

eBulletin

March 2023

Patient Participation Groups (PPGs)

One of our roles is to keep in touch with local Patient Participation Groups (PPGs). All GP practices in England should have a PPG and these are made up of patient representatives and staff from the practice. [The National Association for Patient Participation website](#)

has more general information on this – or ask your GP practice how to get involved locally. In March, our Engagement Officers visited several PPGs across Staffordshire. The feedback from these visits feeds into our statistics.



Enter and View Visits

Another of Healthwatch Staffordshire's responsibilities is to conduct 'Enter and View' Visits at Health and Social Care settings. In March, along with MPFT, our Engagement Officers visited:



- **MPFT Adult Speech and Language Services**
- **Lichfield District Nursing**
- **MPFT Respiratory Services**

All Enter & View visits are written up and will be posted on our website once ready. [See Enter and View Reports here.](#)

Care Homes Project with Staffordshire County Council

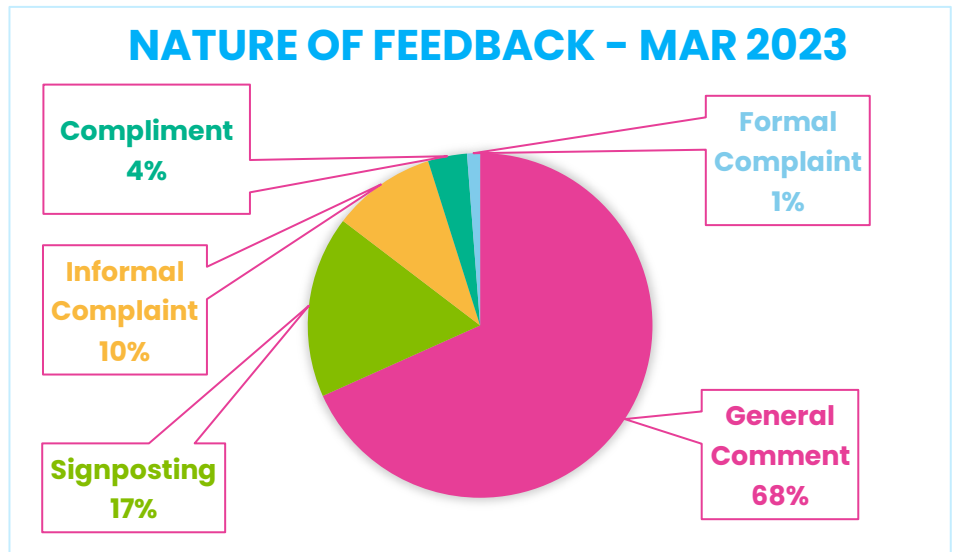
We are collecting data until the end of April. This month we visited 7 more care homes in Stafford, Cannock and Staffordshire Moorlands districts. Thank you to the Care Homes for making us welcome and to our Volunteers Val and Margaret who have both helped with this project.

- **St Joseph's Convent Nursing Home**
- **Chaseview Care Home**
- **Crispin Court Care Home**
- **Littleton Lodge Care Home**
- **Briar Hill House Nursing Home**
- **Cannock Specialist Care Centre**
- **The Larkins Care Home**

March Feedback

Main Services:

