

eBulletin

October 2024

Deep Dive Updates

Following our earlier Deep Dive into 999 ambulance calls we have been working on two further Deep Dives.

Admissions Avoidance Deep Dive

The first of these is looking at hospital admissions avoidance, which is schemes that prevent people needing to stay in hospital. This has proved a very challenging task with many different services which may vary across the eight districts which we cover.

One interesting service is the Virtual Ward service which allows people to receive care at home rather than in hospital. We would like to raise awareness of this through the Home Care is Best Care campaign (see below) which includes videos about [Virtual Wards](#) and other initiatives.

We are still interested in hearing from people who have been on a Virtual Ward for this Deep Dive. If you think you can help, then please pass on your contact details either by emailing enquiries@healthwatchstaffordshire.co.uk or by calling 0800 051 8371.

Hospital Discharge Deep Dive

The final deep dive for this year covers people's experiences of leaving hospital after planned or unplanned admissions, and whether they received the support they needed to return home safely.

We have just launched our [hospital discharge survey](#) to investigate how patients, their families and carers have found the discharge process and we are interested in all feedback, good and bad.

Home Care is Best Care

The Staffordshire and Stoke on Trent Integrated Care Board (ICB) says:

"The needs of patients on a ward can be different at different times of the day and this can create a noisy and busy environment. As a result, patients can get less rest during their stay, and this can cause confusion and disorientation especially in elderly patients.

Admitted to Hospital?

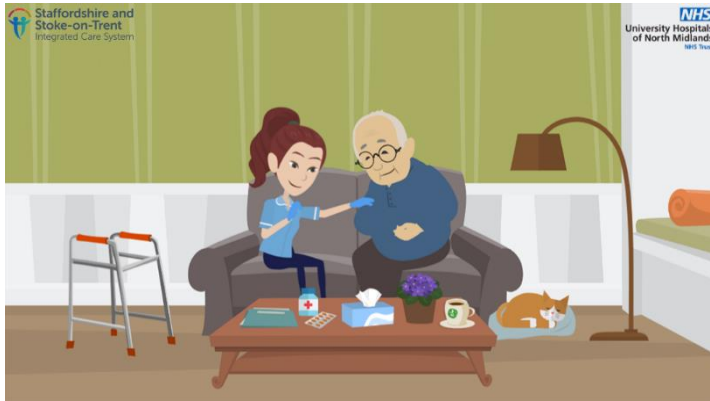
If so, we would like you to tell us about your experience of leaving hospital to go home (hospital discharge).

Please share how you, or a loved one, found the discharge process to help us improve local services.

Take our survey now

healthwatch
Staffordshire

We know how important rest is for recovery from an illness. Being admitted to hospital unnecessarily or staying longer than necessary can have a negative impact on how well the patient recovers and can often cause serious harm which impacts on their health and wellbeing.



Ensuring that patients are given the chance to continue their life at home is vital for long-term wellbeing. We want to empower patients and their families with the confidence to continue their recovery in a familiar environment.

The NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) has developed a campaign to spread awareness about people across

Staffordshire and Stoke-on-Trent receiving the care they need, when they need it and in the best place. You can [find out more about Home Care is Best Care here](#) (you need to scroll down the web page to find the videos).

Enter and View Visits

At the start of October Chris and Emma visited Hen House Cloud care home in Leek with our volunteer Andrew. [You can read their Enter and View report here.](#)

On October 16th staff returned to Maternity Unit at the Royal Stoke Hospital for a follow-up visit. This was a joint visit between Jackie and Chris from Healthwatch Staffordshire and Sophia from Healthwatch Stoke. The report should be available shortly.

Dave also met the team for the “0-19 Service” for Tamworth and attended a Health Visitor clinic there as an observer.

Reports

- In October we published our new report [Men Over 55 – What are the barriers?](#)
- Healthwatch England also published some work looking at what prevents people from attending cervical screening: [HWE Cervical Screening barriers](#)



Volunteers

In October Megan helped Emma by looking at LGBTQ+ notes and simplifying them down. As well as attending the Enter and View at Hen Cloud House, Andrew read and added comments to the recommendations. Lynn and Pearl have been working on Research for Virtual wards.

October Feedback

Service Categories

Primary Care is top of the list of service categories (30), closely followed by Hospital Services (29). Social Care Services, Community Health Services and Mental Health and Learning Disabilities all had 6 pieces of feedback. Other Community Services had 5.

Other (general) had 7 including equipment services (1), housing (1), public health (1), support groups (1) and services other than health and social care (3).

In **Primary Care** the responses were about: GP services (20), Dentists (7), Vaccination Clinics (2) and Pharmacies (1).

