

eBulletin

January 2024

New Deep Dives

Following the successful publication of 3 Deep Dive reports at the end of last year, we start the new year with a new round of Deep Dives focused on the patient journey through hospital. The first Deep Dive looks at emergency admissions to hospital. We will then consider admission avoidance schemes and discharge from hospital. These will be completed as three consecutive projects.

Emergency Ambulance Survey



**999
AMBULANCE**

Have you called 999 for an ambulance recently? For yourself or someone else?

If so, we would love to hear about your experiences to help improve local services.

Take our survey now



healthwatch
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BSL 

Hopefully you will already have seen our 999 Ambulance survey which kicks off the first of these Deep Dives. This investigates the experiences of people who have called an ambulance, either for themselves or for someone else. There has been an excellent response to the survey.

We have now added British Sign Language (BSL) videos to this survey and are continuing to promote it, until it closes on Sunday 10th March. We welcome experiences of the [999 BSL service](https://999bsl.co.uk/). (<https://999bsl.co.uk/> or search 999 BSL)



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

Engagement Fund

Dave has helped two groups develop applications for our Engagement Fund.

[Better Way Recovery](#) in Lichfield supports people living in the Lichfield and Tamworth area who are struggling with a Drug or Alcohol problem.

[Tamworth Wellbeing and Cancer Support Centre](#) supports both men and women with cancer and other long-term conditions such as Fibromyalgia.

[ReConnected](#) have put together a [survey for Men aged 55 and over](#) and this is now available to complete online.



Are you a man aged 55 or over?

We are working with ReConnected to explore your experiences of health and social care in Staffordshire. This feedback will be given to service commissioners to help improve local services.

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Interested in sharing? Take our survey to make sure your voice is heard.

General Feedback Survey now online



We have also created our own [online survey for general feedback on health and social care](#). This will overcome a problem where we get feedback through Healthwatch England but cannot respond to it, as they cannot share the respondent's personal details with us.

So, this survey is for anyone and everyone in Staffordshire County Council's area to give any feedback at all on their experiences of Health and Social Care.

Volunteer Activity

Between them, our volunteers completed 31 hours for Healthwatch this month. Christine also organised a coffee morning for the volunteers on January 11th and Celia, Pauline, Jack, Val & Rosie attended this.

Grace started work on a directory of services to help Healthwatch with local signposting. Rosie supported both Dave and Christine at the Lichfield Volunteer Fair. Andrew came for his introduction to the Stafford office and to meet staff. Margaret & Rosie gave feedback on the West Midlands Cancer Alliance forms. Pauline has completed her Making Every Contact Count course with Everyone Health.



January Feedback

Top Themes – January 2024	#
Access to services	25
Staff attitudes and performance	17
Communication with patients treatment explanation / verbal advice	10
Accessibility & reasonable adjustments	8
Health inequality	8
Quality of treatment	8
Diagnosis	7
Follow- on treatment and continuity of care	7
Caring, kindness, respect and dignity	6
Complaints	5
Assessment process	4
Clinical decision	4
Person centred care	4

