

eBulletin

February 2023

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 have now restarted.

In February, along with MPFT, our Engagement Officers and Volunteers visited



- **County Hospital in Stafford**
- **Burntwood, Lichfield and Mercian Integrated Mental Health Team**

There are more visits coming up in March. You can read about our findings on our website - [See Enter and View Reports here](#).

We need your views !

Care Homes Project with Staffordshire County Council



This month we visited Bracken House and Little Ingestre House Care Homes to ask:

'What is important to a person who lives in a care home?'

There is also an online survey for families and friends to complete, which is open until the end of April.

[Provide feedback from Care Home Residents here](#)

We have more visits scheduled throughout March and into April.

Are you aware of the Healthwatch Intelligence Network in Staffordshire?

When groups agree to join the Network, we will reach out to them to ask about current health & social care trends that they may be aware of, or any insights/experiences, both positive & negative. This will be sharing non-identifying data for mutual benefit which can be used to improve quality of services for the public. Thank you to Lichfield's [Open Door of Hope](#), who recently signed up.



For more information or to sign up, contact our manager Baz baz.tameez@healthwatchstaffordshire.co.uk

February Feedback

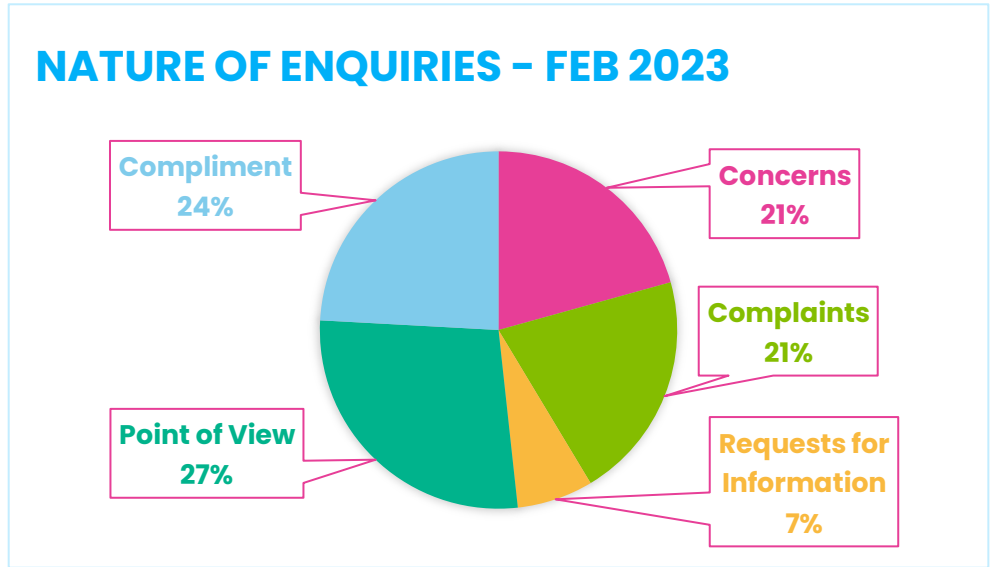
Main Services:

- Residential Care Homes
- Dentist (non-hospital)
- Care at Home

Other services mentioned:

GP practice; NHS 111; Acute services with and without overnight beds; Phlebotomy; Outpatients'

