

eBulletin

November 2024

Deep Dive Updates

Admissions Avoidance Deep Dive

Team members continued with their research on this topic, speaking to various teams who work in this area.

Hospital Discharge Deep Dive

If you recently had a stay in hospital, then please complete our [hospital discharge](#) survey and tell us how about your experiences of the discharge process, good and bad. The survey will be open until February 9th 2025.



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

The banner features a light blue background with a green and yellow wavy border at the bottom. On the left, there is a pink icon of a hospital building with a cross on top. The text is centered and uses a mix of bold and regular fonts.

Enter and View Visits

In November Christine visited Ellis House in Chadsmoor for an Enter and View visit. This is a small, specialist residential care home.

REN Project Session (Health Research for All)

The Healthwatch Staffordshire Team attended an informative session about the REN Project which our Support Staffordshire colleagues are involved in. This is described as follows:

REN (Research Engagement Network) is a joint initiative by Staffordshire University, Support Staffordshire, VAST, STAY, Community Resource, Qube and Keele University. The aim of the project is to understand, remove and mitigate barriers to participation in health and wellbeing research. The group is about providing awareness of research on health and social care topics, providing findings from studies which may be of interest and giving members the opportunity to get involved and have a voice about research in their local areas with the potential to influence research priorities. Join REN on [Facebook](#) and [Instagram](#) at "Health Research For All".

We learnt that there are four types of research into health and social care:

- Experience based (like the work that local Healthwatch do)
- Ideas based (suggestions for improvements)
- Clinical based (the lab work which most people think of as research)
- Statistical based (uses data to look for patterns)

If you would like NHS England to send you details about research you could engage in, then you can sign up to the "Be Part of Research" platform using this QR code which is just for our REN project area of Staffordshire, Stoke-on-Trent, Shropshire, Telford and Wrekin.



Community Engagement Team (Staffs County Council)

Along with other colleagues from Support Staffordshire, members of the Healthwatch Team attended an online session where the community engagement team introduced themselves and spoke about their roles.

Reports

Healthwatch England published some work looking at

- [Dentist registrations](#)
- [NHS travel issues](#)



Volunteers

Clara helped Dave & Christine at the Burton Caribbean Association event, listening feedback for both our discharge report and general comments.

Lynn has been trying to arrange meetings and feedback for Virtual Wards but has been unsuccessful. Pearl is also still working on the Virtual Wards, doing some research for Emma. We also had several new enquiries regarding volunteering, with Michael nearly ready to start.

November Feedback

Service Categories

Primary Care is again top of the list of service categories (21), followed by Hospital Services (15), Mental Health and Learning Disabilities (9) and Other (7). Social Care Services and Community Health Services both had 2 pieces of feedback.

The 7 under Other included NHS 111 (2) and services other than health and social care (2). Advocacy services, Benefits/DWP and Housing all had 1 mention.

In **Primary Care** the responses were about: GP services (16), Dentists (2), Optometry/optician’s (1), Out of hours (1) and Pharmacy (community) (1).

Under **Hospital Services** the responses covered Emergency Departments (6), Inpatients (5), Diagnostic and screening services (1), Hospital based psychiatric care (1), Paediatric care (1) and Palliative/End of Life Care (1).

