

# eBulletin

## February 2024

### Engagement with Partners

As well as engaging with the public, Healthwatch Staffordshire also liaises with partners in the NHS and local Councils. Here is information from a selection of meetings we attended in February.

#### Integrated Care Board (ICB) Public Meeting



**Staffordshire and  
Stoke-on-Trent**  
Integrated Care Board

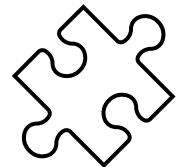
Baz attended the ICB Public meeting in February. You can [find out how to register to attend these meetings here.](#)

It was reassuring that the ICB acknowledged the challenges facing ambulance services with 700 more conveyances to the Royal Stoke Hospital compared to last year.

As mentioned last month, our current Deep Dive work involves a public consultation on ambulance response times to better understand the patient experience. The closing date for the survey is March 17<sup>th</sup>.

#### Long-Term Conditions Strategy Event

Emma attended an online workshop for the Staffordshire and Stoke-on-Trent ICB to explore how they can support people with long term health conditions, as part of shaping the ICB long term conditions strategy.



The workshop was open to the public and attendees were asked for ideas and questions. There has also been a survey about this, which has since closed.

Emma queried whether there could be a single strategy for all conditions as some conditions were so different. She also mentioned that although digital technology was good, we need to be mindful that not all people want to, or can, access digital technology.

#### Nursing Home Quality Assurance and Improvement Group Meeting

As Social Care Engagement Officer, Chris regularly attends this meeting with representatives from organisations such as the Staffordshire and Stoke-on-Trent ICB, Staffordshire County Council, Stoke-on-Trent City Council, MPFT and the CQC (Care Quality Commission).



This meeting focuses on Care Home Quality, highlighting good practice and what works well. Support for care home staff and managers is available through an online training platform.

She reported that we had promoted the Council's new [feedback forms on Adult Social Care Services](#) on our social media.

## Current Surveys

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.

**healthwatch**  
Staffordshire

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

### Men Needed!

We are still collecting the [views of men aged 55 and over](#) in our survey. Please share your experiences to help improve local health and care services.

### General Feedback

Our new [online survey for general feedback on health and social care](#) will remain open indefinitely for everyone living in Staffordshire County Council's area.

## February Feedback

Top Themes – February 2024	#
Access to services	42
Staff attitudes and performance	22
Quality of treatment	17
Communication with patients treatment explanation / verbal advice	14
Clinical decision	11
Caring, kindness, respect and dignity	10
Patient / resident safety	8
Diagnosis	7
Follow- on treatment and continuity of care	7
Waiting for appointments or treatment / waiting times	7
Person centred care	6
Integration of services and communication between professionals	5
Waiting times, punctuality and queuing on arrival	5
Booking appointments	4
Remote appointments and digital services	4
Service organisation, delivery, change and closure	4
Assessment process	4
Consent, choice, user involvement and being listened to	4
Discharge	4
Health inequality	4
Medication, prescriptions and dispensing	4
Lifestyle and wellbeing, wider determinants of health	4

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

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

## Service Categories

This month Hospital Services top the list of service categories mentioned (39 mentions) followed by Primary Care (28). Under **Hospital Services** the responses covered Emergency departments (including A&E) (8), Outpatients (7), General Surgery (3) and Paediatric care (3).

- Good Hope Hospital A&E appendicitis diagnosis *“very impressed with the care I received and speed in dealing with me”*;
- Royal Stoke Hospital outpatient appointment with epilepsy nurse specialist *“Not only was I seen at the appointed time but the information and advice I was given was clear and helpful. An exemplary service from an outstanding professional”*.
- The County Hospital had 2 lots of praise, one for a *“very satisfied outpatient appointment”* and another for *“excellent care for spinal surgery”*



In **Primary Care** the responses were about: GP services (19) and dentistry (4). The GPs had more negative than positive comments. All the dentistry responses were negative and related to availability of NHS dentists in Stafford and Burton.

- Balance Street surgery in Uttoxeter gave a *“quick referral to hospital and consultant”* for a knee replacement.

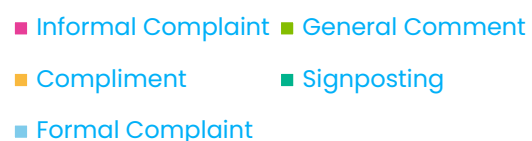
**Patient Transport** was also mentioned. There were three concerns about non-emergency patient transport including an 11.45pm pick up for an elderly couple following an appointment, a five hour wait after dialysis for a diabetic patient and unreliable transport to regular renal dialysis appointments. The five comments about emergency ambulance services were mixed but included a very grateful patient who was resuscitated twice on the way to hospital along with reports of long waits for elderly, frail patients, queues outside Royal Stoke and excellent paramedics.