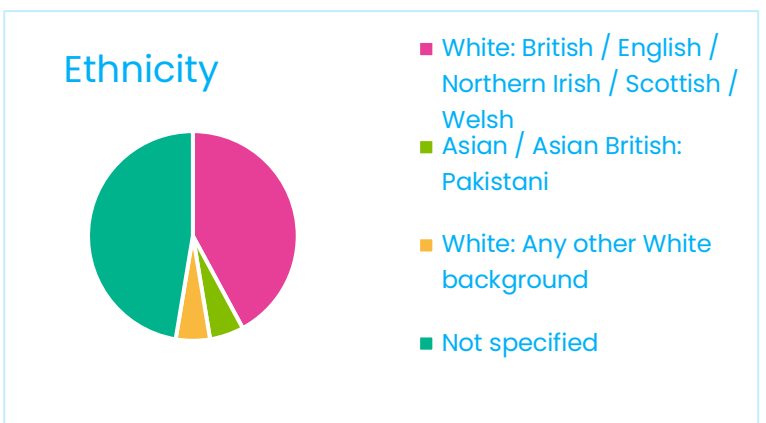
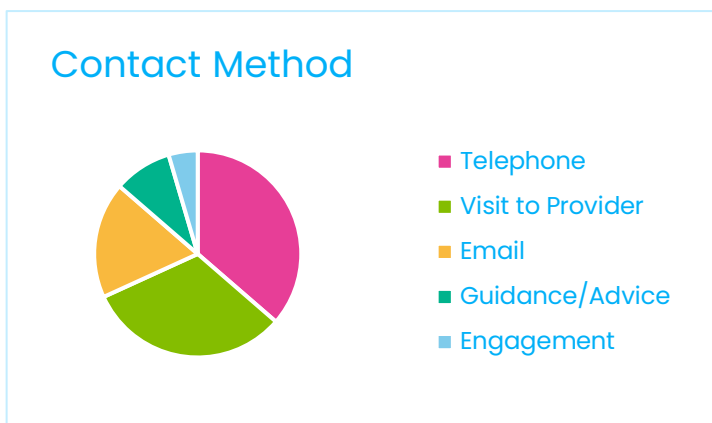
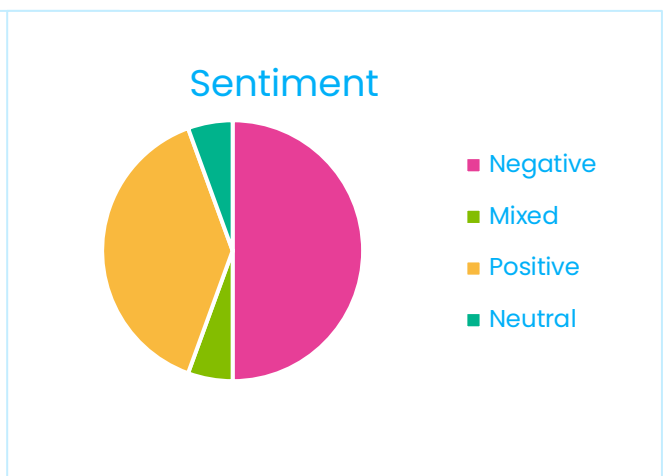
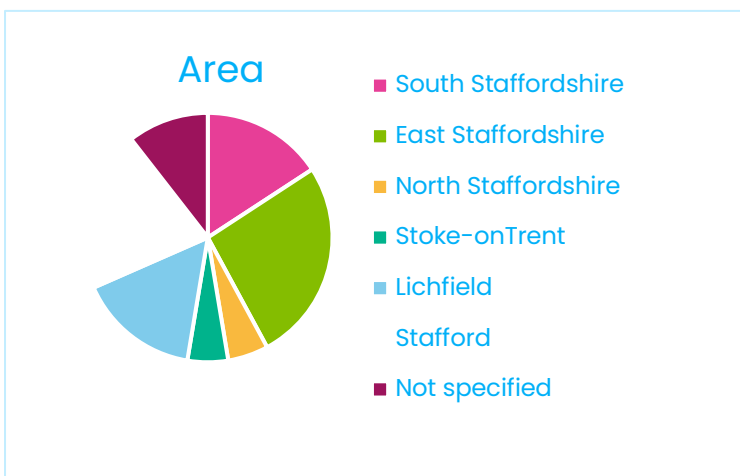
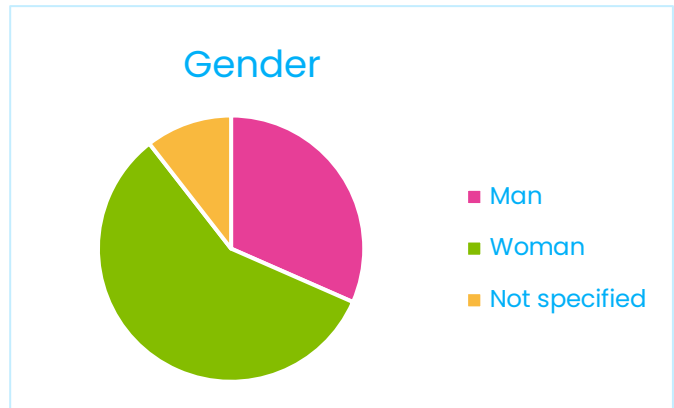
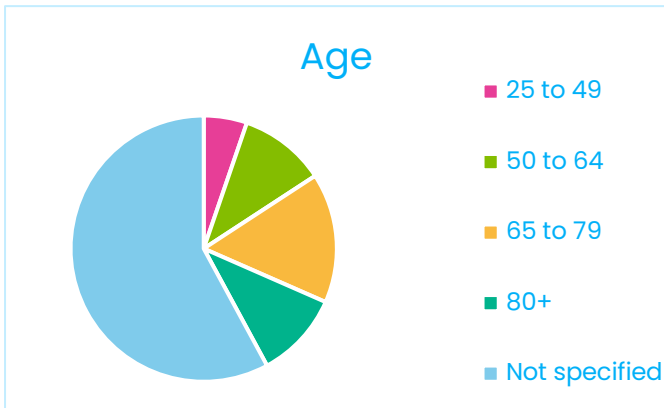
Data include information from the Care Home Project but do NOT include comments from Enter & View Visits nor responses to Surveys (which will be analysed separately after they close).



Themes		Processes Mentioned	
Quality of Care	11 (6)	Support	10 (7)
Staff attitudes	8 (6)	Access to Services	4 (0)
Lifestyle & Wellbeing	7 (6)	Information providing	3 (0)
Quality of staffing	7 (6)	Diagnosis	2 (0)
Food/Nutrition	7 (7)		
Service delivery, organisation & staffing	5 (1)		
Quality of catering	5 (5)		

Figures show total responses with the number of positive ones in brackets.

