

# eBulletin

August 2024

## 999 Ambulance Report

This month we are pleased to announce the publication of our latest Deep Dive report "[Patient Experiences of the 999 Ambulance Service](#)".

While we heard about some shocking waiting times for ambulances, patients were pleased with the care given by ambulance staff, once they arrived. In our survey, falls topped the list of reasons for calling an ambulance.



## Enter and View Visits

Jackie, Christine and our volunteer Val attended Littleton Lodge Residential and Dementia setting for an Enter and View visit. They met with the area manager and deputy manager to learn about the establishment and to take a tour of the location. They later had the opportunity to talk with some residents, staff and a family member. Read the [Enter and View Report for Littleton Lodge](#) on our website.

## PLACE visits

During August Dave assisted with various [PLACE](#) visits across East Staffordshire to assess the quality of the patient environment. These involved Facilities Management from University Hospitals of Derby and Burton and covered:

- Sir Robert Peel Hospital, Tamworth (Minor Injuries, Surgical Day Case Unit and Phillip Ward)
- Queen's Hospital, Burton-On-Trent (Entrance, Endoscopy, Ward 6, Fracture Clinic, Physiotherapy and Ward 8)
- Samuel Johnson Hospital, Lichfield (Outpatients, Renal Unit and Darwin Ward).



## Urgent and Emergency Care Research

What is your understanding of Urgent and Emergency Care? Do you know all of the options available to you and when they should be used?

Staffordshire and Stoke on Trent Integrated Care Board (ICB) are giving people the chance to [get involved in "Improving Urgent and Emergency Care" \(UEC\)](#). There is an online survey open till October 6<sup>th</sup>. The ICB are also holding [in-person meetings](#) across the County in late September and early October.



**How do I know if it's urgent or an emergency?**



## Volunteers

Thanks to Val Emery for her work at the Enter and View Visit.

Wayne Harrison is joining us to do research and Cameron Harvey will be doing outreach and Engagement. Pearl is still working through her induction training.

We hope that Wayne and Lyn can both help us with our next Deep Dive on Admissions Avoidance in the coming weeks.

## August Feedback

### Service Categories

Hospital Services once more top the list of service categories (16) followed by Primary Care (14). Next comes Mental Health and Learning Disabilities (10), Community Health Services (5), Social Care Services (5), Other (3) and Patient Transport (2).

Under **Hospital Services** the responses covered Emergency Departments (including A&E) (4), Cancer services (2) and Inpatients (2) with other responses spread across various individual departments.

In **Primary Care** the responses were about: GP services (10) and Dentistry (2).

### Top Themes – August 2024

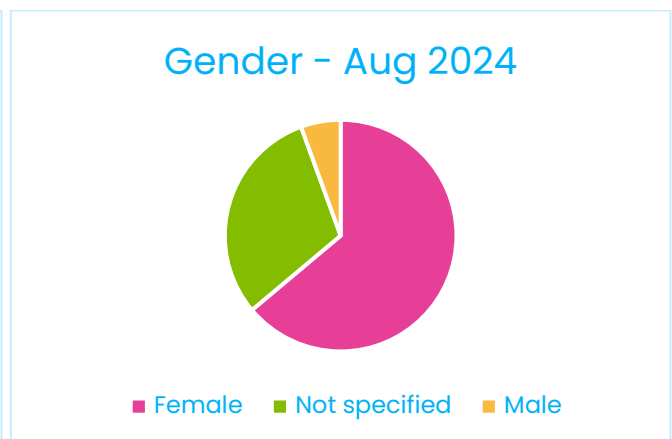
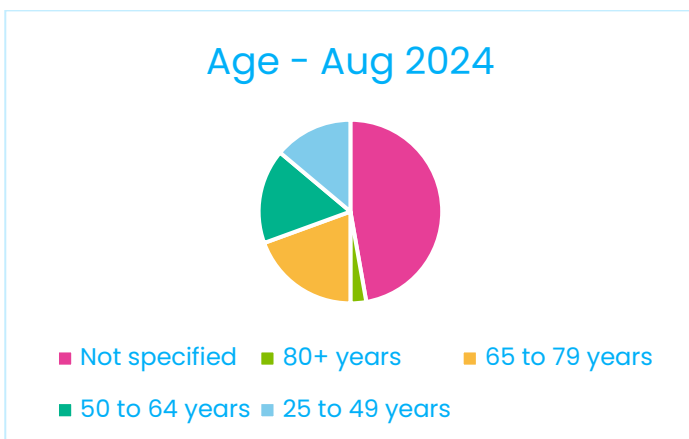
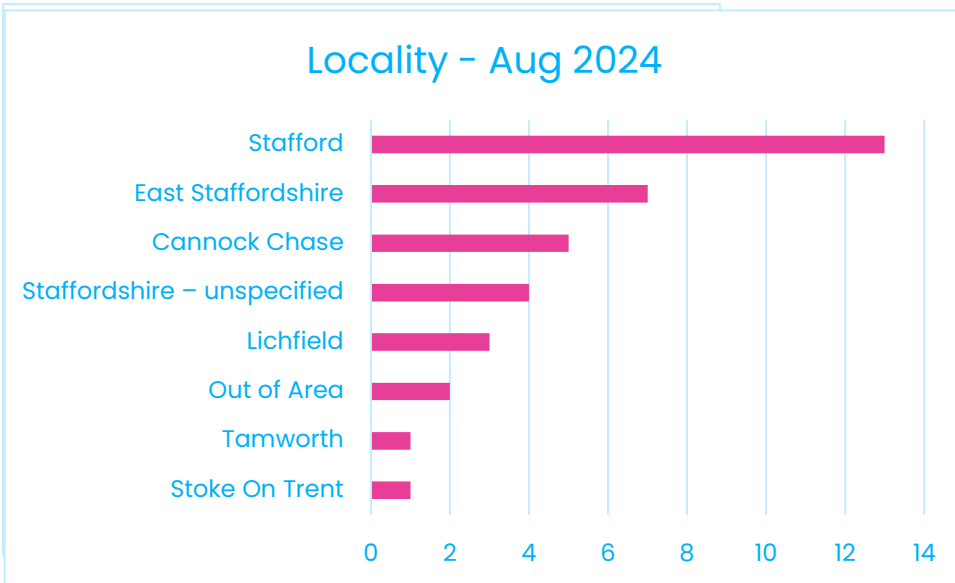
	#
Access to services	11
Consent, choice, user involvement and being listened to	10
Quality of treatment	10
Communication with patients treatment explanation / verbal advice	7
Waiting for appointments or treatment / waiting times	7

