

eBulletin **November & December 2023**

Emergency Ambulance Survey now open



Our latest survey is now open, and you can respond until Sunday 10th March.

We are investigating the experience of people who have called an ambulance, either for themselves or for someone else.

[Take our emergency ambulance survey here.](#)

Publication of Reports

In December we published 4 reports. Three of these were our Deep Dive Reports which we have been working on over the past year or so. These Deep Dives covered:

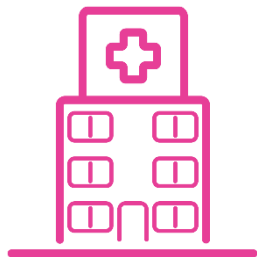


- Access to Primary Care.
- Feedback from 'Seldom Heard Groups' including those undergoing Gender Affirmation, those in rural areas and those with co-occurring conditions.
- Root causes of good and poor teenage mental wellbeing when you have been in care as a child.

The other report was an analysis of Staffordshire Maternal Mental Health Data collected in Autumn 2022 by Healthwatch England.

[You can find all of these reports \(and more\) on our website under 'Our Work > Our Project Reports'.](#)

Enter & View Visits



As part of our joint visits with Midlands Partnership Fund Trust (MPFT), Dave carried out an Enter and View at the Southeast Staffordshire Chronic Pain Service on November 14th.

On November 20th, Emma and Christine joined staff from Healthwatch Stoke-on-Trent for a joint Enter and View visit at the Maternity services at the Royal Stoke Hospital. This report is still awaiting publication.

[Read all published Enter and View Reports on our website under 'Our Work > Enter & View Reports'.](#)

Care Homes Report

Following Christine’s efforts to collect extra feedback from Care Home residents, family, friends, and staff, we reached a total of 406 people overall. Part 2 of our work backed up our initial findings as well as raising some other matters.



Our final draft of the Care Homes Report was submitted to Staffordshire County Council for review in December. We hope to publish this report soon.

Volunteer Activity

Two new volunteers joined us in November: Rosie Musson and Amy Littlehales. In December Christine also visited Health and Social Care students at Staffordshire University to talk about volunteering opportunities. Thank you to both new and existing volunteers for your latest input.



Rosie, Amy, and Andrew have been busy with induction activities and training to help them in their roles.

Amy attended the Live Well Event at Chase Leisure Centre with Daniela and Chris.

Various volunteers helped with reviewing documents like:

- the Care Homes Report (Margaret & Grace)
- a feedback form on Cancer Treatment (SACT) from the West Midlands Cancer Alliance (WMCA) (Grace, Margaret, Pam, Amy & Rosie)
- some new forms and documents related to Dave’s work with Opioid Reduction (Andrew, Celia and Margaret).

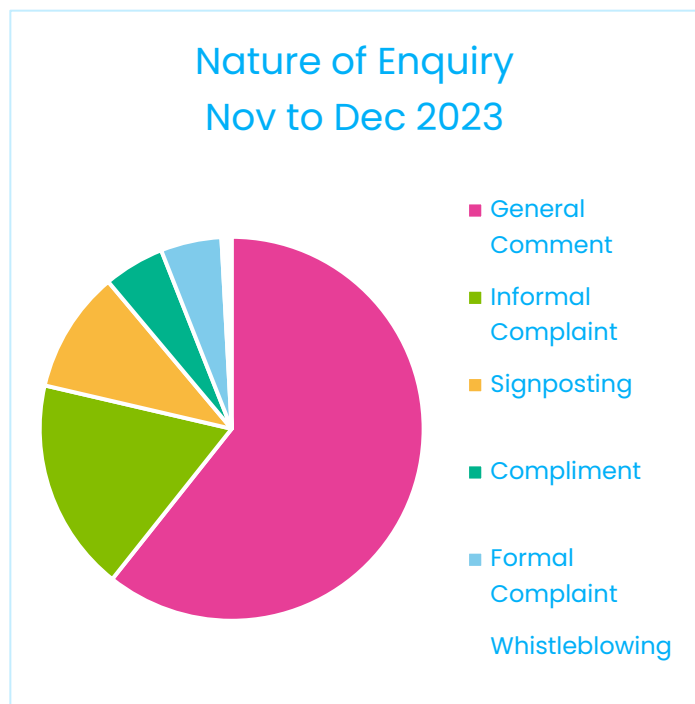
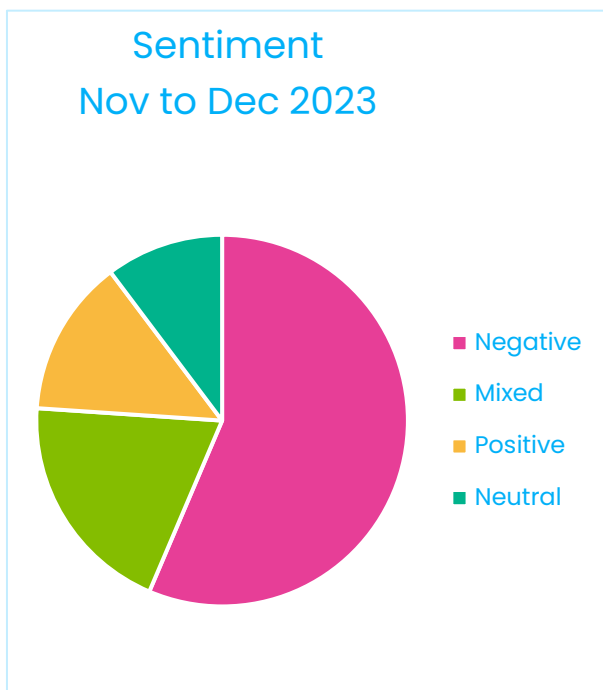
Finally, we would also like to say Goodbye and Thank You to Mr & Mrs Punter and Jill Seabridge Chadwick who all finished volunteering for Healthwatch in October.

