

# eBulletin

September 2023

## Deep Dives

Our regional Engagement Officers Dave, Daniela and Emma have all been very busy with the final stages of their Deep Dive work, and we hope to make their reports available towards the end of the year.

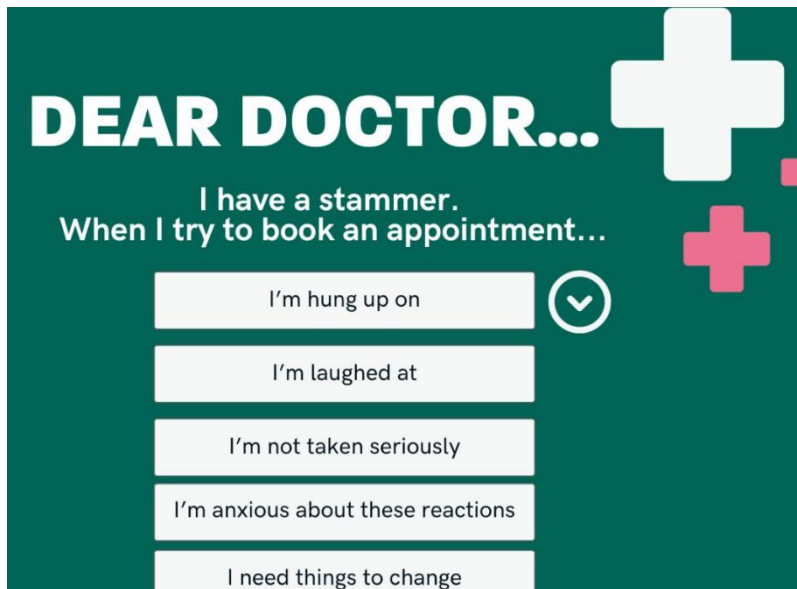
## Care Homes – Follow-up Survey



Chris has also been incredibly busy this month visiting 15 more care homes for opinions on 'What is Important to a Person Living in a Care Home'. Visits covered Lichfield, East Staffordshire, Newcastle-under-Lyme and Stafford. We now have a total of 354 responses to the follow-up survey.

## STAMMA Survey on GP appointment booking

We received information from an organisation called STAMMA who have carried out an excellent survey about the difficulties people who stammer have, when booking GP appointments.



People who stammer can access help [here](#).

Read about Patient Experiences [here](#).

To learn about recommendations for staff who work in GP Practices [read here](#) or [watch here](#).

## Volunteer Activity

We would like to thank Celia, Grace and Margaret for their volunteer work during September.

Grace helped Daniela at the Freshers' Fair at Stafford, carried out follow-up calls for Emma's Deep Dive surveys and attended The Spires to help Chris with the Care Homes Survey.



Celia and Margaret represented us at the [Moorlands Home Link](#) Open Afternoon in Cheadle. The organisation provides local Day Care, Meals on Wheels and Befriending, with some accessible transport available.

## Shingles & HPV Vaccination Changes



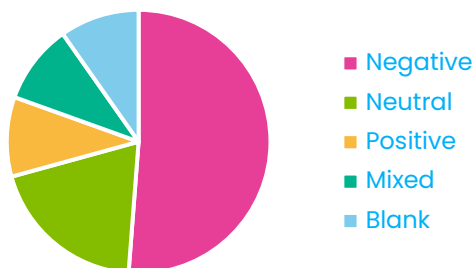
In the Staffordshire and Stoke ICS Vaccination Stakeholder Briefing we heard about changes to vaccination for Shingles and HPV from September 2023. People will now be offered the [Shingles vaccine](#) at an earlier age, but this will be phased in over 10 years. The [#HPV vaccine](#) helps to prevent HPV-related cancers from developing in boys and girls, with millions of doses given as part of the NHS vaccination schedule since 2008. From 1 Sept, some of those eligible for the HPV vaccine will only need a single dose.

