

### Presentations and Reports to key partners

Baz and Jackie attended the South Staffs Wellbeing Select Committee on 10<sup>th</sup> September to update the Committee about NHS Cross Border Services and Patient Choice.

Baz and Dave attended the Health and Wellbeing Board on the 11<sup>th</sup> September to present Healthwatch Annual Progress and Annual Report on their work and impact. [Annual Reports - Healthwatch Staffordshire](#)

Baz and Dave attended the Health Care and Overview Scrutiny Committee on the 23<sup>rd</sup> September with Staffordshire County Council to present Healthwatch progress and impact.

### Enter and View Visits

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

On September 4<sup>th</sup> Christine also carried out an [Enter and View Visit at Lisbeth Nursing Home](#) with one of our volunteers Val Emery.

**New Enter and View Report**  
**Renal Unit at Royal Stoke Hospital**

Just published  
on our website

**healthwatch**  
Staffordshire

### Digital Prevention Projects

Emma and Claire attended a launch of two digital prevention projects where there were several speakers.



David Pearson (Chair of the SSOT ICS) opened the event. Professor Zafar Iqbal then spoke about the ICS wide strategy. Preventative tools include: NHS Health checks, frailty screening and individualised interventions. Sarah Price (Director of Public Health for NHS England) talked about "The Case for Prevention and Digital Solutions".

### Digital 'Make Every Contact Count (MECC)'

Ben Hollands discussed the use of Patients Know Best as "a digital platform to transform the way MECC is used in the NHS to benefit patients beyond their presenting clinical need". This has been piloted with Mental Health patients.

## My Health My Way

Anna Morris spoke about this project, which is “an online collection of trusted information and signposting to local offers that health, wellbeing and independence, delaying the progression of frailty as people grow older”.

Neil Carr (Chief Executive of MPUFT) closed the event.

## Staying Well in Winter

Public Health and Prevention at Staffordshire County Council have provided us with [a leaflet about staying Well in Winter](#). This has advice and tips including information on Community Health Points, NHS health checks and vaccinations, moving more, keeping warm and safe, healthy and nutritious food and mental wellbeing.

## Volunteers

We currently have 14 volunteers in addition to the 7 board members, bringing the total number of volunteers to 21.

We welcomed two new volunteers, Megan Campbell-Brown and Clara Iheozor. Unfortunately, we have had to bid farewell to Wayne Harrison due to personal commitments.

Val assisted with the Enter and View at Lisbeth Nursing Home, and Pearl and Lynn have joined Emma to assist her with the research for the Admission Avoidance Deep Dive.

## Rowan's Rule

We would like to share [a video about Infant CPR](#) which is part of a campaign called Rowan's Rule. The aim is to introduce this information as part of the discharge from a maternity ward to inform all new parents.



## September Feedback

### Service Categories

We received 58 pieces of Feedback in September. Primary Care is top of the list of service categories (22), closely followed by Hospital Services (21). Social Care Services (10) and Patient Transport (7) are next. The remaining groups are Other (5), Community Health Services (4) and Mental Health and Learning Disabilities (1). Other included Sensory services (2), equipment services (1) and services other than health and social care. *The feedback does NOT cover Enter & View Visits nor responses to Surveys (which will be analysed separately after they close).*

In **Primary Care** the responses were about: GP services (19), Dentists (2) and Pharmacies (1). The GP comments included 3 positive, 2 mixed and 12 negative. Negative feedback included difficulties in seeing a GP, making appointments in person, long waits for appointments and inconsistencies when patients don't see the same doctor each time. There was a lack of flexibility when a patient arrived late (5 minutes), some GPs do not understand veterans' needs, and practices do not adequately accommodate the needs of patients with neurodiversity and/or anxiety. There were also issues with consultants' medication advice not being followed by GPs and in prescription changes from consultants being slow to be communicated to care homes by GPs.