November & December Feedback

Top Themes – November and December 2023	#
Access to services	87
Staff attitudes and performance	42
Administration (Other)	27
Quality of treatment	24
Waiting for appointments or treatment / waiting times	19
Face to face appointments	16
Caring, kindness, respect and dignity	15
Assessment process	13

Follow- on treatment and continuity of care	13
Person centred care	13
Booking appointments	12
Communication with patients treatment explanation / verbal advice	12
Accessibility & reasonable adjustments	8
Diagnosis	8

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

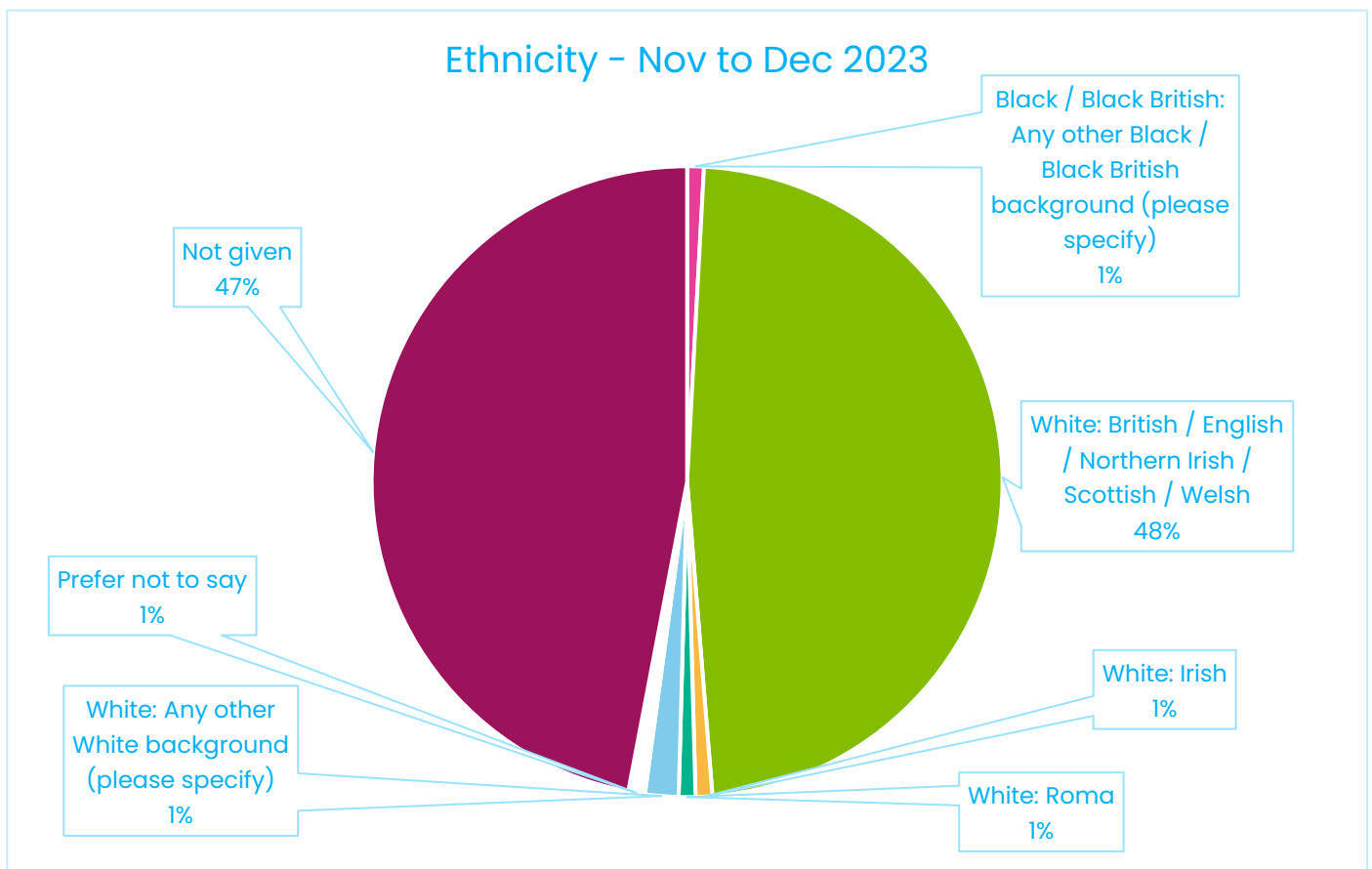
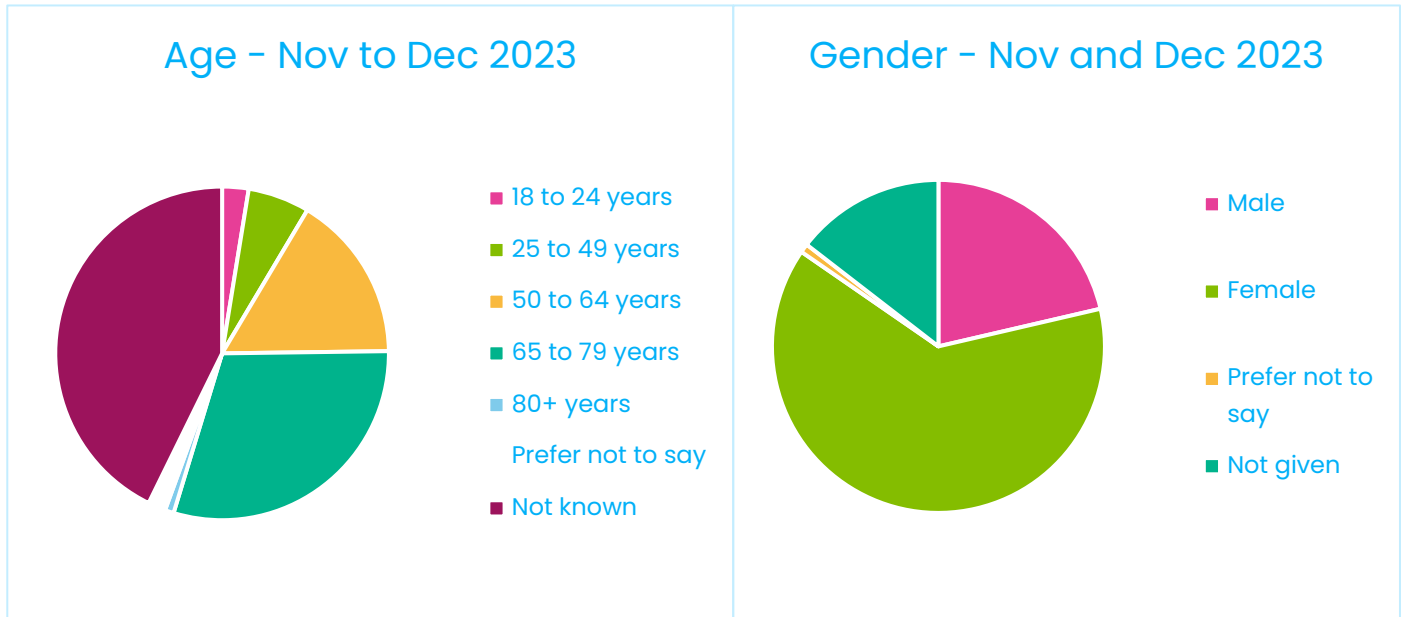


Primary care services top the list of service categories mentioned (70 mentions) followed by Hospital Services (49).

