

eBulletin

January to February 2025

Healthy Communities Alliance

In February staff from Healthwatch Staffordshire were involved in locality forums held by the [Staffordshire and Stoke-on-Trent VCSE Healthy Communities Alliance](#), which enables the voluntary, community, and social enterprise (VCSE) sector to be involved in the local health and care system.



On their website the Alliance says:

"The overarching aim of the Healthy Communities Alliance is to increase health equity across Stoke-on-Trent and Staffordshire through these community-based approaches and by engaging with VCSE organisations through a number of agreed forums, networks, meetings, and partnerships. These forums and networks are a space to come together to inform, engage, consult, and empower one another in relevant health and care structures, relationships, policy, and practice."

Dave attended the quarterly meeting for Southeast Staffordshire where he gave an update on Healthwatch activity and heard presentations from [Spark](#) family services in Burntwood and a fibromyalgia group run in Burton as part of the SE Health Inequalities funding.

Emma went to the North Staffordshire Healthy Communities Locality Forum where there talks about [SSAFA](#), [psychological therapies for long term conditions](#) and [Community Lounges](#) in Stoke-on-Trent. She also promoted our hospital discharge survey.

Enter and View Visits

Last November Chris carried out an [Enter and View visit at Ellis House, a small residential unit near Cannock](#) and the report was published in February.

In January Chris, Dave and volunteer Michael visited [Fauld Nursing Home in East Staffordshire for an Enter and View visit](#) and the report is now available to read on our website. Emma teamed up with Healthwatch Stoke on Trent for a joint Enter and View visit at Keele Medical Practice.

In February Anna, Chris and Jackie performed a visit at Hunter's Lodge Care Centre in Codsall.

Emergency Department Visits

Following an invitation from the Head of Patient Experience, Emma and Chris attended “Fundamentals of Care Visits” at Emergency Departments in Royal Stoke Hospital and The County Hospital, Stafford where they joined ICB representatives.

Deep Dive Updates

Admissions Avoidance and Hospital Discharge Deep Dive

The reports on these Deep Dives are still being finalised. We will let you know as soon as they are published.

New Deep Dives

The Healthwatch Staffordshire team are currently considering the topics for their next Deep Dives, starting in the new financial year.

Volunteers

In January Michael Baker started doing Enter & Views for us & Rebecca Harding is now on-board doing Community Outreach & Engagement for us. Clara also helped with engagement and Pearl has continued to research Virtual Wards.

In February another volunteer, Kate Sheldon, joined us and is currently being inducted.

Chris has been organising reviews for our volunteers to catch up with them and assess any further training needs. The volunteers are keen to meet face to face at least once a year to get to know each other and the team. There are now a total of 16 volunteers and 6 committee members.

We would also like to say a heartfelt “Get Well Soon” to two of our volunteers who have been unwell, Celia and Shelagh.

January & February Feedback

Service Categories

Hospital Services and Primary Care top of the list of service categories again with both receiving 69 comments. Social Care Services (23) and Mental Health and Learning Disabilities (19) are next. These are followed by Patient Transport (9) with Other and Community Health Services both having 7 responses.

Under **Hospital Services** the responses mainly covered Inpatient Care (15) Emergency Departments (9), Outpatients (8) and Cardiology (6).

