

### Enter & View

On October 19<sup>th</sup> Daniela carried out an Enter and View joint visit with the NHS, to the Community Intervention Services (CIS) based at Norton Canes Health Centre. CIS offers services to residents in the community. Some receive support from social workers, physiotherapists, community or district nurses, while other patients receive advice and support, including assessments and reviews from occupational therapists. With consent, Daniela was able to join an Occupational Therapist on a home visit. [Read the report on our website.](#)

### Volunteer Activity

This month we would like to welcome a new Volunteer, Andrew. After undergoing training volunteers Andrew and Val have been helping MPFT perform PLACE Assessments (Patient Led Assessment of Care Environment). Between them they have helped with assessments at Haywood Hospital (Stoke on Trent), St George's Hospital (Stafford) and Redwood Hospital (Shropshire).



Grace and Margaret also helped us by giving Feedback on our Deep Dive draft reports.

### Vaccination Uptake in Pakistani Communities

In the Staffordshire and Stoke ICS Vaccination Stakeholder Briefing we learnt that



---

*"Local ethnicity data has shown that uptake in our Pakistani communities in Staffordshire and Stoke-on-Trent is lower than in others."*

---

The ICB have provided links to posters in a range of languages to support promotional and awareness-raising work in this area. The Stakeholder Briefing also quotes Dr Salman Waqar, GP and President of the British Islamic Medical Association:

---

*"Our faith encourages us to consider the implications of our actions on the people around us. That is why we encourage eligible Muslim children, vulnerable adults, and those over the age of 65 not to delay their decision to get vaccinated for free against Covid-19 and seasonal flu. Vaccination can be lifesaving, reduces hospital admissions and the chance of community outbreaks, which will be so important as we brace for the challenges the winter months can bring."*

---

*Parents who may not routinely be offered the injectable flu vaccine and have concerns with the nasal vaccine for children should request an injectable vaccine instead. We know many people in our community have religious concerns about the porcine content of the nasal flu spray, but they should know that the flu injection for both children and adults is free of this."*

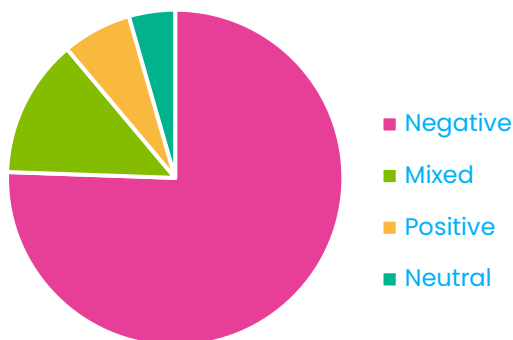
Various local Healthwatch have helped the NHS to investigate areas of low uptake. [One such report from Healthwatch Leeds is available here.](#)

## October Feedback

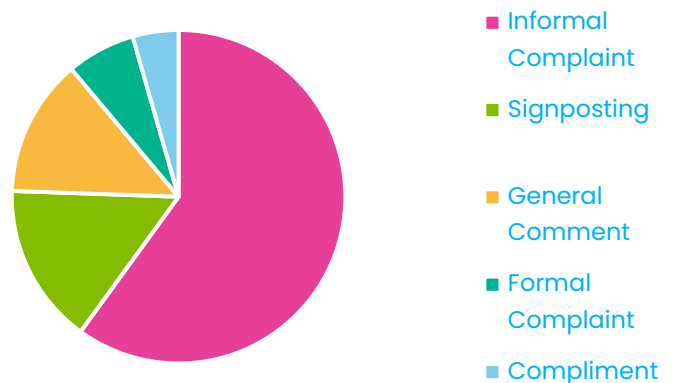
Top Themes – October 2023	#
Access to services	30
Staff attitudes and performance	23
Booking appointments	10
Caring, kindness, respect and dignity	10
Person centred care	10
Follow- on treatment and continuity of care	8
Quality of treatment	7
Lifestyle and wellbeing, wider determinants of health	7
Communication with patients, treatment explanation / verbal advice	6
Diagnosis	6
Waiting for appointments or treatment / waiting times	6
Other	6
Assessment process	4

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

Sentiment - Oct 2023



Nature of Enquiry - Oct 2023



GP services continue to top our list of services mentioned. There are also several people mentioning hospital transport, (both emergency and non-emergency), pharmacies and mental health services (in and out of hospital). Access to NHS dentistry is still an issue.

### Diabetes Support

We also heard about 2 cases where GPs had failed to signpost and follow-up patients recently diagnosed with diabetes.

[People can find out more about Adult Diabetes Services from MPFT here.](#) The service also lists further sources of support and information on this web page.