## September Feedback

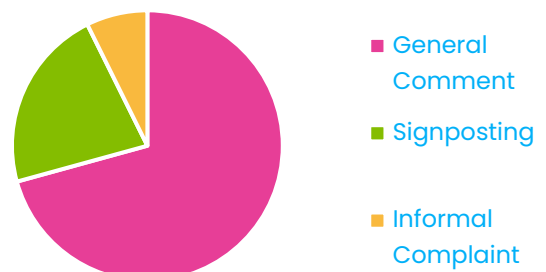
Top Themes – September 2023	#
Access to services	30
Staff attitudes and performance	16
Follow- on treatment and continuity of care	8
Quality of treatment	7
Caring, kindness, respect and dignity	6
Face to face appointments	6
Booking appointments	5
Person centred care	5
Waiting for appointments or treatment / waiting times	4

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

Sentiment - Sept 2023



Nature of Enquiry - Sept 2023



## GP Access

Most of the feedback HWS received from residents was around lack of GP access and the 8am rush and also mentioned how the treatment they received when they were seen by the GP was generally more positive. Patients told us that they had a long wait time on the phone, and sometimes there was no appointment available after waiting for hours to get through to the GP receptionist.



Some Patient Feedback:

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*"I made 210 calls over 2 days before I got through but once I did, I was booked in and got the treatment I needed."*

*"I rang my surgery booked my place in the queue and waited Two and a half hours for a call back and then no appointment was available."*

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Healthwatch has been working with partners at the ICB and Primary Care Manager to share these patient experiences to support the creation of more pathways for patients to have their needs met. This can now be done through the NHS 111 number, through GP websites and with support from Social Prescribers.

## Additional Reimbursable Roles Scheme (ARRS)

Healthwatch has been supporting the ICS with their 'Primary Care Access Campaign' in Staffordshire and by extension Stoke-on-Trent by promoting the Additional Roles Reimbursement Scheme (ARRS) which has introduced new roles to support GPs.

Healthwatch has been influencing this campaign with valuable patient feedback that is incorporated into a series of activity and materials being released to help patients and members of the public understand the positive changes to local primary care.



This has supported the local ICB primary care team to produce five videos, showing five different ARRS roles and how they can help patients. These videos outline why it may be more beneficial for a patient to see, for example, a first contact physiotherapist in the first instance, as opposed to their GP. *Please note that adverts may precede these YouTube videos – you can usually skip past these.*

## Overview from Dr Paddy Hannigan

Clinical Lead for Primary Care within the ICB and also the partner member for primary care on the Board [Paddy Hannigan Introductory Video - YouTube](#)

## Social Prescribing Link Worker role

Availability has been increased across the county to successfully deal with the wider social needs of patients and to link them into resources in the

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communities thus releasing GP appointments for other patients. [Tim - Social Prescriber - YouTube](#)

### **Clinical Pharmacist role**

Patients are increasingly discovering the benefits of pharmacy input in the surgery, particularly with medication reviews and renewal of repeat prescriptions. There is an increasing role of community pharmacies in advising and treating minor illnesses/conditions. [Becky - Clinical Pharmacist - YouTube](#)

### **First Contact Physiotherapist role**

Physiotherapy for muscular skeletal issues – problems with joints and muscles. [Steve - First Contact Physiotherapist](#)

### **Paramedic role**

Paramedics can support population health management through on-the-day acute visits and telephone triage; treatment of minor ailments and injuries; and medicines supply via patient group directions (PGDs). They can also undertake home visits and support the Enhanced Health in Care Homes Service.

[Amanda - Paramedic - YouTube](#)

### **Care Co-ordinator role**

First point of contact when patient contact the Primary Care Networks and will be directed to appropriate professionals to meet the needs of the patient.