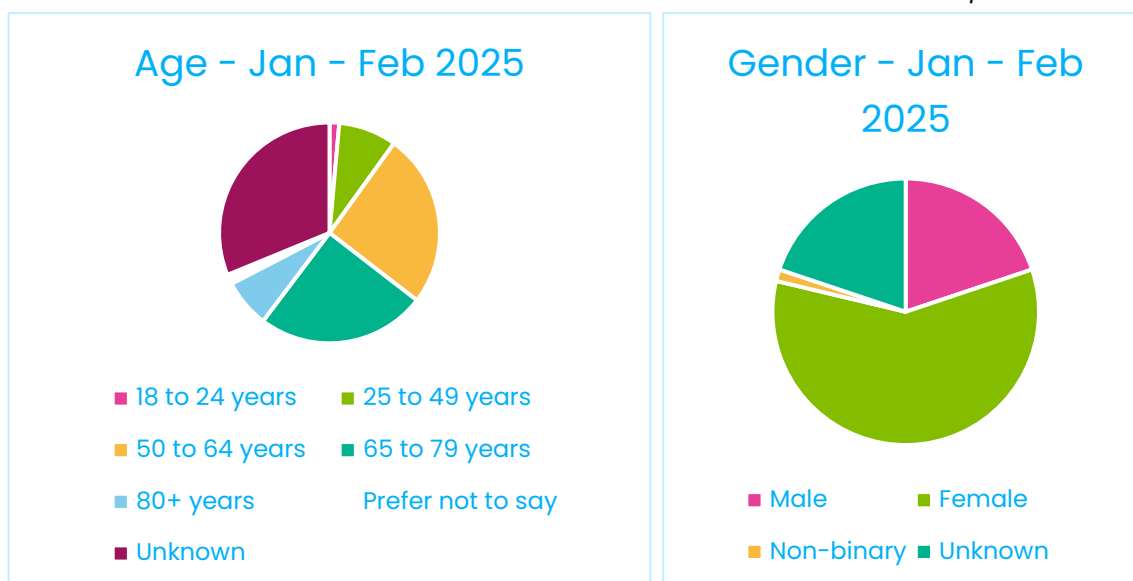
In **Primary Care** the responses were mostly about: GP services (53), Dentists (6), and Community Pharmacies (4).

In patient transport there were 7 responses about non-emergency patient transport services (NEPTS) and there were 7 comments about Mental Health – Other. Services with 6 pieces of feedback were Community services other, Dentistry (primary care) and Cardiology and those with 5 answers were Autism services and Care packages. Services (not already listed above) with 4 responses are: Care of the elderly, Day care hospital, Adult social care and domiciliary care/care at home.

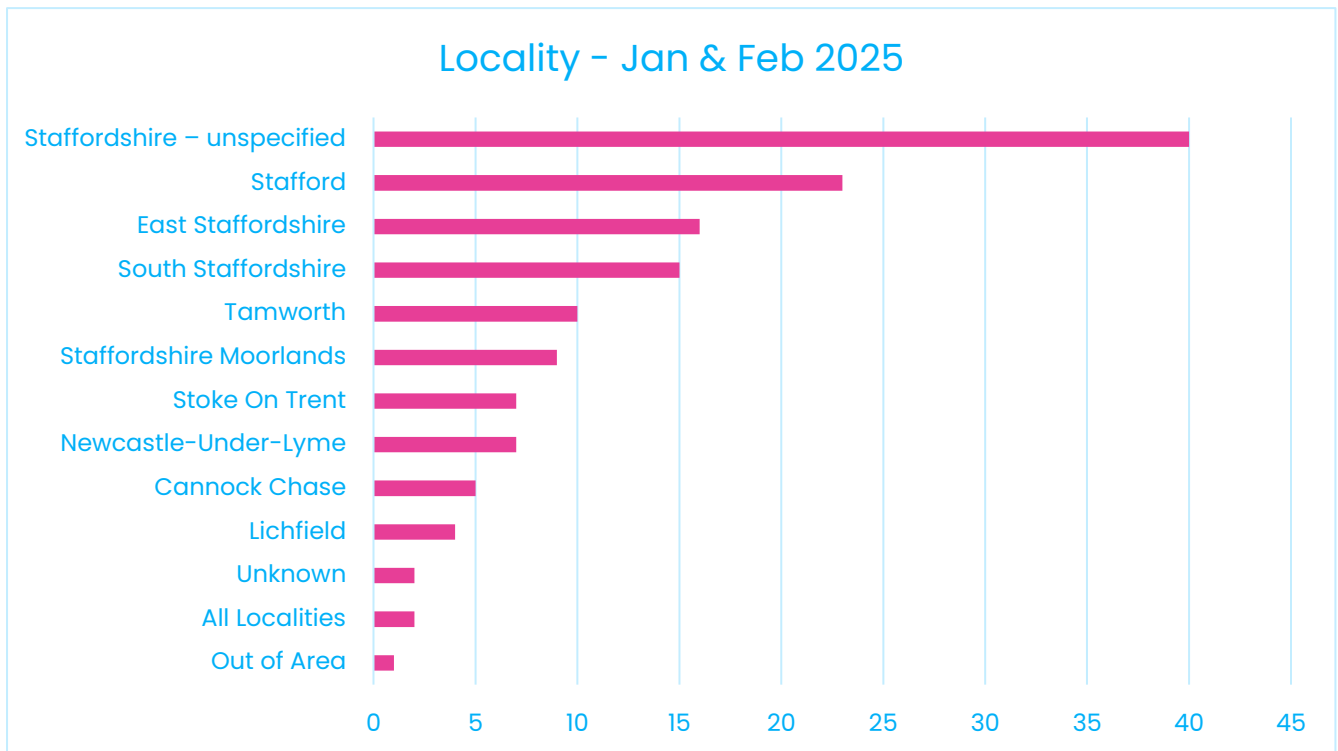
| Top Themes – January and February 2025 | # |
|-------------------------------------------------------------------|----|
| Access to services | 67 |
| Quality of treatment | 44 |
| Staff attitudes and performance | 30 |
| Person centred care | 30 |
| Consent, choice, user involvement and being listened to | 20 |
| Caring, kindness, respect and dignity | 15 |
| Medication, prescriptions and dispensing | 15 |
| Waiting for appointments or treatment / waiting times | 15 |
| Communication with patients treatment explanation / verbal advice | 14 |
| Patient / resident safety | 14 |
| Follow- on treatment and continuity of care | 13 |
| Diagnosis | 8 |
| Remote appointments and digital services | 7 |
| Assessment process | 7 |
| Clinical decision | 6 |
| 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.

