

eBulletin

April and May 2024

Strategic Meetings in April

Baz and Dave attended the South Staffordshire Wellbeing Select Committee meeting and jointly presented work being done on Cross Border Health issues with Councillor Paul Harrison. Follow up work is being undertaken with Nicola Bromage in ICB Commissioning.



At the ICB People and Communities Assembly Baz heard issues with pharmacies and wastage costs raised by patients.

He also attended the ICB Board Meeting held in public (TEAMS). It was a good opportunity for members of the public to listen to NHS plans and strategies; to show as much transparency as possible.

HWS was mentioned a few times and praised for raising key issues such as Dentistry and Maternity which is now being used in the joint forward plan.

Enter and Views

We shared our newly published report on our visit to [Royal Stoke Maternity Unit](#)

Enter and View Visits were also completed at **UHM Renal Units** at County and Royal Stoke Hospitals. Thanks to our volunteers Val Emery and Andrew Blackmore for helping Christine and Emma with these visits.

The visits tie in with our **Dialysis Services survey**. After the visit, our new ballot boxes were left at both units with copies of the survey to collect further feedback. A total of 60 surveys have been completed.



Social Care

In April Christine attended a **Healthwatch England** session with the **Social Care and Unmet Needs Policy Group**. Following a survey, they hope to provide useful recommendations regarding working-age disabled adults and advocate for social care reform. The group suggested looking into unpaid carers' groups, addressing the lack of awareness regarding benefits, simplifying the care system, and engaging with people who have children. They also suggested looking at the unintentional effects of



access processes and unconscious bias. The group suggested exploring how Local Authorities are using advocacy services to support people and adopting more holistic approaches. They emphasised the need for proper translation services to ensure effective communication with non-English speakers. [Their report is now available \(click at the end of their article here\).](#)



At the **Carers' Partnership Board**, Christine and Baz heard discussions around the Accelerated Reform Fund and the new role of the Community Engagement Participation Officer. This role will run for the next two years and will identify and reach unrepresented carers and those that are digitally excluded.

Dave also met with Craig Woods from the **Social Care Quality and Performance Team** to understand the roles of our different teams after a question picked up from our newsletter about care assessments. This team in social care is relatively new but is developing its role and scope within social care.

Prison Visit

Emma and our volunteer Pam Smith visited a Staffordshire prison in May and were able to engage with over 30 people there.

Community Stroke Project

Dave and James Flintham (SuS) attended an exploratory meeting with a newly formed project team looking to develop a community stroke service in Burntwood, Lichfield and Tamworth, the only area of the county that does not have one. There will be some community engagement in the Summer.



April and May Feedback

Service Categories

Hospital Services once more top the list of service categories (58) followed by Primary Care (57). Other has 40 responses which mostly related to Prison Services (37). Next comes Mental Health and Learning Disabilities (18), Community Health Services (14), Social Care Services (10) and Patient Transport (3). Other also included 4 mentions of Support Groups.

Under **Hospital Services** the responses covered Day care (5), Outpatients (5), cardiology (4), Emergency Departments (including A&E) (4) and inpatients (4) with other responses spread across various individual departments.

In **Primary Care** the responses were about: GP services (42) and Dentistry (7).

Top Themes – April and May 2024

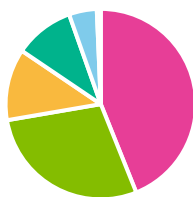
#

Access to services	86
Staff attitudes and performance	41
Quality of treatment	29
Waiting for appointments or treatment / waiting times	28
Caring, kindness, respect and dignity	26
Follow- on treatment and continuity of care	23
Communication with patients treatment explanation / verbal advice	22
Person centred care	22
Assessment process	16
Clinical decision	14
Referrals	13
Consent, choice, user involvement and being listened to	12
Booking appointments	11
Medication, prescriptions and dispensing	11
Patient / resident safety	11
Other	11
Administration (letters records / results)	10
Health inequality	9
Diagnosis	8
Accessibility & reasonable adjustments	6
Face to face appointments	6

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

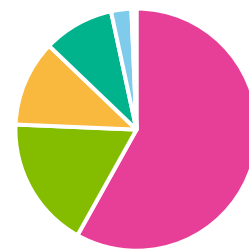
The feedback does NOT cover Enter & View Visits nor responses to Surveys (which will be analysed separately after they close).

