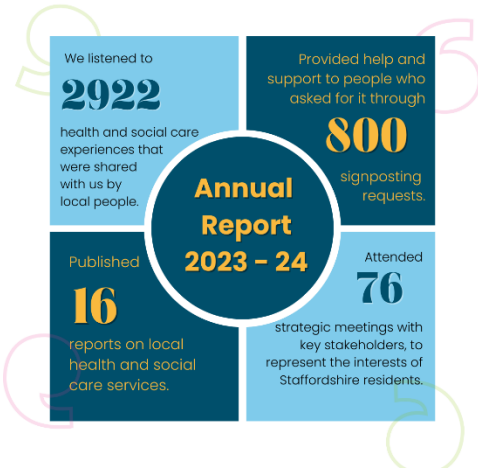


eBulletin

June and July 2024



Annual Report

In June we published our [Annual Report 2023 to 2024](#) covering our activities between April 2023 and March 2024.

Welcome to Jackie

We would like to welcome Jackie Owen to the team. She started with us in June and will be carrying out engagement activity, focussing on the Southwest of the County.

Visit by Healthwatch England Chair



In July we were lucky to have a visit from the Healthwatch England Chair, David Croisdale-Appleby.

He accompanied Baz to various meetings and met up with members of the Staffordshire and Stoke Integrated Care Board as well as the Healthwatch Staffordshire team. He was very insightful and put the patient voice first.

He was very pleased to meet some staff from Support Staffordshire and said he was impressed with all the work going on here.

Enter and View Visits

Our [Enter and View report for the UHNM Renal Units at County Hospital](#) is now available, along with a [follow-up report](#) recording service users' experiences.

In June 6 staff and 3 volunteers attended online training in Enter and View visits.

New Enter and View Report
Renal Unit at County Hospital

Just published on our website

healthwatch
Staffordshire

Patient-Led Assessments of the Care Environment (PLACE) visits

Jackie completed a PLACE Visit at Samuel Johnson Community Hospital in Lichfield and Dave did one at Queen's Hospital in Burton-On-Trent.



According to NHS England Digital [PLACE](#) is the "system for assessing the quality of the patient environment" and "The assessments primarily apply to hospitals and hospices providing NHS-funded care in both the NHS and private/independent sectors, but others are also encouraged and helped to participate in the programme." They "focus exclusively on the environment in which care is delivered and do not cover clinical care provision or how well staff are doing their job."

Volunteers

The Volunteer Week awards took place in June. Awards were given to Andrew Bakewell for the North, Grace Lawrence for Lichfield, and Val Emery for Stafford.



We have had interest from several new volunteers who are currently going through an induction process, so welcome to Pearl, Wayne and Cameron.

Thank you to Lyn Ashburner who has been doing some research for us into Hospital Admission Avoidance. We are also grateful to Jack, Pauline and Val who undertook Enter and View training and attended the Hospital User Group meeting in July.

We are sorry to say that our volunteer Celia has been unwell. We would like to thank her for her past input and wish her a speedy recovery.

Congratulations to Grace for completing her studies at Bath University and gaining a post as a Trainee Psychological Wellbeing Practitioner. Unfortunately for Healthwatch, this means that Grace will no longer be able to volunteer for us. Thank you very much Grace for all your hard work on putting together a Directory of Services.

June and July Feedback

Service Categories

Primary Care has the most mentions (46) followed by Hospital Services (44) then Social Care (28). Next comes Mental Health and Learning Disabilities (11), Other (10), Community Health Services (8) and Patient Transport (4). Other also included 2 mentions each for Support Groups, NHS 111 and advocacy.

In **Primary Care** the responses were about: GP services (41) and Community Pharmacy (3).