[Jess - Care Coordinator - YouTube](#)

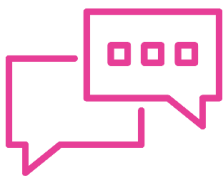
## **Mental Health Services For Younger People**

Feedback about Child and Adolescent Mental Health Services (CAMHS) was mixed and described as:



- Helpful
- The wait time was too long
- Received care from their GP's Mental Health practitioner while waiting to be seen by CAMHS but felt they were overloaded
- Discharge from CAMHS to adult talking therapies (by self-referral) was difficult for a patient with anxiety
- Students felt there was not enough mental health support at High School and that college counsellors also got booked up very quickly

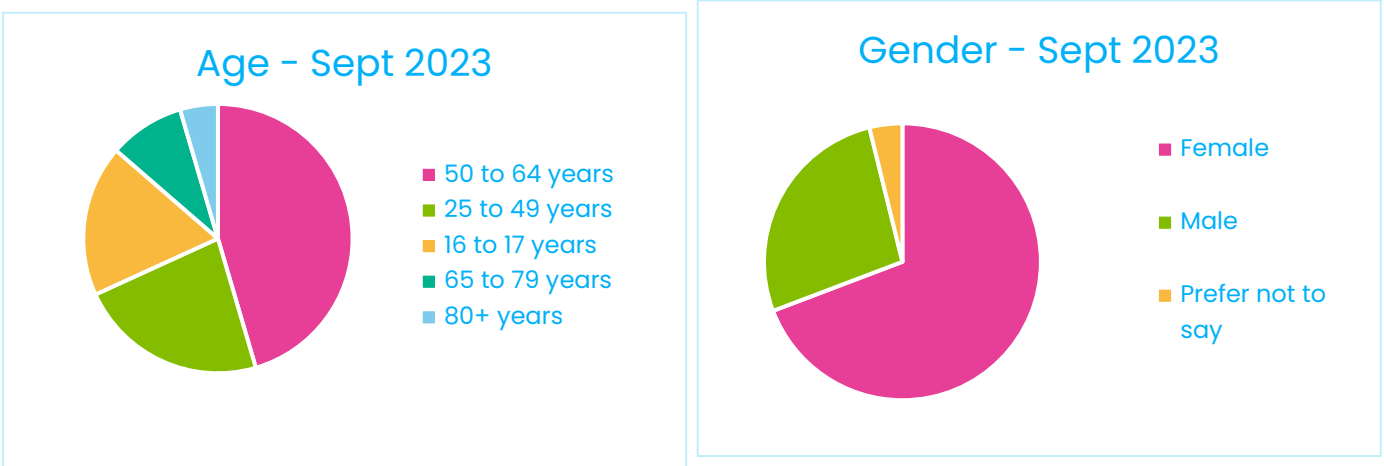
## **Other Reports**



We were asked for information about Continuing Healthcare (CHC) Funding and carer support and entitlement to and availability of Covid vaccinations. One person needed help with accusations from their partner's Home Care provider. There were a couple of difficulties getting or paying for dentist appointments. One person praised paramedics for being kind and caring.

