January 2023**

## Cost of Living Event in Stafford

Rob, Daniela, Baz attended this event in Stafford organised by Support Staffordshire. They heard the public’s concern over the rising cost of living and a lack of financial support. This has caused increased worry affecting health and emotional wellbeing. People were keen to learn about the other support networks in place.



We also promoted our Cost of Living Survey. [Take our Cost of Living Survey here](#)

## Care Homes Project



We are now working in Partnership with Staffordshire County Council to investigate ‘What is important to a person who lives in a care home?’ This will feed back into future care home contracts.

Our staff and volunteers will be visiting care homes to talk to residents. There is also an online survey for families and friends to complete. [Provide feedback from Care Home Residents here](#)

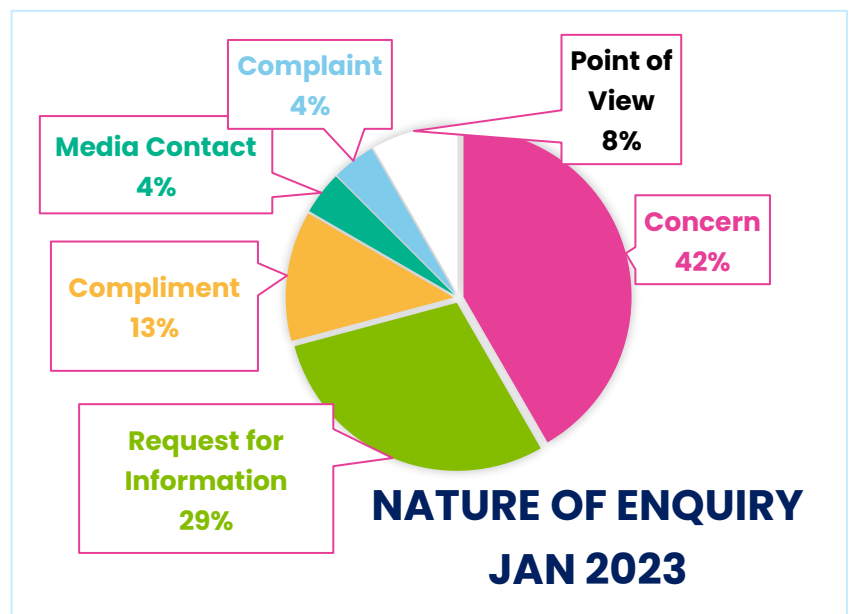
## January Feedback

### Main Services:

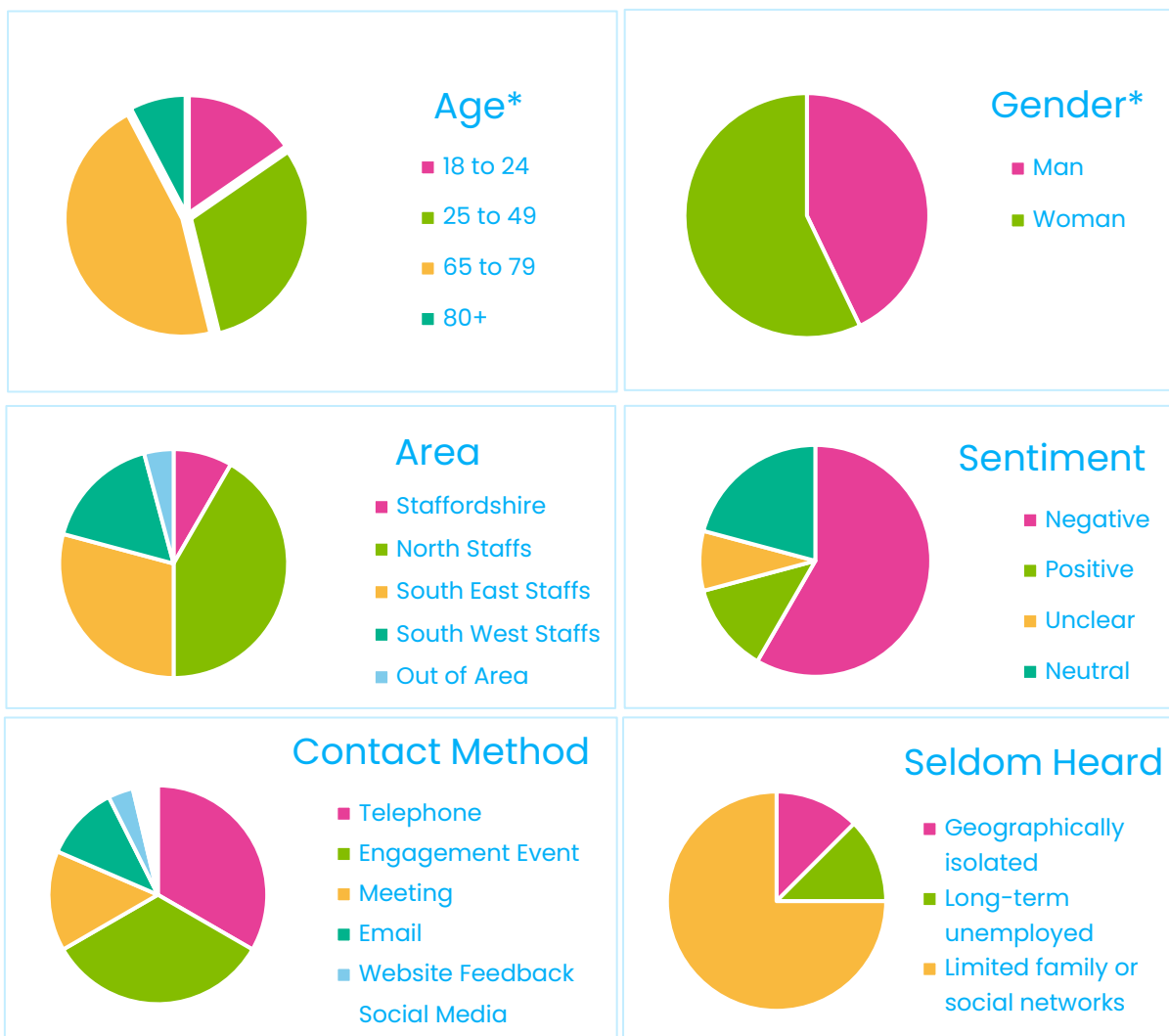
- GP Practices
- Care at Home
- Acute Services with overnight beds