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

Service Categories

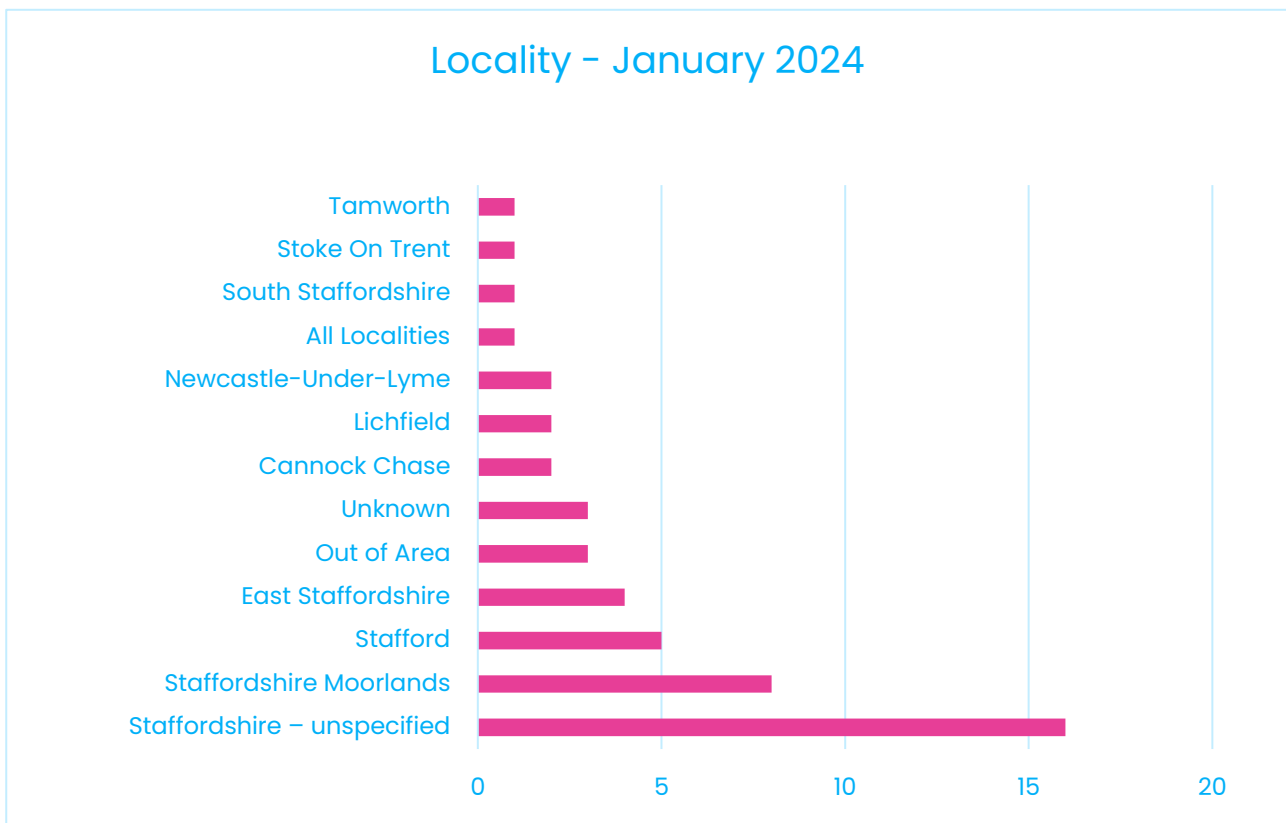
This month Mental Health and Learning Disabilities top the list of service categories mentioned (26 mentions) followed by Social Care (24), Primary Care (21) and Hospital Care (19).

Under Mental Health and Learning disabilities the responses covered autism services (7) and services for people with learning disabilities (5). Attendance at the Family Fund day will have boosted this feedback. For Social Care the comments were about Adult Social Care (5), care packages (4) and children’s social care services (4).

In Primary Care the responses were about: GP services (13) and dentistry (4). For Hospitals feedback included: emergencies (including A&E) (3) and inpatients (2) with a lot of other individual comments spread over various departments. Community Health Services and Patient Transport were also briefly mentioned.

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

Data was collected from across the County as follows:



Highlights from Local Engagement & Networking

Lichfield Volunteers' Fair

Dave, Christine and volunteer Rosie attended this event and spoke with approximately 30 members of the public as well as stall holders. Dave networked with various organisations and promoted the Engagement Fund. Chris spoke with the public wanting to know more about Healthwatch and the volunteer roles within the service.



Family Fund event, Stafford

At this event, Christine and Emma engaged with the public who spoke about their experiences of services around special needs children, barriers they face and lack of services/support or professional or public knowledge of the co-occurring conditions. They also engaged with around 10 service providers in the room.



Loggerheads Parish Clerk Meeting

Emma met with the parish clerk to discuss the healthcare needs in the area. They talked about issues with public transport, new houses being built with no new services provided, a befriending group in the village, a voluntary car scheme to take the elderly to hospital and First Responders. Services are provided in both Staffordshire and Shropshire even though all areas have a Staffordshire postcode.



Burntwood Memory Café from Magnolia Friends

Dave visited this [new group](#) during its second week of opening. He spoke about Healthwatch and what it does. There was a discussion with some of the carers about primary care access and pharmacists, in particular.



Cross Border Mental Health Access from Kinver

Baz and Dave met with a District Councillor for South Staffordshire to discuss issues accessing mental health services from the area around Kinver. Some patients have had to travel for 3 hours to access services. Healthwatch will be working with NHS partners to understand how patients can



access services in neighbouring counties such as Black Country to cut down travel time.

Social Media

During January we promoted various local services and projects including: courses on autism and dementia from the [MPFI](#) and [North Staffordshire Wellbeing](#) Colleges; men's groups including Rocester & District Men's Shed and [Stand by Me](#); memory cafes in Uttoxeter and [Burntwood](#); a crisis café in Tamworth; Wellbeing Craft sessions for 16-25 year olds at the John Hall Wellbeing Gardens and meetings of the East Staffordshire Diabetes UK Patient Network.

We publicised special Covid vaccination clinics for people with autism and/or learning difficulties and the [NHS 111 online service](#).

We also raised awareness around [Cervical Cancer Prevention](#), free British Heart Foundation defibrillators (closed February 28th) and Domestic Abuse support for Deaf People from [SignHealth](#)

Get in touch

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