In addition, the Diabetic 8 Care Team is an 18-month pilot where a specialised team will carry out the 8 checks that make up an annual diabetic review (whether Type 1 or Type 2). [The website entry for this service](#) says:

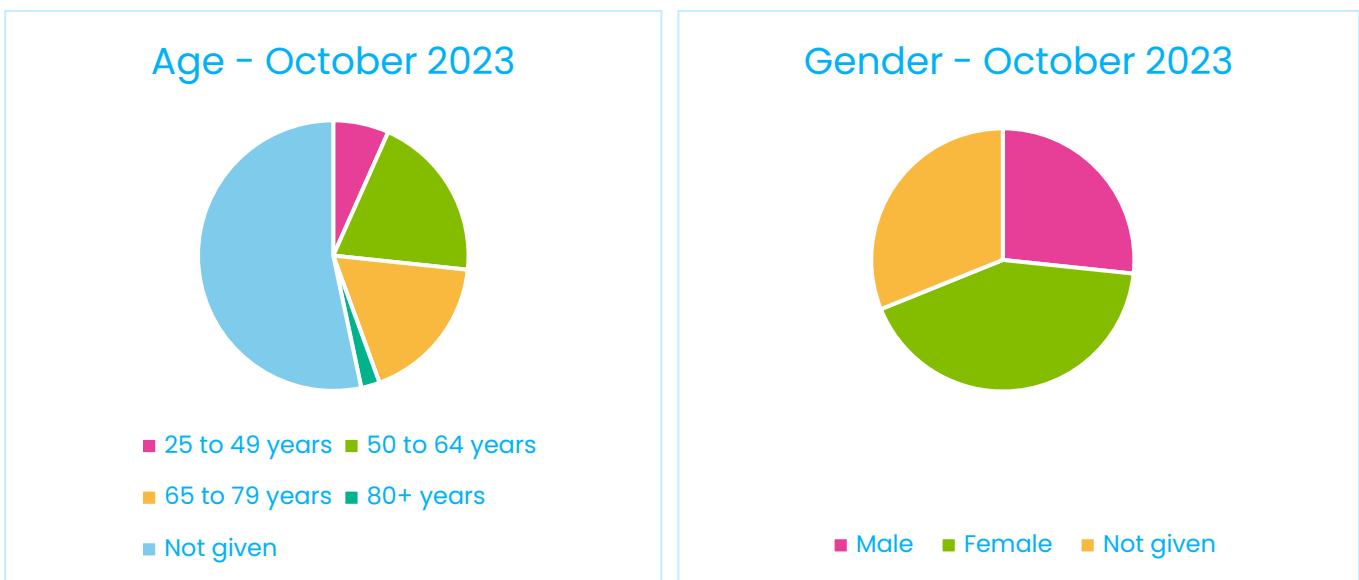
---

*For people living with diabetes, these checks can identify any health issues promptly and can help to avoid diabetes related complications. Our 'Diabetic 8 Care Team' can carry out your annual review and send your results to your GP Practice.*

---

The service is based at Bentilee Neighbourhood Centre, Stoke-on-Trent and can be contacted on 01782 231 345 (Monday to Friday, 09:00 to 17:00). Referrals can be made by the patient directly or their GP practice.

### Demographics

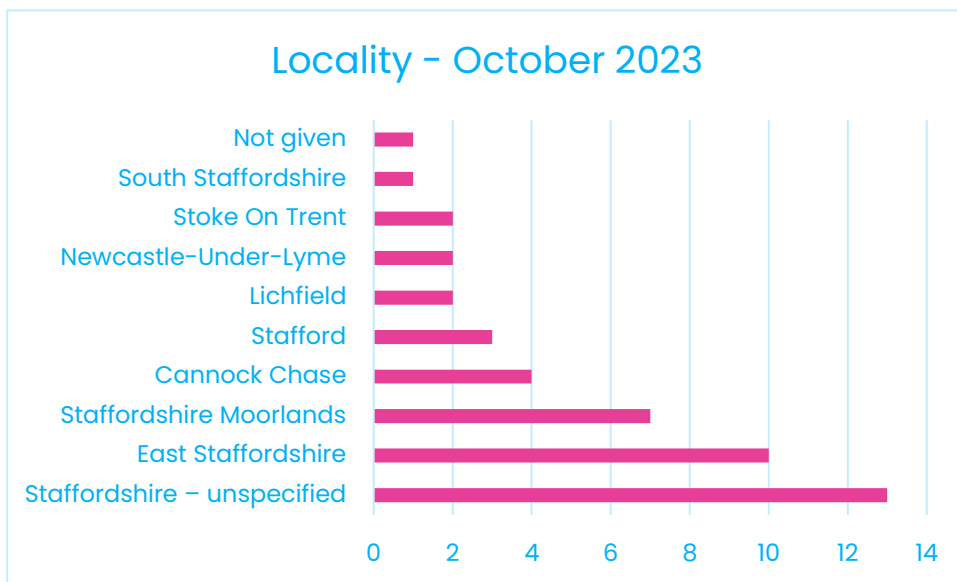


*The feedback does NOT cover Enter & View Visits nor responses to Surveys (which will be analysed separately after they close).*

Demographic data is not available for all respondents. We reached 4 carers and spoke to 5 people who were married. Of those who replied, 22 said they were heterosexual and 26 said their current sex was the same as at birth. 21 of the replies said they were British and 19 were White British. 4 people considered they were geographically isolated and 1 had limited family or social networks.