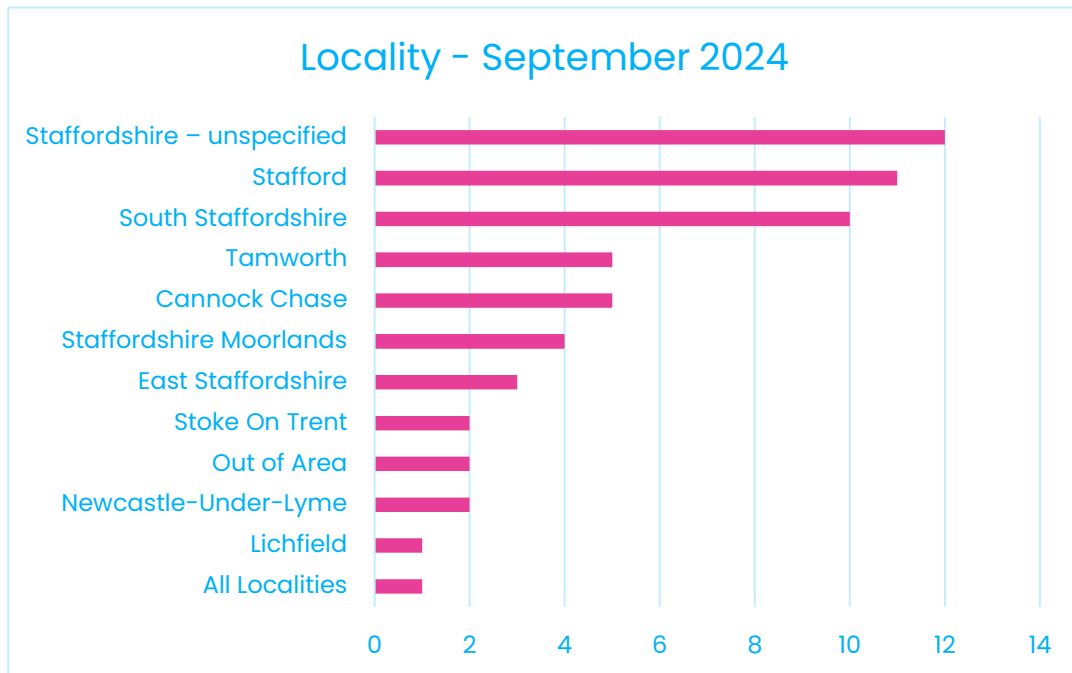
Under **Hospital Services** the responses covered Inpatients (4), Outpatients (4), cardiology (3) and radiology /x-ray / MRI /CT (2). There were positive comments about Cancer and Cardiology care at both UHNM Hospitals and Radiology at The County Hospital, Stafford. 8 negative comments covered waiting times for treatment, results and discharge, poor attitudes, a lack of care and over-sedation for inpatients, delays in operation, poor cardiology aftercare for a pacemaker at Walsall Manor and shouting at a patient by a consultant.

In addition, there were 4 negative complaints about wheelchair services this month.

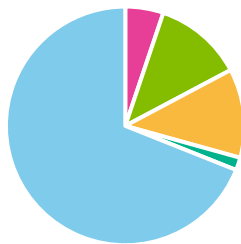
Top Themes – September 2024	#
Access to services	30
Quality of treatment	27
Waiting for appointments or treatment / waiting times	16
Person centred care	14
Caring, kindness, respect and dignity	9
Consent, choice, user involvement and being listened to	9
Staff attitudes and performance	8
Follow- on treatment and continuity of care	7
Face to face appointments	5
Lifestyle and wellbeing, wider determinants of health	5

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

Data was collected from across the County as follows:



### Age - September 2024

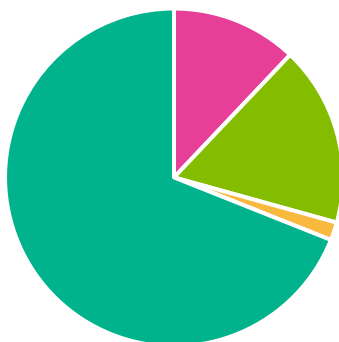


- 25 to 49 years
- 50 to 64 years
- 65 to 79 years
- Prefer not to say
- Not stated

We reached 8 carers and 1 person who misused drugs. We spoke with three members of the LGBTIA+ community.

