

eBulletin

July to August 2023

Enter and View Visits

- Chris visited the South Staffordshire Mental Health & Social Inclusion Hub on July 17th. This is an Adult Mental Health Service (Call Centre) based in Lichfield.
- Daniela went to see the Integrated Mental Health Team for Cannock, Rugeley and Great Haywood on August 1st.

[The latest Enter and View reports](#) are available on our website.

Care Homes – Follow-up Survey



Chris has started visiting further care homes to get more opinions on 'What is Important to a Person Living in a Care Home'.

In August she visited the following homes: Bowbrook in Fradley, Bradwell Hall in Newcastle, Marmion Nursing Home in Tamworth and Branston Court in Burton. She gained over 50 responses and has many more visits lined up for September.

Healthwatch Committee Meeting

The Healthwatch Committee Meeting ([read the minutes here](#)) took place on 29th August 2023 (online meeting, open to the public). Baz updated the committee on the following:

- Deep Dives – An update was given on the 3 Deep Dives that Healthwatch are due to complete at the end of November 2023. 'Access to Primary Care', 'Seldom Heard Groups', 'Root Causes of Teenage Mental Health and those Leaving Care'.
- Lack of Access to Primary Care – Healthwatch has been supporting the ICS with their 'Primary Care Access Campaign' in Staffordshire (and by extension Stoke-on-Trent). In line with the NHS England's new '[Delivery plan for recovering access to primary care](#)', we are promoting the Additional Roles Reimbursement Scheme (ARRS). Click [here](#) to watch an overview of the ARRS roles from Dr Paddy Hannigan who is the Clinical Lead for Primary Care within the ICB and also the partner member for primary care on the Board. You can then watch people working in the roles explain them.

Engagement Fund

We had a good response to our adverts for the Engagement Fund and we are now shortlisting the organisations we wish to prioritise. There will be further opportunities to benefit from the Fund, later in the year.

Patient Safety Incident Response Framework (PSIRF)

Baz attended a meeting about PSIRF. To support the NHS to further improve patient safety, all Trusts are preparing for the introduction of a new [Patient Safety Incident Response Framework \(PSIRF\)](#). This is a key part of the NHS Patient Safety Strategy which was published in July 2019 and aims to; help the NHS to improve its understanding of safety by drawing insight from patient safety incidents, outline how providers should respond, and when a patient safety incident investigation should be conducted.

Hospital User Group (HUG) meeting, North Staffordshire

Patient Knows Best System

At this HUG meeting, Emma learnt about the introduction of Patient Knows Best, an online system for receiving hospital appointments and letters. We understand that this system integrates with the NHS App. It is already used by the University Hospitals of Derby and Burton (UHDB) and the Midlands Partnership NHS Foundation Trust (MPFT) also plans to go live with this system in November.



The UHNM Trust gave us the following update:

Patients from University Hospitals of North Midlands are now able to access their own health record thanks to a new online personal health record system.

Patients Know Best or PKB brings together patient information from the Trust and the patient's own recorded data into one secure health record, helping to deliver high-quality, integrated care while also giving patients the opportunity to better manage their health at home or wherever they may be.

Patients will eventually be able to access their entire medical history, view test results and book appointments – all in one place.

More than 120,000 patients have registered for PKB and can now access information about previous inpatient and outpatient appointments along with any Emergency Department visits within the last two years.

Six UHNM clinical teams are also using the health record to message patients and ask about their health and care plans as well as provide a library of information to help people manage their condition better at home. Further developments will be upcoming in the future such as access to more appointment information, including the ability to cancel and reschedule appointments as well as access to test results.

Patients are able to register for PKB through the UHNM website at www.uhnm.nhs.uk/PKB or have been invited by letter or email.

Dr Zia Din, Deputy Medical Director & Chief Clinical Information Officer, said: "Patients Know Best is designed to give patients and everyone involved in their care easy access to a more comprehensive health record. This includes the latest information on treatments, medications, allergies and care plans.

"The patient can share this information with their GP, pharmacist, family members, carers, or anyone else that is supporting them. This will improve patient experience and quality of care."