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

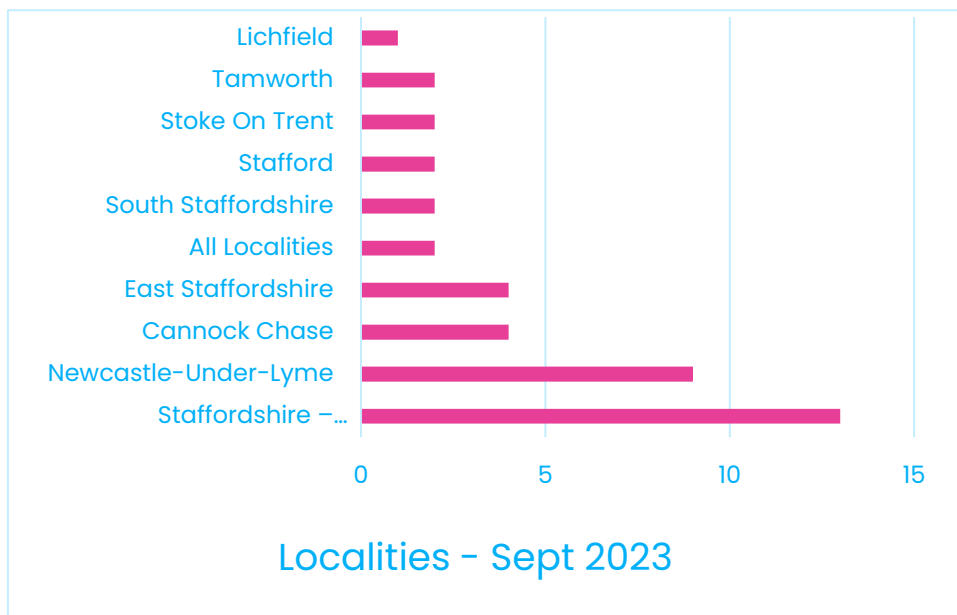
## Demographics



Demographic data is not available for all respondents. We reached 9 carers and spoke to 2 people who were married and 1 who was separated. Of those who replied 17 said they were heterosexual and 20 said their current sex was the same as at birth. 16 of the replies said they were British, 15 were White British and one was White Other.

We heard from people with various disabilities and long-term conditions including physical/mobility impairment (1); sensory impairment (1); mental health conditions (6); diabetes (2); cancer (2); cardiovascular condition including stroke (1); old age/frailty (3); leg ulcer (1), Chronic pain (including back pain) (2) – people may have more than one condition.

Data was collected from across the County as follows:



## Highlights from Local Engagement

### Chase Pride

Daniela attended Chase Pride on 2<sup>nd</sup> September 2023 at Hednesford Park with Support Staffordshire colleagues.

They welcomed residents to the stand, disseminated information about the organisations, what they do, and how they can help and support. Work contact details and leaflets were given out as well as Healthwatch surveys.



### Macular Society & Support Group

Daniela attended the Macular Society Support Group at Codsall Library and spoke to local residents suffering from Macular degenerative condition. There is no cure for this disease. Baz also met with members and heard that Macular disease is the biggest cause of sight loss in the UK.

Daniela learned that patients or residents are registered with the local authority as partially sighted or blind. However, they have been disappointed by the lack of support. [The Macular Society](#) offers them a support group, and regular meetings, information, online conferences they can listen to (similar to podcasts) and befriending groups.



### Freshers' Fairs at Newcastle and Stafford Colleges



Daniela, Emma and Grace attended Freshers' Fairs at both Newcastle and Stafford Colleges. They were able to speak with more young people at these events.

**NSCG**

NEWCASTLE  
AND STAFFORD  
COLLEGES GROUP

### Hospital User Group (HUG) meeting online

Baz attended the HUG meeting where he saw a presentation on [Virtual Wards](#) which aim to treat people in their homes using technology and reducing hospital visits..



## Newcastle South PCN – Health & Wellbeing Event



Emma attended this Health and Wellbeing event organised by the Primary Care Network for Newcastle South. There were stalls from many local organisations including:

North Staffordshire Carers, NS Mind, Headway North Staffs, Dougie Mac, Approach Dementia Support, Potteries Moneywise, New Vic Theatre, Loggerheads and District Befrienders and Aspire Housing.



## Other Events

We also attended a Volunteering Fair in Lichfield and Newcastle Locality Forum

## Social Media

During September we promoted local services and projects such as Action for Children's [support group for parents and carers of children with Neurodiverse traits](#); the Kind Minds newsletter; the Diabetes 8 Care Team who can carry out annual Diabetes reviews (type 1 and 2) and the Celestial Project with MPFT which was collecting views about using patient data in research.

We publicised NHS materials on:

- changes to [Shingles](#) & [HPV](#) vaccinations;
- [extended services now being offered by some pharmacies](#);
- who is [eligible for Flu and Covid vaccinations](#) this Autumn
- National [Breastfeeding](#) Week
- signs of [Heart Attacks](#)
- [Stoptober](#)



We also raised awareness around Gynaecological Cancer Awareness Month and World Suicide Prevention Day.

## Get in touch

### Healthwatch Staffordshire

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

**0800 051 8371**

[www.healthwatchstaffordshire.co.uk](http://www.healthwatchstaffordshire.co.uk)

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

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