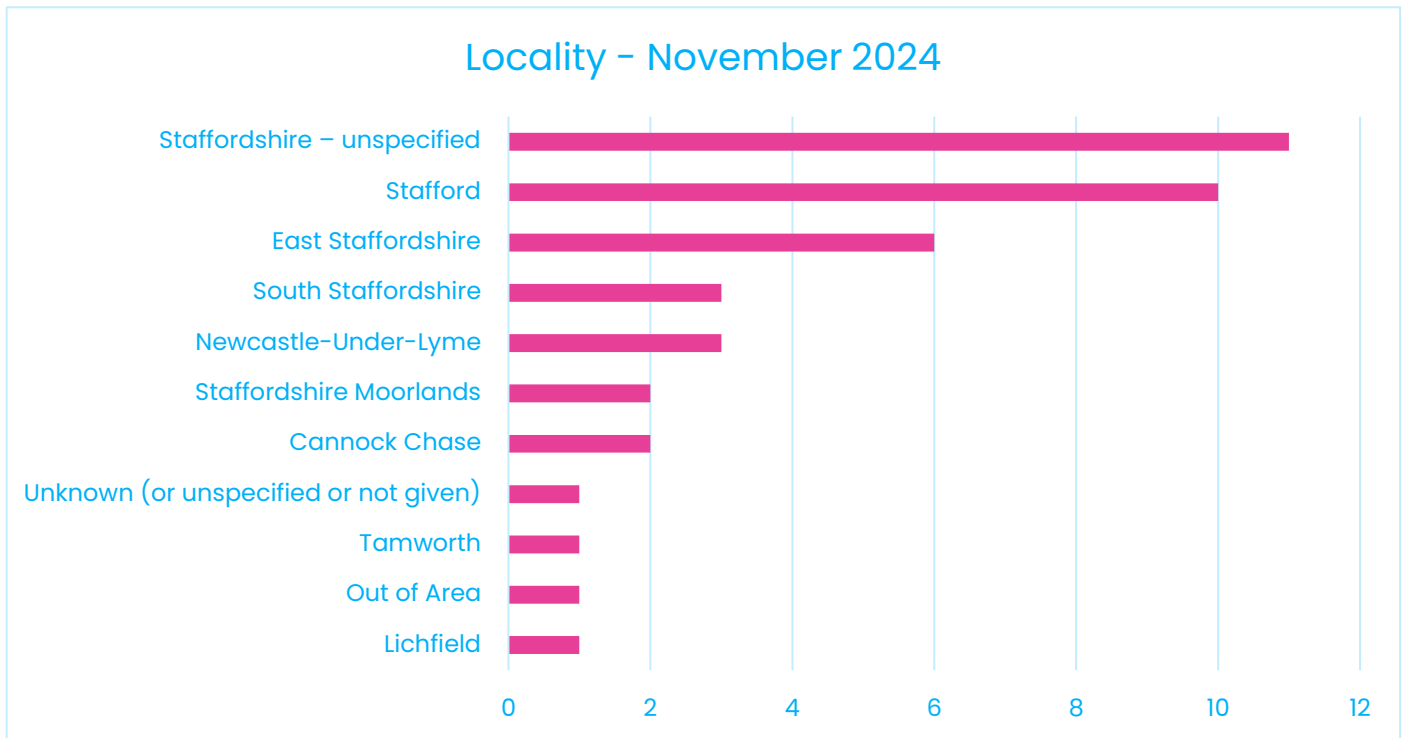
For **Mental Health and Learning Disabilities** each of the following was mentioned twice: Community Mental Health Team (CMHT) and Specialist Mental Health Services, Mental Health (other), and Psychiatry and Psychology.

| Top Themes – November 2024 | # |
|---|----|
| Access to services | 22 |
| Quality of treatment | 18 |
| Staff attitudes and performance | 8 |
| Person centred care | 7 |
| Communication with patients treatment explanation / verbal advice | 6 |
| Waiting for appointments or treatment / waiting times | 6 |
| Remote appointments and digital services | 5 |
| Caring, kindness, respect and dignity | 5 |
| Diagnosis | 5 |
| Clinical decision | 4 |
| Consent, choice, user involvement and being listened to | 4 |