Demographic data is not available for all respondents.



We reached 2 seldom heard groups:

- People with limited family or social networks (3)
- People who are geographically isolated (1)

Nobody said that they were a carer.

Highlights from Local Engagement

Burton Community Champions Health & Wellbeing Fair

Dave attended this event at Burton Albion Community Trust Premises in Casey Lane in Horninglow, aimed at residents in the multi-cultural areas of inner Burton. The stand was shared with Support Staffordshire representatives who were continuing consultation on Mental Health changes in Southeast Staffordshire. There were 25 stalls with various NHS and voluntary sector organisations present.



Parish Summit at South Staffordshire Council

Healthwatch attended this Summit in February and took part as one of 4 organisations to deliver Healthwatch priorities to the parish members.

Baz and Robert delivered a session on 'What Healthwatch is and its purpose?'. We presented the Healthwatch remit around Health and Social Care and the level of engagement we are getting. How Healthwatch is able to gain feedback and valuable insights from patients and residents. To convert the feedback into meaningful data that can be used to influence various partners/commissioners on policies and commissioning to shape how services are delivered.

It gave the opportunity for Parish members to ask Healthwatch questions and to highlight their positive and negative experiences of the current Health and Social Care services.



Access to Primary Care - Deep Dive update for South Staffordshire Wellbeing Select Committee

Healthwatch attended this Committee on 7th February to update them on one of the Deep Dives areas 'Access to Primary Care'. The deep dive focusses on patient and provider experiences in Staffordshire with the aim of reducing some of the stress in the system for both patients and primary care providers.

Baz, Dave and Robert attended the committee meeting and Dave delivered the update as the lead for his focus on 'Access to Primary Care'. Dave has been working on this Deep Dive from November 2022 with an aim to complete the report by November 2023.



The presentation included feedback from the [National Primary Care Survey](#) comparing some local GP practices with the Staffordshire average.

The positive and negative patient experiences on current levels of access to primary care were highlighted and Dave was able to illustrate how the work being done by the ICB reflected this.



Parliamentary Enquiry - [written evidence on Dentistry](#)

The following evidence on NHS Dentistry was submitted:

"We have received feedback from over 70 residents of Staffordshire in the last 8 months who have been struggling to get dental care even with urgent problems. We have worked with our community dental colleagues to signpost people to emergency appointments.

The government needs to look at preventive dental treatment to avoid long term dental ill health. We have had parents of toddlers who want to introduce their child to the dentist at an early age who cannot get them in to see a dentist anywhere they can travel to.

Care home residents are struggling to get any service at all.

The contract needs to change to reduce the bureaucracy involved. Could a flat rate fee for an annual dental check and hygienist appointment be considered. Private plans provide for 2 such appointment a year for around £15per month. The fee structure for individual treatment needs to be simplified and realistically priced.

The list of practices that are taking on NHS patients needs to be current and not months or even years out of date.

There needs to be some incentive for Dentist to enter the NHS system as hearsay is that the last local tranche of dental graduates all went into private practice and were principally interested in cosmetic dentistry. Possible suggestion could be a bursary towards training in return to a minimum time working with NHS patients."



Other Engagement

Engagement Officers also met with Newcastle Borough Council, a Healthy Communities Forum, the Dementia Network, the ICB Patient Advice and Liaison Service ([PALS](#)) manager, UHDB Groups, the local Dental Network and the George Bryan Working Group.



Healthwatch England – Maternal Mental Health Report

“Left Unchecked – why Maternal Mental Health Matters”

[Healthwatch England’s National survey of Maternal Mental Health](#) reported that

Deep-dive analysis of experiences of 2,693 new mothers and birthing parents shows that six-week postnatal checks – required of GPs in England – are failing many new mothers

We have received the 51 responses from Staffordshire which we will be comparing with the National results.



Social Media

This February we used Social Media to promote local services such as Open Clinic Sexual Health Services, YESS Emotional Support Services, Cannock District Round-Up and SENDIASS upcoming dates. We also publicised other health awareness campaigns including Tinnitus, Raynaud’s Disease, Epilepsy, Encephalitis, HIV Testing, Children’s Mental Health and cheaper Hormone Replacement Therapy. We also promoted the County Council’s Consultation on Inpatient Mental Health Services for Southeast Staffordshire.

Looking ahead

Survey Results

We will start analysing data from the local Cost of Living Survey and the Maternal Mental Health Survey.

Enter and View

Visits are planned with MPFT to **Speech and Language Therapy** and **Respiratory Services**.

New ‘IMP’ Database

In March we will start to use a new database called IMP to record our user feedback and engagement events. This will replace the CiviCRM database we have previously used, which will no longer be supplied by Healthwatch England from April 2023.

Get in touch

Healthwatch Staffordshire

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

0800 051 8371

www.healthwatchstaffordshire.co.uk

enquiries@healthwatchstaffordshire.co.uk

Twitter <https://twitter.com/HWStaffordshire>

Facebook <https://www.facebook.com/HWStaffordshireOfficial>

Instagram <https://www.instagram.com/hwstaffordshire/>