Type - April to May 2024



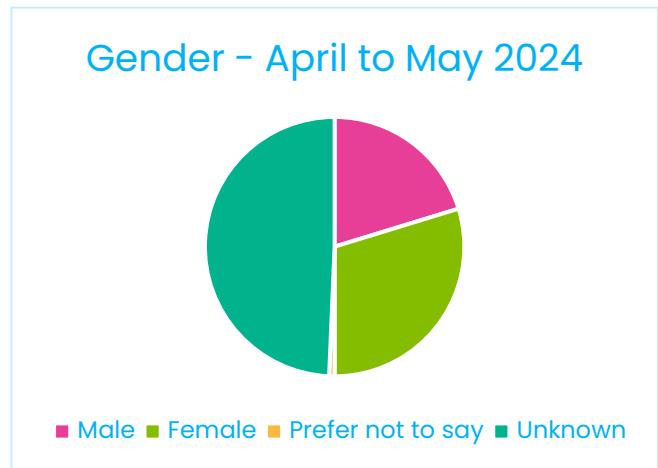
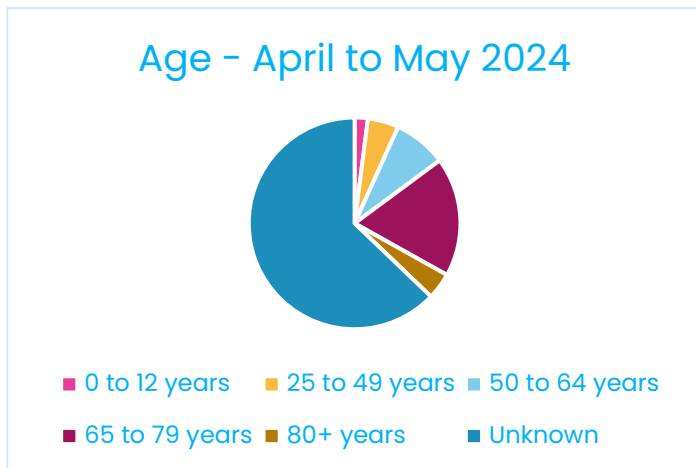
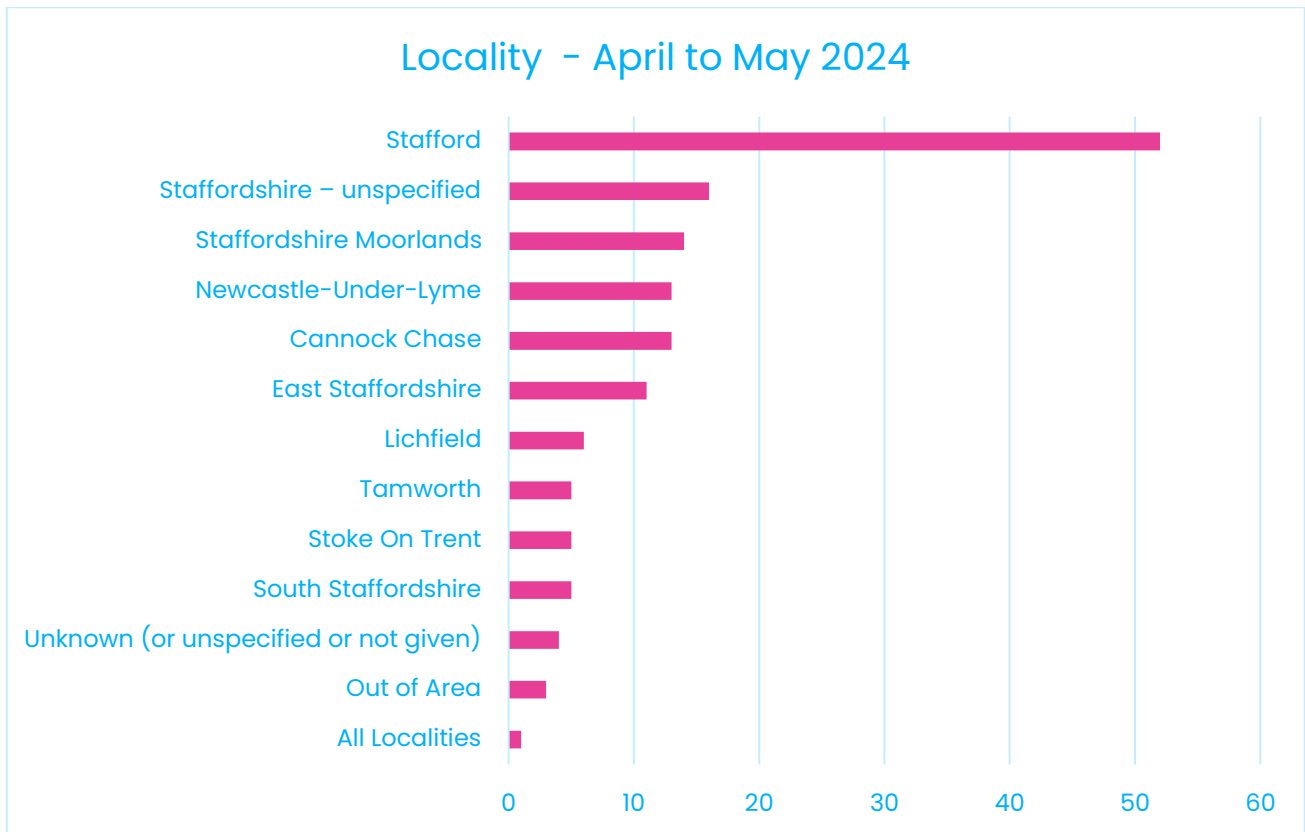
■ Informal Complaint ■ General Comment
■ Signposting ■ Compliment
■ Formal Complaint ■ Whistleblowing