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

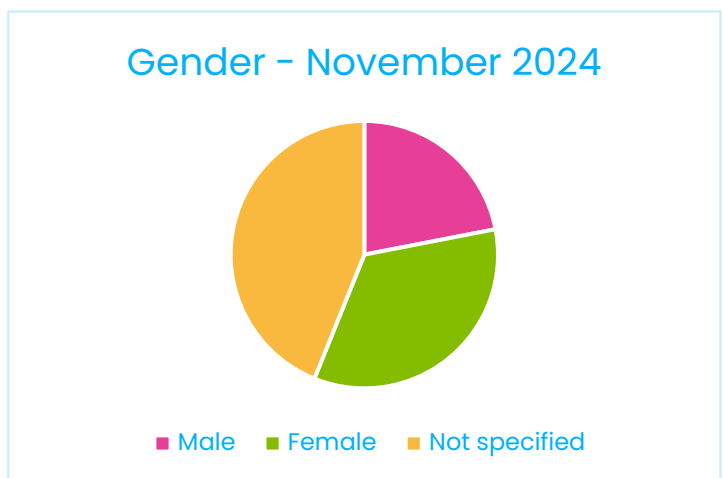
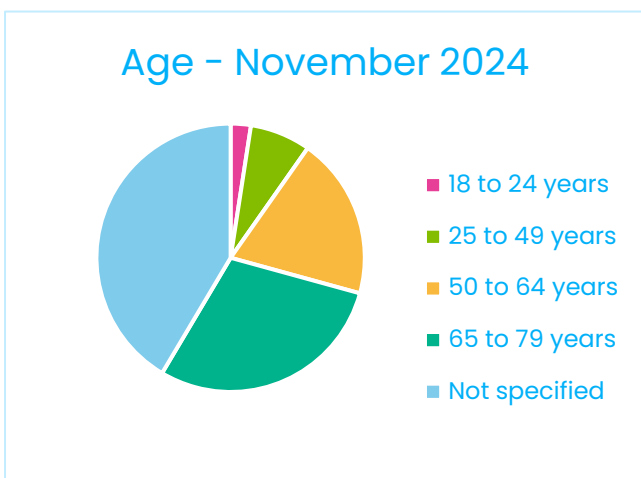
The feedback does NOT cover Enter & View Visits nor responses to Surveys (which will be analysed separately after they close).

Data was collected from across the County as follows:

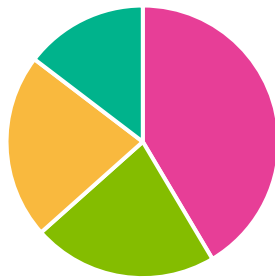


Long term conditions and disabilities included: 7 with unspecified conditions, 6 with mental health conditions (including PTSD, bi-polar and OCD), The following conditions were each mentioned by one person this month: autism, learning disabilities, Parkinson’s, terminal illness, allergic reaction, persistent post-SSRI sexual dysfunction (PSSD) and a stomach ulcer. Other undiagnosed conditions mentioned were liver problems and memory loss.

We reached 2 carers this month.

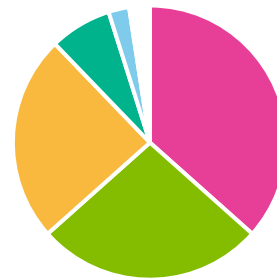


Type of Feedback - Nov 2024



■ General Comment ■ Compliment
■ Informal Complaint ■ Signposting

Sentiment - Nov 2024



■ Negative ■ Mixed ■ Positive
■ Neutral ■ Not specified ■ Unclear

Highlights from Local Engagement & Networking

Tamworth Hospital League of Friends

As a follow-up to the Tamworth Funding Fair, Dave attended a meeting of the Hospital League of Friends and explained the role of Healthwatch and how they could help us collect feedback on local health and care services.



Health and Care Careers Roadshow

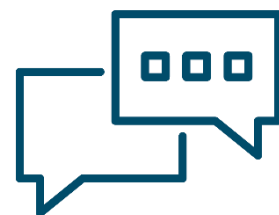
Emma had a stall at this event at the Newcastle campus of the Newcastle and Stafford College Group. She spoke with pupils from years 10, 11, 12 and 13 about Healthwatch.



Seisdon Primary Care Network (PCN) Meeting

Jackie spoke to this meeting about cross border access to services and the work we are doing. She asked GPs if we could place our surveys in their practices to provide local patient feedback for representation at the Integrated Care Board (ICB).