### Other services mentioned:

Various community and mental health services.



Themes		Processes Mentioned	
Service delivery, organisation and staffing	11	Access to services	7
Quality of Care	5	Support	7
Communication between staff and patients	4	Information providing	6
Staff attitudes	4	Booking appointments	5
Quality of treatment	3	Diagnosis	3
Lifestyle and Wellbeing	3	Medication	3
Consent to care and treatment	2	Discharge	2
		Waiting Lists	2



\*Demographic data is not available for all respondents.

## Highlights from Local Engagement

### Churnet Sound Community Radio

Emma appeared on Churnet Sound Community Radio to promote the work of Healthwatch Staffordshire.

This month she also visited Knutton Foodbank, Biddulph and Leek Libraries and the Affinity Outlet Centre at Talke.



### Living My Best Life – Council Consultation

This consultation from Staffordshire County Council consists of a survey (now closed) and various community events. [See the remaining Consultations for the Whole Life Disability Strategy.](#)

Daniela attended the consultation at the White Eagle Club in Stafford. People she engaged with talked about wanting a safe home, opportunities for work and training, information in accessible formats, support with finances and help getting out and socialising.



### Volunteering Fair, Lichfield

Dave and Daniela attended this SuS Volunteering Fair. As well as promoting volunteering opportunities with Healthwatch, they heard visitor's views. They learned that improved access to primary care was a priority for the public, along with better community support for young people and adults who have physical or learning disabilities or are otherwise vulnerable.



### Presentation to the Alzheimer's Society

Robert gave an online presentation to the [Alzheimer's Society](#) and related groups, to promote our work.



### Tamworth Carers' Group

Dave and Daniela heard again that accessing GP appointments is difficult, that it can be hard to get support for carers until they are in crisis and there has been a lack of respite care. This often affects carers' physical and mental health. There is also a lack of local post-16 education in the area for people with SEN, and transport to others areas can be difficult. [Staffordshire Together](#)



[for Carers](#) support group meetings have been very helpful to people

## Other Work

### Recommendations for Patient Access to IAPT

Last year we sent a report to the IAPT service, regarding issues with service provision reported by the public ([Read the report here](#)).

We have now had feedback from the service provider that they have implemented improvements with:

- telephony access
- improved pathway options
- increased areas of support
- a number of access targets being met



### Social Care Survey

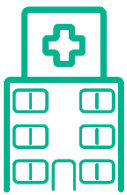
Have you completed our **Social Care survey** yet? We are collecting the experiences of social care service users or their families and friends. The survey is now open until the end of March. [Take the Social Care survey here](#).

### Social Media

This January we used social media to promote NHS campaigns such as Quitting Smoking, Flu and Covid vaccines and NHS 111 Online. We also publicised other health awareness campaigns including 'Love Your Liver', 'Cervical Cancer Prevention' and [MacMillan's '5 Big Issues'](#) facing people with cancer in the UK.



## Looking ahead



### Enter and View Visits

One of Healthwatch Staffordshire's responsibilities is to conduct 'Enter and View' Visits at Health and Social Care settings. These visits stopped during Covid but will soon restart.

We are co-ordinating visits with those by the Midlands Partnership Foundation Trust (MPFT). Our reports will eventually be published on our website.

[See older Enter and View Reports here](#).

## George Bryan Consultation

Healthwatch are involved in the public consultation to ensure the public voice is heard around the long-term solution for the inpatient mental health services previously provided at the George Bryan Centre in Tamworth. This centre previously provided services for South East Staffordshire which includes Burton, Uttoxeter, Lichfield and Tamworth.



The consultation runs from 9th February to 23rd March 2023. [Visit the Integrated Care Board website](#) or call them on 0333 150 3069 for more information about the proposal, the consultation, and how to have your say.

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*[Take the survey here](#)*

*[Register for Online events in early March here](#)*

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## Maternal Mental Health Survey



We helped to promote this Healthwatch England survey last year and they received 51 responses from Staffordshire (out of 2693 across the country). They plan to publish their report in March and we will then be able to examine the local feedback.

## Get in touch

### Healthwatch Staffordshire

**Support Staffordshire, Civic Centre, Riverside, Stafford ST16 3AQ**

**0800 051 8371**

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