Under Primary Care the responses were about: GP services (44); dentistry (8); pharmacies (5); optician's (4) and out of hours care (3). For Hospitals feedback included outpatients (9); inpatient care (6); emergencies (including A&E) (4); care of the elderly (3) and ophthalmology (3).

Other service categories commented on were social care (16); Mental Health and Learning Difficulties (13) and Patient Transport (10).

Demographics

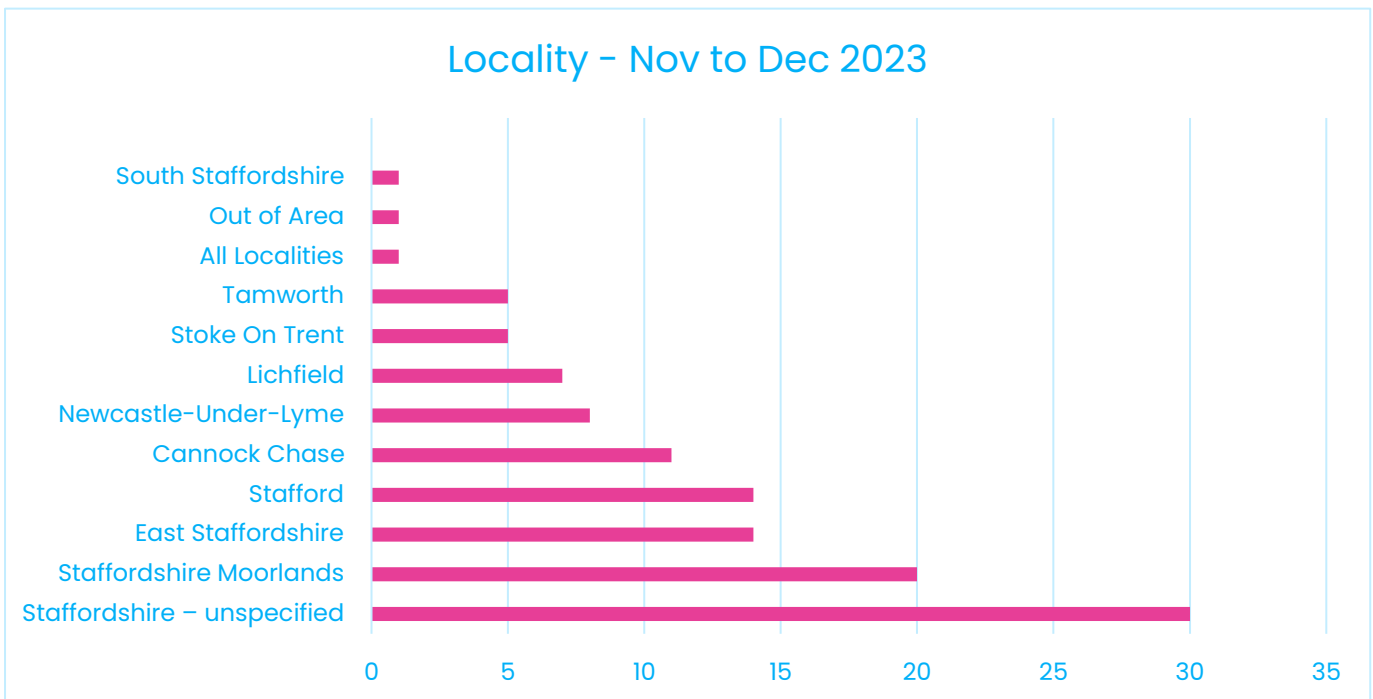


The feedback does NOT cover Enter & View Visits nor responses to Surveys (which will be analysed separately after they close).

Demographic data is not available for all respondents. During November and December, we reached 15 carers. 13 people considered they were geographically isolated and 4 had limited family or social networks. Of those who replied, 61 said they were heterosexual and 80 said their current sex was the same as at birth.