GPs shared some of the issues they face:



- Lack of Community Heart failure services
- Referrals from the Dietetic team at the Royal Wolverhampton Trust (RWT) to the South Staffordshire Dietetics service are sent through their GP and not directly.
- Step down care from RWT is now provided at the Samuel Johnson Hospital in Lichfield, causing travel difficulties for patients and their relatives who live on the borders.
- Patients who live in Wombourne must travel to Stafford to access Alcohol services, causing barriers to attendance.
- Lack of a Parkinson's Nurse for community follow up for patients attending Russell's Hall Hospital.

You can read a Healthwatch England [article about travelling to health appointments here](#).

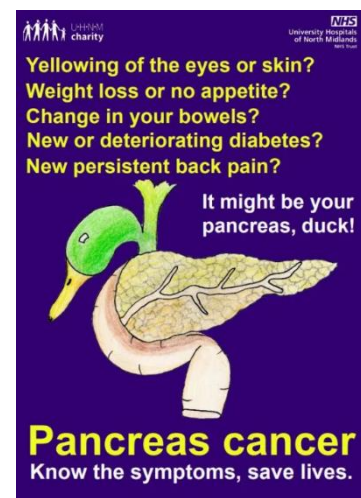
Burton Caribbean Association Luncheon Club

Christine and Dave visited this group with our volunteer Clara, where there were about 35-40 people. They gave a small presentation on the role of Healthwatch then spoke to people attending. They collected both general feedback and feedback on discharge from the hospital for our latest Deep Dive.

Seth's Legacy Conference – Keele University

Christine attended this conference, held to highlight Pancreatic cancer. Speakers included Lesley Goodburn who lost her husband Seth to this illness. Several professionals also spoke including a UHNM pancreatic nurse who talked about the [Purple rainbow](#) support group, a UHNM pancreatic consultant who is trying to boost awareness locally with this duck poster and a palliative nurse who discussed care planning and end-of-life care.

Christine heard from a patient safety rep about her personal experiences with her parents. Presentations were also given by a provider of meditation and creativity services for those with incurable cancer and by a researcher about her paper on Optimise



Care and Support including interviews with patients, family, carers and clinical staff re barriers, gaps and failings.

“Men Matter” Health Event

Emma went to this busy event at Madeley, organised by the Newcastle South PCN and mostly attended by men. She heard of problems getting a GP appointment and referred some people to Social Prescribers.



White Ribbon Day event

Christine and Baz attended this event about stopping violence against Women and Girls, held at the St George Education and Learning Centre in Stafford.

They heard from various local and national services including:

- The [Pathway Project](#) based at Lichfield
- [Staffordshire Women's Aid](#)
- The [Hollie Guard App](#)

Other useful links

- [Refuge's National Domestic Abuse Helpline](#) 0808 2000 247
- [National Stalking Helpline](#) 0808 8020 300
- [Karma Nirvana](#) Honor based abuse 0800 5999 247
- [Stand up against street harassment](#) by l'Oreal



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

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 posted about local health campaigns on:

- [over-the-counter medications](#),
- [vaccinations for school age children](#) and the [5 and unders](#),
- free flu vaccinations for people with a learning disability and [easy-read leaflet](#)
- local drop-in vaccination clinics for pregnant women and children.

Other promotions included the national awareness campaign to “Ask Your Pharmacist”; the College of Optometrists call out for patients to join their Public and Patient reference group; [North Staffs Carers](#) coffee morning for Carers Rights Day; a local meeting about improving patient-staff relationships for mental health inpatients.

We shared information on our upcoming local activities, a request for feedback about Virtual Wards as well as information on [reasonable adjustments](#) to reduce health inequalities for people with a Learning Disability, World Diabetes Day and an [Easy-Read guide to prostate cancer](#).

NHS

Get your free flu jab

Some people with a learning disability can get very ill if they get flu.

The best way to avoid flu is to get a free flu jab.

You can have the flu jab at your GP surgery.

Or you can have the flu jab at a pharmacy.

If you are scared of needles, tell the nurse. You may be able to have the vaccine as a nose spray instead.

NHS GP surgery

Pharmacy +

Flu i mmunisation
Helping to protect everyone, at every age

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Get in touch

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