More information about the benefits of PKB and how to sign up is available on UHNM website <https://www.uhnm.nhs.uk/our-services/patients-know-best/>

Have you used the Patient Knows Best system yet? What did you think ?

Remember to send us your views on this system and any other health Apps supplied the NHS. enquiries@healthwatchstaffordshire.co.uk

A video helping with Patient Registration is available on Vimeo:
<https://vimeo.com/239092950>

MMR Vaccinations



Dave heard concerns from Public Health about the drop off of MMR vaccination uptake in Burton – the 3 year booster in particular.

Find more information about the MMR vaccination here: www.nhs.uk/mmr

Please be aware that cases of Measles are rising across the country.

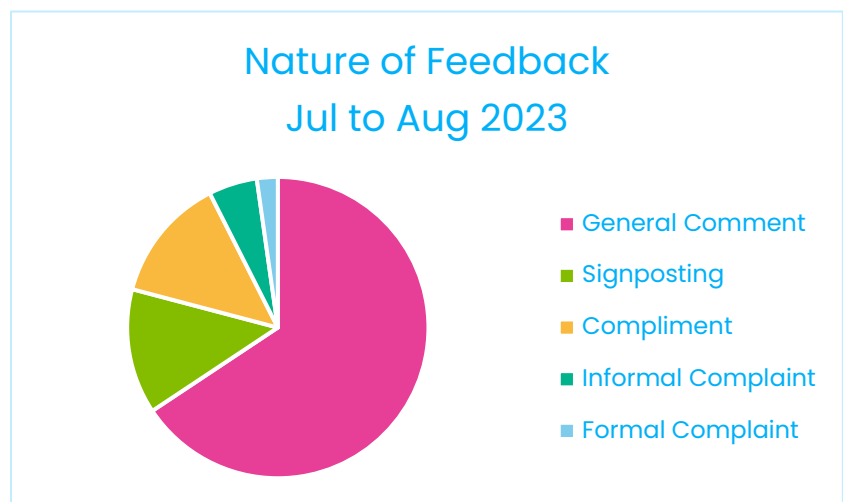
The video below gives information about symptoms of Measles to look out for:

<https://www.instagram.com/p/CwM2lpONEpe/>

July to August Feedback

Main Services:

The majority of feedback was still about GPs, followed by dentistry and pharmacies. Regarding hospitals, people mentioned inpatient care, community hospitals, continuing care, diagnostic and screening services and non-emergency patient transport. Mental health and adult social care also came up.

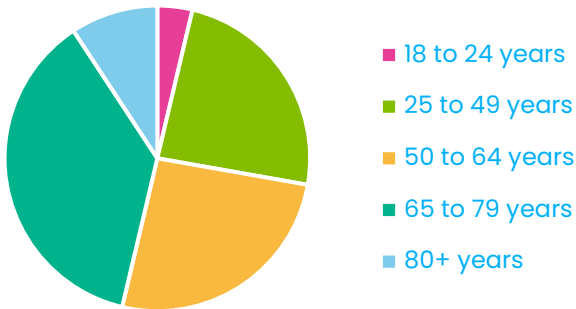


Top Themes – July to August 2023	#
Access to services	89
Staff attitudes and performance	64
Caring, kindness, respect and dignity	19
Quality of treatment	19
Booking appointments	17
Person centred care	17
Waiting for appointments or treatment / waiting times	16
Lifestyle and wellbeing, wider determinants of health	16
Communication with patients treatment explanation / verbal advice	13
Other	11
Face to face appointments	10
Follow- on treatment and continuity of care	10

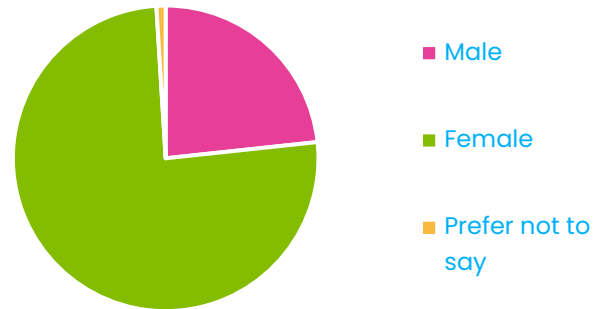
The data does NOT cover Enter & View Visits nor responses to Surveys (which will be analysed separately after they close).