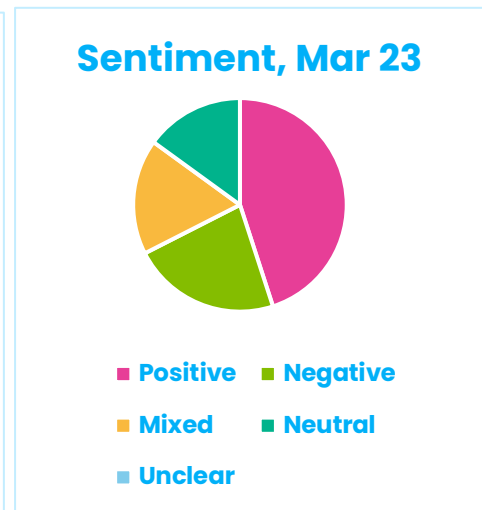
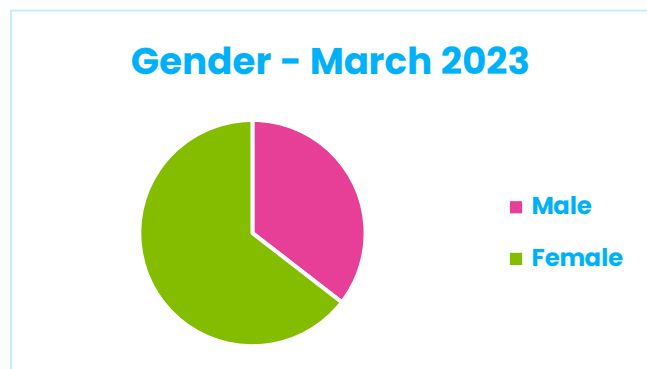
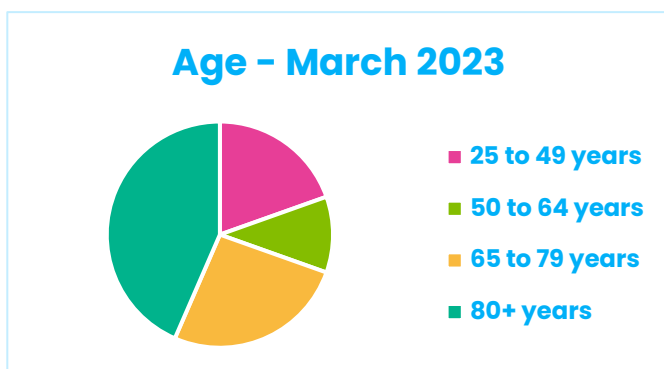
- Nursing & Residential Care Homes & Adult Social Care
- GPs
- Mental Health
- Support Groups



Other services mentioned:

Community hospitals care packages, falls preventions, non-emergency patient transport, assisted living, social care assessments and NHS 111

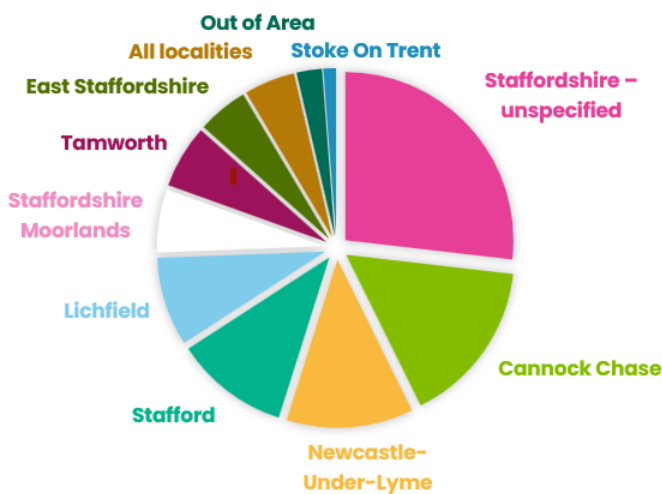
Data is included from the Care Home Project and this is reflected in some of the top services/themes this month. The data does NOT cover Enter & View Visits nor responses to Surveys (which will be analysed separately after they close). Demographic data is not available for all respondents. 3 people said that they were a carer & we reached 3 seldom heard groups: limited family or social networks (4), misuse drugs (2), geographically isolated (1)