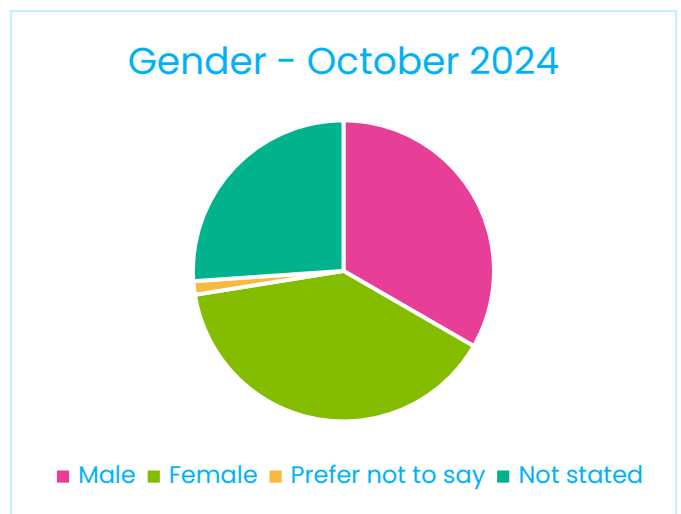
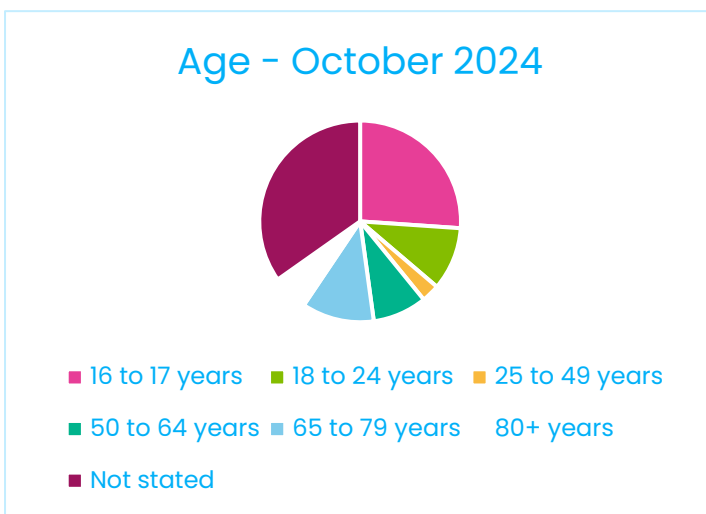
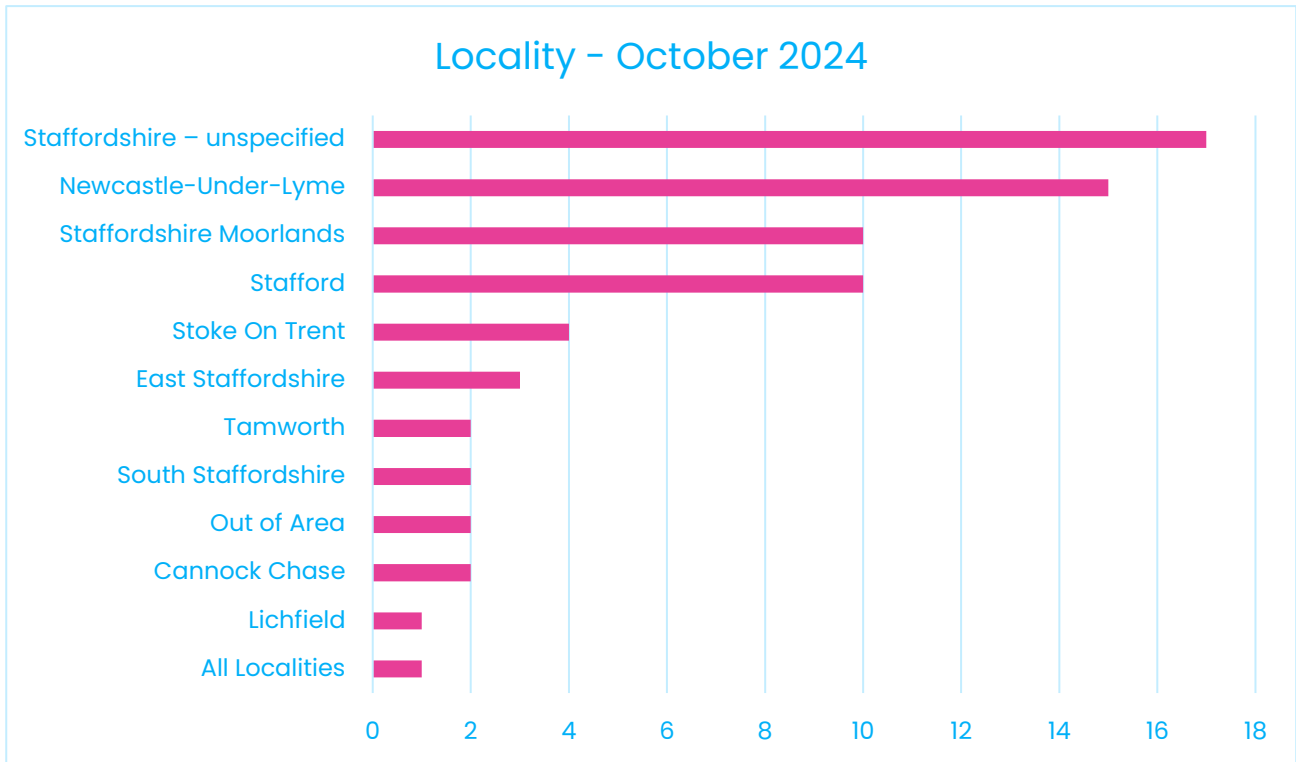
Under **Hospital Services** the responses covered Emergency Departments (4), Outpatients (4), Cancer Services (3), Cardiology (3), Ear/Nose/Throat, audiology and Maxillofacial (2) and Ophthalmology (2).