Staff attitudes and performance	6
Assessment process	4
Follow- on treatment and continuity of care	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).*

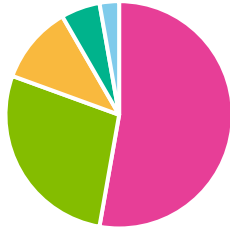
Data was collected from across the County as follows:



We reached 1 carer, 1 person who was long-term unemployed and 1 person with limited family or social networks and 1 member of the LGBTIA+ community.

Long term conditions and disabilities included 3 unspecified, 4 with mental health conditions, 2 with PTSD as well as: cardiovascular disease (1); cancer (2); autism (2); ADHD (1); asthma/COPD/Respiratory (1); pre-diabetes (2). Other conditions mentioned included: heart attack, atrial fibrillation; hypertension; irritable bowel syndrome; musculoskeletal condition; lymphoedema; Addison's and dyslexia.

### Type of Feedback Aug 2024



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

### Sentiment Aug 2024



- Negative
- Mixed
- Neutral
- Positive

## Highlights from Local Engagement & Networking

### Over 55s at White Eagle Club

Christine attended the White Eagle Club and spoke about Healthwatch to around 80 people. She was also able to gather feedback, signpost people to Asist, PALS within the UHNM hospitals and offer advice on applying for Attendance Allowance.



### BEAM Staffordshire

Jackie attended the [Beam group in Stafford](#) to talk to people about Healthwatch and to answer questions about access to health and social care services.

The group were very engaged in the discussions and topics covered included: using online appointment systems if you are dyslexic; NHS 111, Dentists; help available from the Pharmacy First scheme; changing GP when you move and accessing eye tests when on benefits.



## Family Fun Day, Burton-on-Trent

Christine and Dave attended this lively full-day event at Shobnall Leisure Centre, attended by 5885 people.

They spoke with at least 45-50 people about our role and also listened to specific items of feedback as well as giving out merchandise.



## Healthwatch Staffordshire Directory of Services

We are pleased to make this printable [Directory of Health and Care Services in Staffordshire](#) available. It is not exhaustive but lists many good sources of help. Thanks to our Volunteer Grace for producing this directory.

Remember you can also search for services online using the Staffordshire County Council [Staffordshire Connects website](#).



## 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.

### Hospital Discharge

We are particularly interested in hearing about people's experiences of hospital discharge for one of our Deep Dives. You can use the survey above at present and we will have a more specific one coming up shortly.

## Social Media

We promoted pop-up walk-in [measles](#) vaccination clinics; East Staffordshire and Surrounds Diabetes UK Patient Network autumn meetings in Lichfield; Support Staffordshire's Voluntary, Community and Social Enterprise ([VCSE](#)) [Forums in September](#); a Parkinson's Support and Friendship Group in Uttoxeter; [Social Prescriber information](#) from Healthwatch England; a warning about GP services collective action; Healthwatch Stoke's [Pharmacy First survey](#); Covid-19 [Autumn Booster eligibility](#); a new [RSV vaccination](#) for 75 and overs (Respiratory syncytial virus (RSV) is a major respiratory virus that is common over the winter period).



## Get in touch

### Healthwatch Staffordshire

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

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X/Twitter <https://x.com/HWStaffordshire>

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