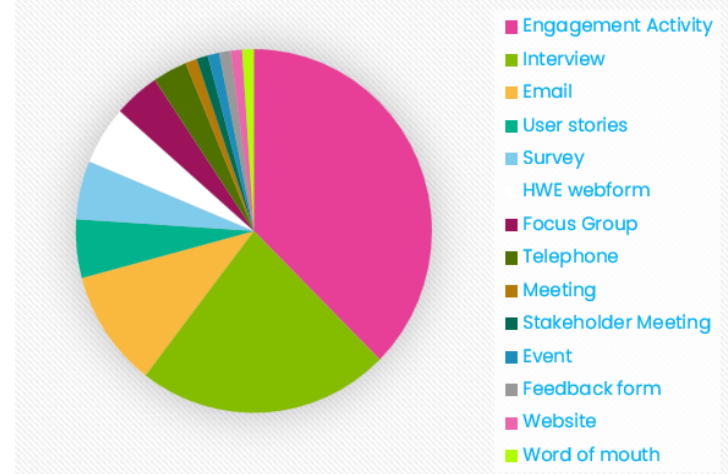
Top Themes – March 2023	#
Access to services	48
Staff attitudes and performance	45
Lifestyle and wellbeing, wider determinants of health	35
Caring, kindness, respect and dignity	32
Food, nutrition and catering	27
Accessibility & reasonable adjustments	26
Public consultation and engagement	25
Service organisation, delivery, change and closure	24
Person centred care	24
Building, décor and facilities, including health & safety	23
Privacy and confidentiality	22
Consent, choice, user involvement and being listened to	21
Cleanliness, hygiene and infection control	20

Figures show total times this theme was mentioned Cases may mention more than one theme.

LOCALITIES – MARCH 2023



Source of Data (more than one may apply)



Staff Changes

At the start of the month, we said goodbye to Robert O’Leary who was our Engagement Officer for the Southwest and wish him well in his new role at Healthwatch Cornwall. Good luck to team member Daniela Ballantine who will be taking over this role in April.

Highlights from Local Engagement

Community Networking Event in Cannock

Daniela attended a Community Networking Event at the Avon Leisure Centre in Cannock. She spoke with members of the public about their interests and health queries, offering them contact details for future reference regarding Staffordshire Healthwatch. She also exchanged contact details with professionals from other organisations exhibiting at the event.



Handsacre Meeting Point Presentation

Dave attended [the "Meeting Point" group at Handsacre Methodist Church](#) to talk about what Healthwatch does. He presented the National Primary Care Survey data on the Horsefair group of GP practices that cover the area and showed how it compared with figures for Staffordshire and Nationally.

He spoke to about 25 people who raised issues with access to Primary Care, access to Dentistry and communications between the University Hospitals of Derby & Burton Foundation Trust and their GP practice which is on a different IT system. He was also able to signpost somebody who was looking for a wheelchair accessible NHS dentist.



Engagement in North Staffordshire

Emma has been busy this month. She has engaged with several Patient Participation Groups in the North of Staffordshire and has met with seldom heard groups as part of her Deep Dive. This involved visits to Lifeworks Carers Group (Neurodiversity), Loggerheads Craft and Chat group (rurality) and Silverdale Travellers’ Site.



Healthwatch Leeds – work on Accessible Information Standard (AIS)

We attended the Healthwatch England Campaigns & Communications Ambassador Network online, where **Healthwatch Leeds** presented their work on the Accessible Information Standard. [They provided this link to their YouTube video](#) where

“three individuals .. talk about their experiences of having communication needs and trying to access health and social care services in Leeds. Karl is visually impaired; Jason is deaf and Shaun has learning difficulties”.

If you have had similar difficulties accessing the care you need in Staffordshire, then please contact us to tell us about it, using the details below.

Social Media

This March we used social media to promote NHS campaigns such as Act FAST (Strokes); Bowel Screening; Covid Spring Booster; Your Covid Recovery; Guide to Diabetes and Ramadan; Ordering prescriptions in good time for Easter.

Other posts covered Ovarian Cancer, Endometriosis, HPV, World Hearing Day, Social Prescribing Day, No More Week, Neurodiversity Celebration Week, World Oral Health Day, National Day of Reflection, FND, Top Tips for Autistic People.

We also promoted local activities such as UHDB listening events, the Lifeworks calendar, Caudwell Children’s HAF, Supporting Carers in the Workplace Workshop and Covid Walk-In Clinics.

Get in touch

Healthwatch Staffordshire

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