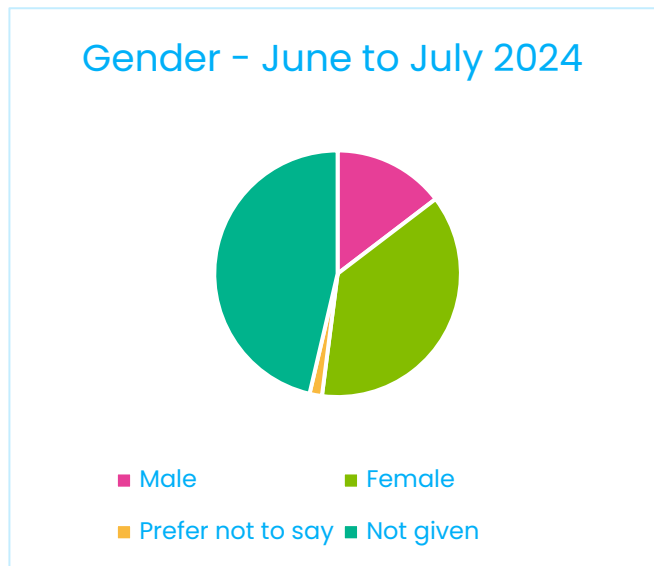
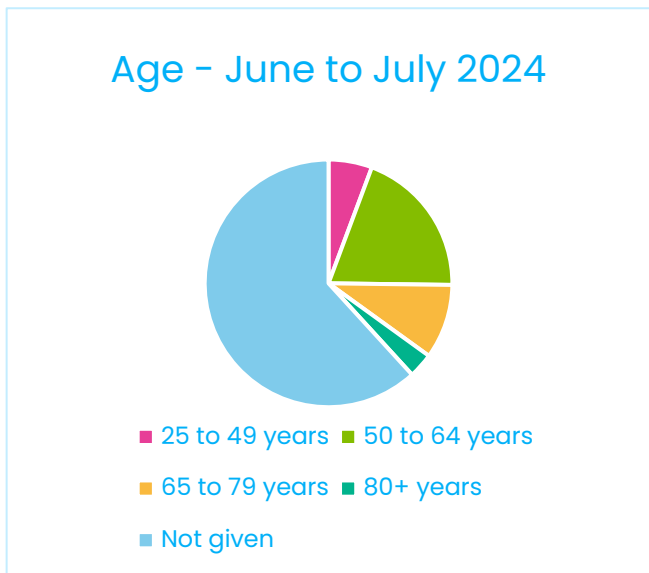
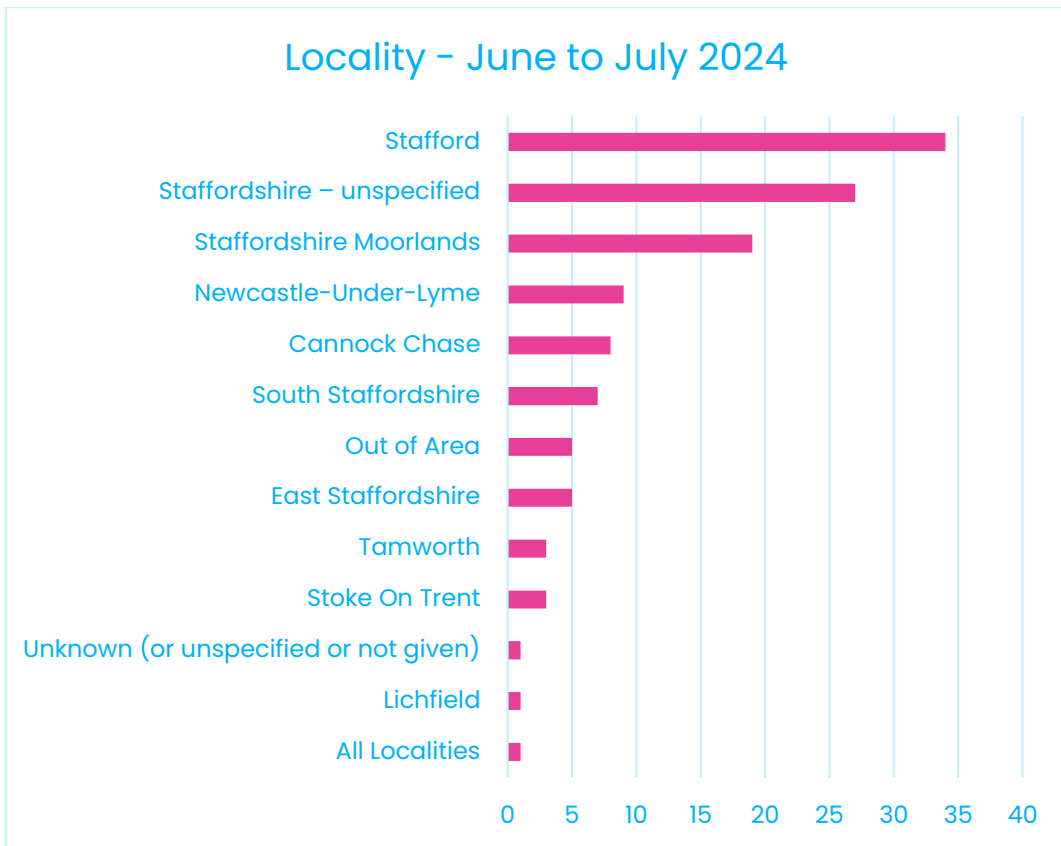
Under **Hospital Services** the responses covered Emergency Departments (including A&E) (7) Cancer services (5), Outpatients (4), care of the elderly (3), ophthalmology (3) and inpatients (3) with other responses spread across various individual departments.