Top Themes – October 2024	#
Quality of treatment	29
Access to services	27
Staff attitudes and performance	26
Communication with patients treatment explanation / verbal advice	21
Person centred care	20
Caring, kindness, respect and dignity	15
Consent, choice, user involvement and being listened to	14
Diagnosis	10
Clinical decision	7
Waiting for appointments or treatment / waiting times	7
Follow-on treatment and continuity of care	6
Patient / resident safety	6
Remote appointments and digital services	5
Health inequality	5

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 7 carers and 2 people who were geographically isolated. We spoke with 8 members of the LGBTIA+ community.

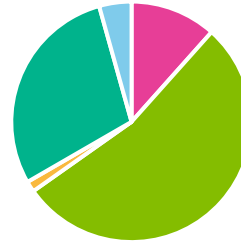
Long term conditions and disabilities included 18 with learning disabilities, 2 unspecified conditions, 3 with physical or mobility impairment, 3 with mental health conditions, 4 with cancer, 2 with sensory impairments (one visual impaired), 2 with heart issues and 2 with strokes. Less common difficulties included neurodiversity, diabetes, sensory impairment, rheumatoid arthritis, high blood pressure, blood clots, Lupus, tongue-tie, cerebral palsy and cardiovascular disease.

Type of Feedback October 2024



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

Sentiment of Feedback October 2024



- Mixed
- Negative
- Neutral
- Positive
- Unclear

Highlights from Local Engagement & Networking

Together We Thrive

Emma and Dave attended this event at Staffordshire County Showground “a free one-stop shop for parents and carers, education providers and young people with SEND”. There was a focus on neurodiversity. Contact was also made with New Friars College.



Health and Care Careers Roadshow

Christine had a stall at this event at the Stafford campus of the Newcastle and Stafford College Group. She engaged with at least 150 people at this busy event and made students aware of our volunteering opportunities.



Tamworth Funding Fair

Dave visited this funding fair and promoted Healthwatch to 94 attendees as well as having longer discussions with 9 organisations and doing grant paperwork.



Seisdon Health & Wellbeing Event, Wombourne

Christine and Jackie went to this well attended event and spoke with at least 40 people. They were able to provide signposting to various services including telecare, Asist, pivotal tablet dispensers, the NHS complaints system and Staffordshire County Council feedback forms.



Biddulph Health & Wellbeing Fair

Emma attended this fair at Biddulph Town Hall and was able to collect feedback from attendees.



Burntwood Volunteer Fair

Christine spoke with potential volunteers at this fair where there were 20 stalls and 300 visitors. She gave out merchandise to raise our profile and made some professional contacts.



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.

Virtual Wards

If you would like to give feedback about being on a 'Virtual Ward' then please email or telephone us.

Hospital Discharge

If you have been admitted to hospital recently, please take our [hospital discharge survey](#) to tell us how you found the process for going home again.

Social Media

We promoted, local Talking Therapies services, [Open Clinic](#) Women's Services, menopause support in Cannock and the Care to Smile programme (oral health in Care Homes).

We posted about local health campaigns on [prostate](#) and [breast cancer](#), [NHS Audiology self-referral](#), [over the counter medicines](#), vaccinations advice for [pregnant women](#), [adults](#), [school-age children](#) and [the 5 and unders](#) as well as the national Stoptober campaign with [signposting to Everyone Health](#).



We shared information on the National NHS consultation for [10-year plan "Change NHS"](#), local surveys about "Improving Urgent and Emergency Care", and "Strategies for Palliative/End of Life Care, Ageing and Frailty and Respiratory Care". Additional posts covered calls for lay members for NICE (National Institute for Health and Care Excellence) and input from people who had been in inpatient Mental Health wards. We also supported awareness raising around [West Midlands Secure Data Environment](#) and how sharing health data can help develop new treatments and better care for ourselves and others.

Get in touch

Healthwatch Staffordshire

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