We heard from people about various disabilities and long-term conditions. We received feedback from 11 people with mental health conditions, 6 with diabetes, 6 with sensory impairments (including hearing) and 4 people with eye complaints (including cataracts). There were 4 responses that mentioned asthma and another 4 that mentioned COPD, emphysema or other respiratory conditions. 3 people had cardiovascular conditions (including stroke), 3 had hypertension, 3 had angina, 2 had heart failure and 1 had oedema. 4 responses mentioned a physical or mobility impairment, 3 physical pain, 1 arthritis, 1 fibromyalgia, 1 a fracture, 1 a musculoskeletal condition, 1 Parkinson's and 1 cerebral palsy. 2 people had ADHD, 1 had autism, 1 had a learning disability, 1 mentioned neurology and 2 suffered with epilepsy. 3 pieces of feedback talked about bowel complaints, 2 about hernias, 3 kidney disease, 1 bladder problems and 3 prostate cancer. 2 replies referenced elderly care (1 of these was about social care needs) and unspecified disabilities and/or long term conditions were mentioned 15 times. Note that people may mention more than one condition.

Data was collected from across the County as follows:



Most of our responses came through website forms from our own website (21) or Healthwatch Englands website (Have Your Say - 33). **PLEASE NOTE It is better to use [our website](#) if you need a response from us.** 17 came from phone calls and 10 from events and other engagement, 7 were by email and the rest research or word of mouth.

Highlights from Local Engagement & Networking

Compassionate Communities – Stafford

In December, Daniela attended this event at the Education Development Centre at St George's Hospital in Stafford. She gave out information and spoke with members of the public, as well as attending presentations and participating in discussions with health professionals.



VCSE Locality Forums

Emma attended the Newcastle Forum in December and met the Clerk of Loggerheads Parish Council. They arranged a follow-up meeting about gaps in local services and difficulties accessing them.

Dave and Christine attended the East Staffordshire Forum at Winhill Neighbourhood Centre in Burton. They networked with local groups and gave out health information. Speakers covered Social Enterprise, HATE Crime and the role of a Community Officer.

At the Lichfield Forum Dave fed back on UHDB Maternity, Opioid Reduction work and his Primary Care Deep Dive. He made contact with 2 new drug and alcohol support groups and caught up with social prescribers. At Tamworth forum he also presented on Tamworth Hospital diagnostic improvements.

In December, Daniela and Christine attended the Stafford and District forum. Daniela also went to the Cannock Chase and South Staffordshire Forums.



Moorlands & Rural Primary Care Network (PCN) Event

This event for patients took place over 4 days in November and Emma attended for 2 of those, speaking to the public and professionals. Care-Coordination from the PCN were present along with diabetes prevention, lung screening, breathe easy and representatives from the Tardis and Miller Street PPGs (Patient Participation Groups).



Living Well Event – Cannock

In November Daniela and Christine attended this event with our volunteer Amy. The event at Chase Leisure Centre was very well attended and they spoke to over 60 people at their stall. They gave out merchandise and leaflets and spoke with Social Prescribers from Eccleshall & Stone and Rugeley practices.



Ministry of Defence Health Fair

Christine attended this event for military officers at Stafford Barracks. She learnt about the many in-house services available including advice on nutrition, diet, safe sex, stopping smoking and dentistry. Staff do not often need public services until retirement or discharge. Information was taken for family members. Other external agencies present included STARS and mental health services.



Social Media

During November and December, we promoted many local services and projects including: The Tuesday Mixer (over 55s) in Stafford; a Dementia Choir in Burton; Cancer Support Group for Cannock and Surrounds; Digital Skills sessions in Newcastle; an online Parenting Course; Vaccination Clinics; [Staffordshire Network for Mental Health](#); [Dementia Caring](#) in Lichfield and Tamworth, and the “[Light The Night](#)” Campaign from Staffordshire County Council and the [Samaritans](#).

We publicised NHS materials on:

- [Get vaccinated](#). Get Winter Strong.
- New [GP Practice Support Roles](#)
- How to [save money on prescriptions](#)
- Everyone Health [Weight Management Programme](#)
- [Audiology](#) Self-Referral
- [Volunteer Responder](#) Support
- [Patients Know Best](#) & the [NHS App](#)
- [Stay Well this Winter](#)



We also raised awareness around Safeguarding Adults ([Ann Craft Trust](#)), [Carers' Rights Day](#), [Seasonal Affective Disorder](#) and World Aids Day.

Get in touch

Healthwatch Staffordshire

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

0800 051 8371

www.healthwatchstaffordshire.co.uk

enquiries@healthwatchstaffordshire.co.uk

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