Demographic data is not available for all respondents. We reached 7 carers and spoke to 34 people in 4 seldom heard groups - homeless people (1), those who misuse drugs (18), those who are geographically isolated (13) and people with limited family or social networks (2).

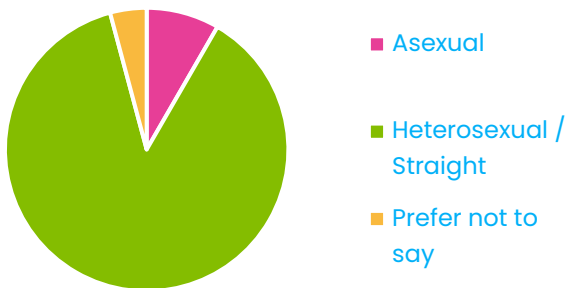
Age - Jul to Aug 2023



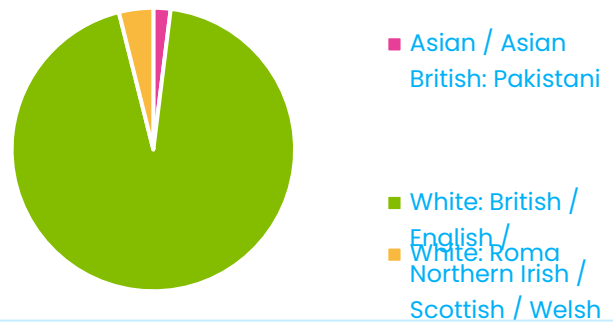
Gender - Jul to Aug 2023



Sexual Orientation
Jul to Aug 2023



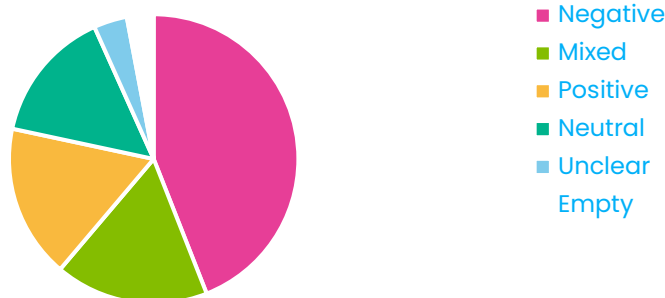
Ethnicity
Jul to Aug 2023



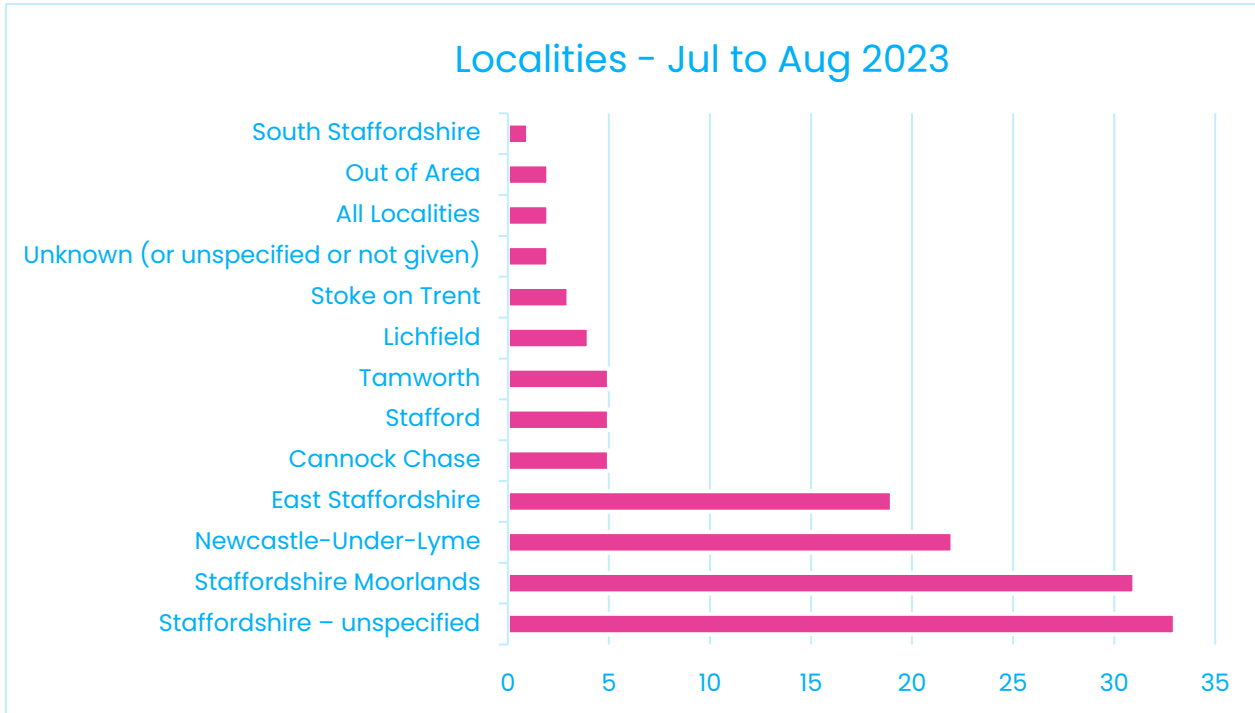
We heard from people with various disabilities and long-term conditions including: physical/mobility impairment (3); sensory impairment (1); mental health condition (11); diabetes (1); cancer (4); chronic kidney disease (1) and musculoskeletal conditions (2).