Sentiment - April to May 2024



■ Negative ■ Mixed ■ Positive
■ Neutral ■ Blank ■ Unclear

Data was collected from across the County as follows:



We reached 14 carers and 7 people who were geographically isolated. We spoke with three members of the LGBTIA+ community.

Long term conditions and disabilities included 29 unspecified, 16 with mental health conditions and 6 with Parkinson's as well as: cardiovascular disease (3); cancer (3 - bowel, skin and unspecified type); autism (3); ADHD (3); asthma/COPD/Respiratory (4); learning disabilities/difficulties (3); menopause (2); physical or mobility impairment (2); cataracts (2); osteoporosis (2). Other conditions mentioned included: arthritis, chronic kidney disease, allergies, diabetes, nursing needs, neurology, HIV & Aids, Chlamydia, hypertension, alcohol/drug addiction and tooth decay.

Highlights from Local Engagement & Networking

World Parkinson's Day Engagement

World Parkinson's Day takes place every year on April 11th.

Emma attended the Parkinson Group in Newcastle and received feedback including the fact the Parkinson's nurses are very good, and that the ambulance service have always arrived quickly when called – it is just the time waiting on the ambulance at the hospital.

Dave attended the Uttoxeter Parkinson's group and gave an overview of what Healthwatch does. Issues that came up included some shortages of Parkinsons drugs and inflexibility of outpatient appointments when people are working.

PARKINSON'S^{UK}
CHANGE ATTITUDES.
FIND A CURE.
JOIN US.

HUG meeting

Chris attended the April meeting at University Hospital North Midlands in Stoke. Plans for streamlining Electronic Patient Records were discussed.



South East Staffordshire Events

Dave was out and about in the South East visiting a Memory Café & a Community Coffee Morning in Uttoxeter, Coffee Connect in Tutbury and the Tamworth Wellbeing & Cancer Centre at Stoneydelph.



VCSE Mental Health Forum

Emma, Dave and Baz attended this forum. Neurodiversity was spoken about. Emma shared the link to our [Report on seldom heard people \(including Neurodiversity\)](#) with participants. Dave presented briefly on work he had done with an autistic patient and their GP practice over access. They also heard about the mental health plans of MPFT and the work being undertaken by a CIC on hoarding.



Dementia Action Week

Our Engagement Officers had a busy week in May for Dementia Action. Dave attended an event in Burton and Emma was at Newcastle-under-Lyme, Royal Stoke Hospital and The Potteries Shopping Centre in Hanley. Meanwhile Christine was out at Wombourne, Perton and Rugeley.



Dying Matters Awareness Week

In May Christine attended the Compassionate Communities 'Dying Matters' event at the South Staffordshire County Council Hub in Codsall, where she spoke with professionals and the public.



UHDB Carers' Event at St George's Park

Christine and Dave ran a stall at this Carers' event in May, organised by the Carers' Network of UHDB (University Hospitals of Derby and Burton). Claire came long to visit and met John Bridges from East Staffordshire and Surrounds Diabetes UK Support Group.



Current Surveys

General Feedback

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

Social Media



Advice from [Bowel Cancer UK on knowing the symptoms](#) was shared for #BowelCancerAwareness month.

We asked about experiences of medication shortages and for help with our Dialysis survey.

We promoted NHS campaigns for: the [COVID-19 Spring vaccine offer](#), [Bowel Cancer Screening](#), increases to NHS Prescription charges and [free prescription eligibility](#). Information from the Healthy Smiles team was also shared.

We posted details of local events including: East Staffordshire and Surrounds Diabetes UK Patient

Network meetings; MMR vaccine clinics; a Digital Drop-in at Leek library; Deaf Awareness sessions from [DeafLinks](#); Carers' Support Group in Biddulph; Parkinson's Support Group in Uttoxeter

Get in touch

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