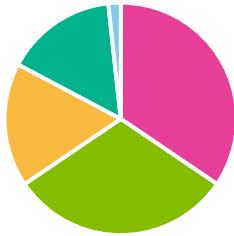
Long term conditions and disabilities included 2 unspecified, 8 with physical or mobility impairment, 6 with dementia, 3 with mental health conditions and 1 with Parkinson’s as well as: cardiovascular disease (3); cancer (3); heart issues (2), ADHD (1); menopause (1); cataracts (2). Other conditions mentioned included: Musculoskeletal condition, visual impairment, hearing impairment, PTSD, hysterectomy, Addison’s disease, multiple sclerosis, sprains and strains, epilepsy, and back pain.

### Gender - September 2024



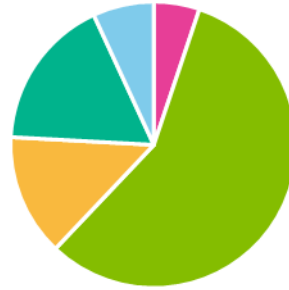
- Male
- Female
- Prefer not to say
- Not stated

### Type of Feedback - September 2024



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

### Sentiment - September 2024



- Mixed
- Negative
- Neutral
- Positive
- Not stated

## Highlights from Local Engagement & Networking

### Codsall Health & Wellbeing Event

Jackie attended this event at Trinity Methodist Church. She spoke to people and gave out leaflets to the public and event staff. Feedback was given on services with Dentists, GP's and Hospital appointments being the main themes.



### Wellbeing Event at Heath Hayes

Christine took part in a Health and Wellbeing event at Heath Hayes library, organised by the Primary Care Network. She spoke to at least 20 people, gave out merchandise and leaflets, signposted people and left some of our leaflets and a poster regarding the HWE Eye care survey.



## Joining Up for Hospital Discharge

Emma attended an event with HW Derbyshire who are working with NHS colleagues to look at how discharge can be improved. She made useful contacts which will help with our Deep Dive on Hospital discharge. The organisers said, "This was a great chance to bring together local people, carers, and health and care professionals to discuss how hospital discharge experiences can be improved."



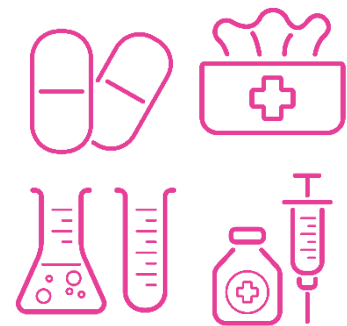
## East Staffordshire Patient Participation Group

Dave heard feedback from a number of patients from different practices about outpatient bookings at Burton Hospital, especially over confusing letters offering both face to face and video calls. There was concern about long wait for clinics generally and issues with administration. Dave gave feedback on the Ambulance Deep Dive report.



## South East Staffordshire Local Pharmaceutical Committee (LPC)

Jackie attended the LPC to talk about Healthwatch, our role and function and the work done by HWE on Pharmacy service: '[What do people want](#)'. There was a long discussion about the issues facing Pharmacies, from closures to lack of access to certain medications. The main issue from the pharmacists is that Pharmacy First is not being taken up by GPs or the public so they cannot deliver on their targets.



## Burton Caribbean Association

Christine attended the Afro-Caribbean Centre in Burton for their coffee morning. She hosted a stall and spoke with the general public and has been invited back to gather more feedback.



## 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

We promoted winter vaccinations for flu and Covid (with a [link to check eligibility and book appointments](#)) as well as local sexual health services from OpenClinic.

We supported awareness raising around vulval cancer and "The Carents' Room".

- [The Eve Appeal](#) is 'the leading UK national charity funding research and raising awareness into the five gynaecological cancers – womb, ovarian, cervical, vulval and vaginal'. In September they reported that 'Less than 1 in 3 people have heard of vulval cancer' and launched a monthly text reminder service 'Self-Check First', with a how-to guide.
- The Carents' Room is a [free to access digital platform](#), designed to support UK adults who are providing unpaid care to older friends or relatives. The platform is part of [The Internet of Caring Things at the National Innovation Centre for Ageing](#)

Looking at the national picture, we shared Healthwatch England's recent reports on [Unmet Social Care Needs](#) and [NHS Buildings/Facilities](#) as well as multiple links to their survey on Eye Care which finished at the end of this month.



# Get in touch

## Healthwatch Staffordshire

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

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