We heard from people about various disabilities and long-term conditions including physical/mobility impairments (6); macular degeneration (1); mental health conditions (6); diabetes (6); cancer (3); cardiovascular condition including stroke (1); old age/frailty (3); osteoarthritis (1); pain (3 including back pain, fibromyalgia and neurological pain); Alzheimer’s (1); kidney failure/disease (2); vascular Ehlers-Danlos (1); congenital heart disease (1); ADHD (1); skin condition (1); Addison’s disease (1), Hashimoto’s thyroiditis (1); unspecified (2) – people may have more than one condition.

Data was collected from across the County as follows:



## Highlights from Local Engagement & Networking

### Together We Thrive & Staffs YP Parent Carer Forum

[Staffordshire Parent Carer Forum](#) organised this SEND Marketplace at Stafford Showground. The event was for Young People, their parents and carers and education providers. Daniela & Chris attended and spoke with carers and professionals and attended some speaker events.



## Think Involve Promote Sensory (TIPS) in Staffordshire

This event at Stafford Rugby Club was held to get Health and Social Care professionals in Staffordshire thinking about sensory and how it fits into their everyday work and to raise awareness. Chris attended with other colleagues from Support Staffordshire. [Get help from Staffordshire County Council Sensory team here.](#)

Alternatively call Staffordshire Cares advisors on 0300 111 8010 or text 0796 673 8920. Minicom 01785 276207. Or [visit the Staffordshire TIPS Facebook page.](#)



## Burton Carers' Cafe

Dave visited the Burton Carers Café at the [Brewhouse Arts Centre](#) at the group's request. This group for carers and the cared for is organised by the [Rotary Club](#). There was a general discussion about GP access.



## People and Communities Assembly

Baz presented a Healthwatch update to the [People and Communities Assembly](#). At this open meeting, he updated the ICB and members of the public on trends and themes affecting residents and the status of our Deep Dives.



## Health & Wellbeing Event for World Mental Health Day

Chris attended this event organised by the East Staffordshire and Surrounds Diabetes Patient Network which had over 40 stalls. She spoke with both professionals and the public and signposted them to our website and phone number to leave feedback.



## Waterfall Friendship Club

Emma attended this group to speak about Healthwatch and find out any issues that affect people as a rural community.



## Burntwood Volunteers' Fair

Chris attended this fair where she spoke to professionals as well as 3 members of the public enquiring about volunteering for Healthwatch and Support Staffordshire. She provided contact information.



## Community Engagement & Partnership Event

Daniela attended this County Council event at Wombourne Community Centre which offered **free slow cookers and cooking demonstrations**. It was very well attended by local residents and Daniela also established several new contacts with professionals.



## Macmillan Coffee Morning Alderwood Medical Practice

Daniela from Healthwatch went to this event, providing information about Healthwatch and also about cancer screening. Cakes and drinks were donated and served.

She also signposted patients to [MacMillan](#), for cancer support and additional information.



## Integrated Care Board (ICB) – Public Meeting

Baz attended the bi-monthly meeting of the ICB. The next meeting is planned for December 21<sup>st</sup> at 12:30pm in the Newcastle Suite, Stafford Education and Enterprise Park, Weston Road, Stafford, Staffordshire, ST18 0BF.

Members of the public are invited to attend in person or to watch a live stream of the meeting – in both cases [you need to register and can also submit questions](#).

## Social Media

During October we promoted many local services and projects including: Cancer support from UHDB; Katharine House Hospice [Family Support video](#); Staffordshire County Council advice on [Am I a carer?](#); Information day for [Staffordshire Sight Loss](#) Association; a scheme in Newcastle called [INTO walking and cycling](#); gentle exercise with [Age UK Stafford and District](#) and a [South Staffs service](#) from Mind and the Alzheimer's Society helping those with concerns about memory loss or mental health.

We publicised NHS materials on:

- [Get vaccinated](#). Get Winter Strong.
- Community Pharmacies offering [oral contraception](#) (for repeats)
- Every Mind Matters – [Little Things](#) for World Mental Health Day
- [Cancer Awareness](#) – prolonged coughs.

We also raised awareness around Baby Loss, Menopause, [Lupus](#) and [Vascular Ehler-Danlos Syndrome](#).



## 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)

[enquiries@healthwatchstaffordshire.co.uk](mailto:enquiries@healthwatchstaffordshire.co.uk)

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

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

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