We spoke to one person who was pregnant, 25 who were married and 2 who were widowed.

Sentiment of Feedback
Jul to Aug 2023



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



Highlights from Local Engagement

Rural Engagement

Emma attended **Leek Cattle Market** with the Senior Social Prescriber for Leek & Moorlands PCN, to speak with Farmers about health and social care services. She heard shocking figures about recent deaths by suicide in the area.

She also met with ladies from **Audley Cameo Club** who spoke about difficulties accessing GP appointments and poor bus services.



Windrush Event at Barlaston

Chris and colleagues from Support Staffordshire braved the wet and windy weather for this event for Windrush descendants and the community in Barlaston. She gave out leaflets, and merchandise and completed surveys with attendees.



BRACE Brereton Carnival

Daniela, Colin and Preet attended in the morning and offered information, advice and guidance to members of the public who came to our stall. They also gave out leaflets and information sheets. Healthwatch's current Deep Dive surveys were also promoted.



Compassionate Communities

Daniela attended the Compassionate Communities Learning & Networking Event for South West Staffordshire.

After the last session in December we prepared a useful list of [sources of support for Grief, Bereavement & Loss](#).



Shobnall Play Day

Chris attended a Play Day event at Shobnall Leisure Complex in Burton with Support Staffordshire colleague Leila Holman. She was able to chat with parents about their health and social care experiences, while their children enjoyed some colouring.



Barton & Yoxall Health & Wellbeing Event

Dave attended this event for Barton and Yoxall PPG (Patient Participation Group) held in Barton under Needwood Village Hall on a Saturday morning and manned a stall. There was good footfall and plentiful feedback from patients at both practices with a mixture of village and more rural residents.



STARS Visit

Emma visited [STARS \(Staffordshire Treatment and Recovery Service\)](#) and spoke to both staff and service users, getting useful feedback on people's experience of health and social care services.



Healthwatch England



On July 5th we joined Healthwatch England in celebrating the NHS turning 75. Healthwatch England also gave us their opinions on the [NHS Workforce Plan](#) and information about [your rights when registering with a GP](#).

Baz also attended several networking groups to meet with representatives of other Local Healthwatch as well as Healthwatch England.

Social Media

During July and August, we promoted local services and events including [Caudwell Children](#), [Staffordshire Together for Carers Service](#), [Community Help Points](#), [Concrete's Phoenix Support Hub](#) and the Staffordshire Mental Health and Social Inclusion Hub.



We also posted about St John Ambulance's new [British Sign Language film for first aid](#). This features Deaf Actor, Alex Nowak, and Deaf/Hard of Hearing First Aiders within in St John Ambulance This is a great resource so that Deaf people know what to do if they find someone in cardiac arrest.

Get in touch

Healthwatch Staffordshire

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