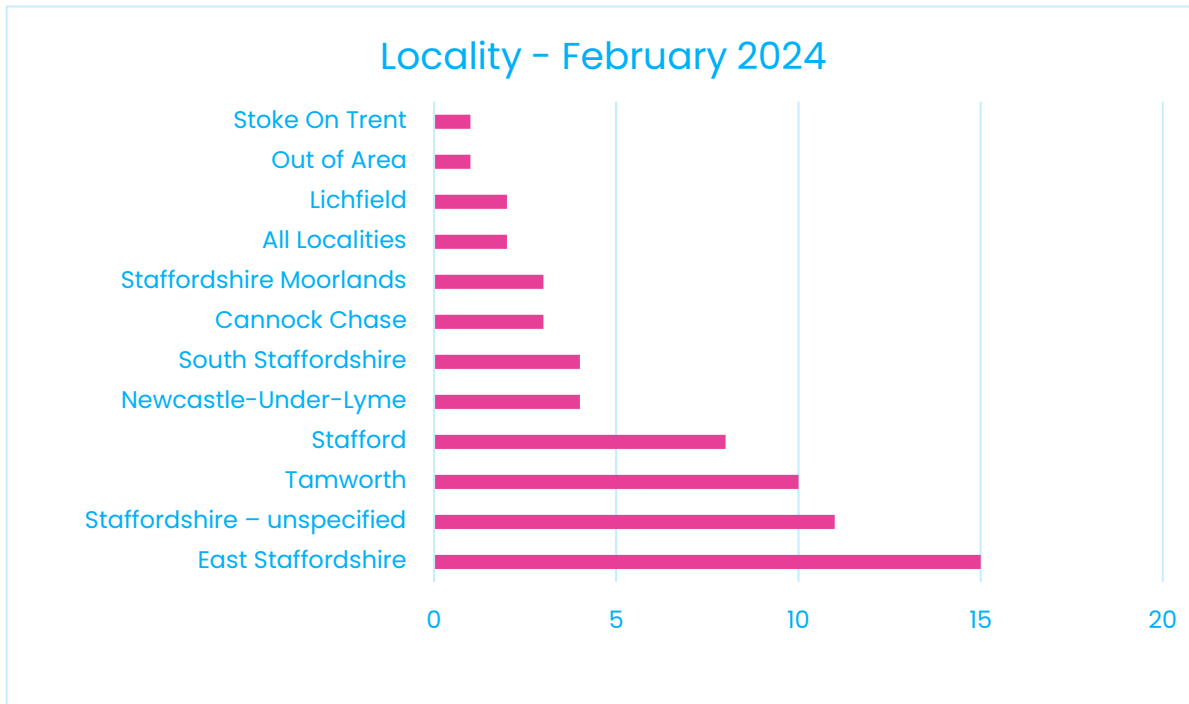
### Sentiment of Feedback - February 2024



### Type of Feedback - February 2024



Data was collected from across the County as follows:



## Highlights from Local Engagement & Networking

A lot of our engagement activity this month focused on promoting our 999 Ambulance survey for our Deep Dive.

### Churnet Sound interview

Baz and Emma were interviewed on [Churnet Sound radio](#) to promote the overall role of Healthwatch and the 999 ambulance survey in particular.



### Rising Brook Church

Chris and volunteer Pauline attended a drop-in session at the church where there were about 100 people. They promoted our service and the 999 survey and took feedback about non-emergency ambulance transport.



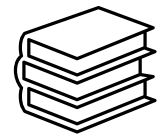
## Carers Groups – Tamworth, Uttoxeter and Burton

Dave attended various carers' groups in East Staffordshire, sharing updates, promoting the 999 survey and the Engagement Fund and gathering feedback. Topics covered were ambulances, autism, access to primary care, continuing care, social care assessments and the blood taking service at Queen's hospital in Burton.



## Stafford Library

Chris visited Stafford Library where she promoted the 999 ambulance survey, raised awareness of Healthwatch and collected feedback.



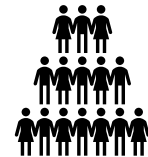
## Tamworth Wellbeing and Cancer Centre User Group

Dave met with a group of about 20 service users to collect feedback as part of the engagement fund scheme. He is also arranging for someone to update the group about developments at Tamworth Community Hospital.



## Hospital User Group (HUG) Meeting at Royal Stoke

Chris attended this closed meeting which considered GP referrals to hospitals for assessment or treatment and the ensuing difficulties communicating effectively with patients.



## New Vic Group

Emma attended this group and spoke with volunteers from [North Staffs Carers](#). She was also signposted to other relevant groups.



## Social Media

During February we promoted various local services and projects including: the [ReConnected service](#) for people aged 55; Mental Health and Wellbeing events at Burton Market Hall; a Kinship Carers group in Stafford; upcoming Kinver Wellness and Diabetes 8 Care Team events; the new [Mental Health ambulances](#) and the [UHNM shuttle bus](#) between the Royal Stoke and County Hospitals.



We publicised opportunities to get involved with shaping local services, from a co-production opportunity for the planned [Mental Health Crisis Assessment Centre](#) at St George's Hospital Stafford to Staffordshire County Council [feedback forms on Adult Social Care Services](#) and the Staffordshire and Stoke on Trent Integrated Care Board long-term conditions strategy.

We also raised awareness around [Menopause Support](#), [Cervical Cancer Screening](#), symptoms of Measles and [school attendance](#) advice, [the NHS App](#), the [999 British Sign Language service](#), the Start for Life campaign '[Little Moments Together](#)' and [Healthwatch England's response](#) to the National Dental Recovery Plan.



## 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/>