The feedback does NOT cover Enter & View Visits nor responses to Surveys..

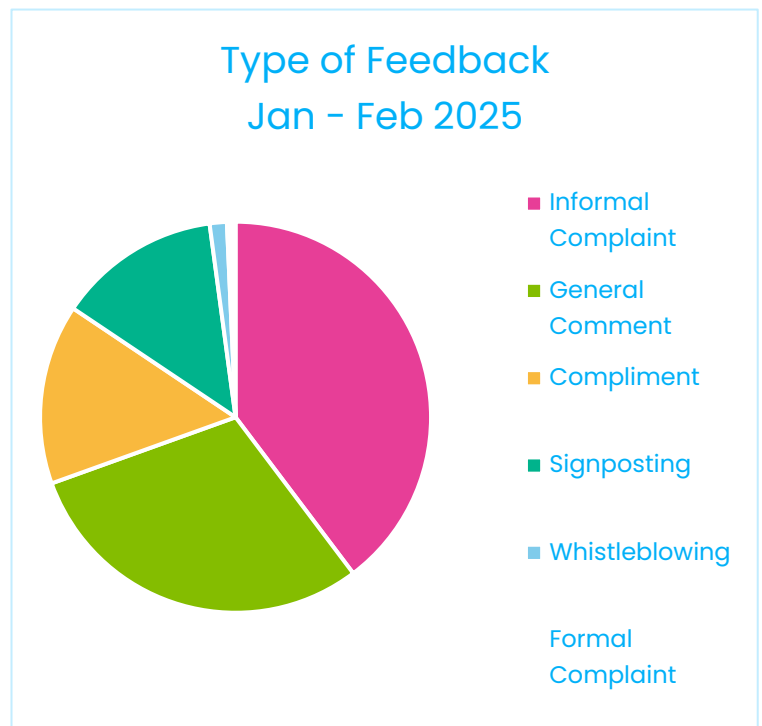


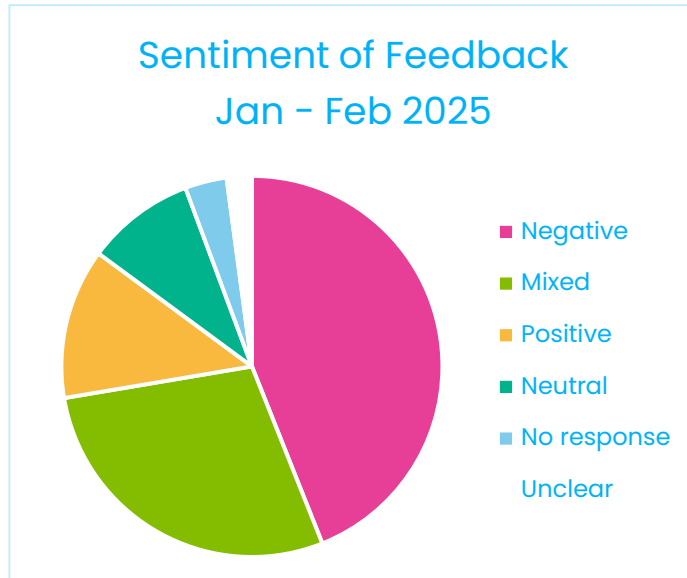
Data was collected from across the County as follows:



We reached 19 carers and 1 person who was geographically isolated. We spoke with 7 members of the LGBTIA+ community. Of those who specified an ethnicity, 78 were white, 3 were mixed and 2 were black.