Top Themes – June and July 2024	#
Access to Services	75
Staff attitudes and performance	44
Quality of treatment	28
Assessment process	19
Face to face appointments	18
Booking appointments	15
Patient / resident safety	15
Person centred care	15
Caring, kindness, respect and dignity	13
Waiting for appointments or treatment / waiting times	13
Remote appointments and digital services	11
Communication with patients - treatment explanation / verbal advice	11
Consent, choice, user involvement and being listened to	11
Follow- on treatment and continuity of care	11
Clinical decision	10
Diagnosis	9
Health inequality	7
Medication, prescriptions and dispensing	7
Administration (letters records / results)	6
Other	6

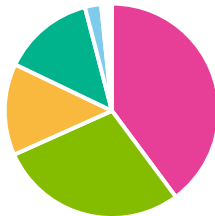
Figures show total times this theme was mentioned Cases may mention more than one theme.

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

Data was collected from across the County as follows:

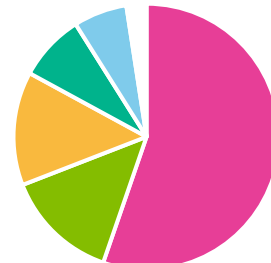


Type of Feedback June to July 2024



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

Sentiment June to July 2024



- Negative
- Mixed
- Positive
- Neutral
- Blank
- Unclear

We reached 16 carers, 9 who misuse drugs, 2 with limited social and family networks and 4 people who were geographically isolated. We spoke with one member of the LGBTIA+ community. Only one person specified ethnicity other than White British and they were Black/Black British.

Long term conditions and disabilities included: mental health conditions (7); cancer (7); autism (7); musculoskeletal condition (4); dementia (4); arthritis (4); physical or mobility impairment (3); alcohol/drug addiction (3); sensory impairment (2 – both hearing); heart attack (2); diabetes (2); ADHD (2).

Other conditions mentioned were Parkinson’s; kidney disease; allergies; hypertension; stroke; eye stroke; multiple sclerosis; atrial fibrillation; alopecia; head injury; fibromyalgia; OCD and a spinal tumour.

Highlights from Local Engagement & Networking

Eccleshall Festival and Street Market

Christine and Jackie attended this event in Eccleshall where they engaged with the public, promoted Healthwatch, signposted and asked visitors to give feedback. They also met with other professionals and spoke briefly to the mayor of Eccleshall.



Stoke Pride

In June, Emma attended Stoke Pride and shared a stand with colleagues from Support Staffordshire.



Living with and Beyond Cancer Event

Christine and Support Staffordshire colleague Michelle joined this event held in Wolverhampton, with 70+ patients all of whom had a cancer diagnosis at some point.

It was for the Black Country ICB to gather intelligence regarding the cancer pathway journey from GP appointment through to referral, diagnosis, surgery, treatment and care after.

These findings will be shared with HW Staffordshire in September.



Sus Mental Health Forum

Emma and SuS colleague George were at Support Staffordshire's Mental Health Forum at which Healthwatch had a stall. Emma spoke with North Staffordshire Mind, Changes, the Fire Service and Alzheimer's UK.



PCN Wellbeing Event at Stafford Rangers

Christine and volunteer Amy attended this extremely busy event with over 575 people in attendance. They heard a lot from the public about their experiences and gave out merchandise and leaflets including easy read materials.



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.

Urgent and Emergency Care Survey

Staffordshire and Stoke-on-Trent Integrated Care Board are running a survey about people's understanding of **where to go for urgent and emergency care (UEC)**. You can [find the UEC survey here](#) and it is also available in [an Easy Read version](#). They are also [holding meetings/events](#) to discuss this.



Not sure where to go for urgent healthcare?

Learn about all your options, including our new urgent treatment centres. [Come to a meeting or drop-in session.](#)

For details, scan the QR code or go to: staffsstoke.icb.nhs.uk/uec-get-involved



Healthwatch England Eye Care Survey



Healthwatch England opened an Eye Care Survey in July. They are interested to hear about people's experiences of Eye Care.

[Read their introduction and find the link to the survey here.](#)

Social Media

We promoted vaccination clinics for school age and [measles](#) vaccinations. We shared details of a Healthy Smiles Bottle Swap event and opportunities to get involved with the University of Derby and Burton Hospitals (UHDB) Youth Forum.

We also shared NHS information on dealing with [hay fever](#) and the difference between a heart attack and a cardiac arrest (see right).

Heart attack

Call 999

The person will usually be **conscious** and may experience symptoms including chest pain, dizziness, and shortness of breath.

If you think someone is having a heart attack, call 999 immediately.

Cardiac arrest

Call 999

The person will be **unconscious** and not breathing, or not breathing normally. The faster you act, the better their chances of survival.

If you think someone is having a cardiac arrest, call 999 and start CPR immediately.

Get in touch

Healthwatch Staffordshire

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