Long term conditions and disabilities included 51 unspecified conditions, 8 with cancer, 7 with dementia or delirium, 8 with physical or mobility impairment, 3 with learning disabilities, 6 with musculoskeletal problems, 3 with sensory impairments (2 visual impaired), 2 with Parkinson's, 5 with Respiratory conditions, 14 with mental health conditions, 10 with autism and 8 with ADHD, 7 with cardiovascular problems, 6 with pain, 3 with diabetes, 2 with injuries and 2 with seizures or epilepsy. Other conditions mentioned included: bowel conditions, menopause, gynaecology, lupus, chronic fatigue syndrome, neurology, orthodontics, pneumonia and swelling/sores on feet.





Highlights from Local Engagement & Networking

Volunteer Fair Lichfield Cathedral

Chris attended this fair with Volunteers Rebecca (pictured) and Clara. There were over 40 stalls and they had around 20 meaningful conversations about Healthwatch and the volunteer roles we have. Volunteers enjoyed their afternoon – they got to meet other stall holders and got information to give out.



Community Information Fair – Perton Library

Jackie attended this engagement and networking event with a number of Health, Wellbeing, Energy and other organisations present. Attended by 4 local councillors (parish and district) and also local support groups.



Managing Health in Winter – Tamworth Event

Dave attended this event at St Peters Centre in Glascote which was promoting managing health during the winter. The event coincided with a Places of Welcome session. He was able to talk to local residents and community leaders about the role of Healthwatch and to speak with individuals about some of their concerns.



Keele University Volunteer Fair

Emma and Chris spoke with students at Keele University campus in the Student Union Hall where there were various Stall holders including Support Staffordshire.



Heath Hayes Wellbeing Event

Jackie and Chris attended this event at Heath Hayes library. They spoke with a number of residents from the local areas asking for information, advice and guidance and signposted to PALS (Patient Advice and Liaison Services at County and Royal Wolverhampton hospitals). Also networked with Digital angels, CAB, U3A, Wellbeing services, Stay active service, PCN and Everyone Health.



Change NHS 10 Year Plan Workshop – Tamworth

Dave attended this multi-agency event in Tamworth to discuss and contribute to the national consultation on the future NHS Plan. Round table discussions on key themes and linking them to local context. Also input from the local MP.

Some detailed discussion about virtual wards, the Tamworth diagnostic and treatment centre and ambulance triage where Dave was able to highlight some of the work we have done.



Healthwatch England News

- In January Healthwatch England welcomed [government plans for a Social Care Commission](#) and issued a report called 'A Pain to Complain' highlighting how the [NHS complaints system lets people down](#).
- In February Healthwatch England joined The King's Fund and National Voices in highlighting the [scale and impact of poor NHS administration and patient communications](#). They say that patients are put off seeking care due to this 'dysfunctional' administration.

Share for Better Care Campaign

In February we participated in a joint campaign week with the Care Quality Commission (CQC), Healthwatch England and other local Healthwatch.

This encouraged people to take a short time to share their experiences of health and social care. Healthwatch England reported a 36% increase in their social media engagement rate and a huge 571% increase in feedback received through their 'Have Your Say' web form. In January and February 77 out of 141 pieces of Healthwatch Staffordshire's feedback came from this form.



Social Media



We shared public health campaigns about the [cold weather](#), free flu jabs for those with learning disabilities and their carers, [winter bugs](#), [the WaitLess app](#), cervical screening and the 'Just Add Veg' promotion from the County Council. As well as our own Hospital Discharge survey, we also promoted surveys about Adult Mental Health Impatient Care, Adult Social Care feedback and Pharmaceutical Needs Assessment.

Local information promoted included the Cannock Menopause Group, a Focus Group for the Royal Derby Hospital, [the relocation of waiting room at Queen's Hospital A&E](#) and upcoming Support Staffordshire Locality Forums in March.

We also posted about Children's mental health week, World Cancer Day and Cancer Prevention Action Week, [Time to Talk](#) Day, National HIV Testing Week and [Eating Disorders Awareness Week](#).

Get in touch

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