

eBulletin

March 2025

Staff & Committee Changes

We are pleased to report that we recruited a further engagement officer at the end of March, so a big welcome to Kelly Moss. Jackie Owen will also be with us for a further year. Sadly, our Engagement Officer Daniela has stepped down this month due to ill health; we would like to thank her for all her hard work with us. However, she will still be contributing to our work as she has now joined the Healthwatch Committee filling the place left by Anna when she became the Healthwatch Staffordshire Manager earlier in the year. We are also grateful to Elaine Day for her excellent work as Chair of the Committee and welcome Ian North who is now taking over this role.

[Meet the team - Healthwatch Staffordshire](#)

Enter and View Visits

In March Chris and volunteer Mick visited Silverdale Nursing Home in for an Enter and View Visit.

The report for our February Enter and View Visit to Hunter's Lodge Care Centre has now been published. [Read it here.](#)

New Enter & View Report out

"Hunter's Lodge Care Centre near Codsall"

Just published on our website



healthwatch
Staffordshire

Emergency Department Visits

In March, Emma and Chris attended further "Fundamentals of Care Visits" at Emergency Departments in Royal Stoke Hospital and The County Hospital, Stafford respectively, where they again joined ICB representatives.

St George's Hospital Visits

Chris and Emma also visited various forensic mental health units at St George's Hospital in Stafford as part of Quality Standards Assurance Visits with MPFT.

Emma went to Radford House and Newport House, while Chris visited Norton House. You can read the [report about Norton House](#) here.

Deep Dive Updates

Admissions Avoidance

This Deep Dive report has now been published. It looks at ways health and social care services in Staffordshire are being developed to keep more people out of hospital, allowing them to recover at home in a familiar environment, while still being monitored and supported. [Read it on our website.](#)

Would you like to learn more about staying out of hospital when you are unwell?



Hospital Discharge

Our draft report is being reviewed, and we hope to publish it shortly.

New Deep Dives

The Healthwatch Staffordshire team are currently finalising the topics for their next Deep Dives, which will start in the new financial year. The current plan is to look at Mental Health, Women's Health and Dental Care.

Volunteers

In March 2025, we had a total of 24 volunteers, which included 18 volunteers and 6 Healthwatch Advisory Committee Members.

We would like to express our thanks to our committee who give up their time to support us. The Chair is now Ian North, and the other members are Derek Hoey, John Townsley, Sanjit Rajim, Daniela Ballantine and Nikki Archer.

Volunteer Kate Sheldon joined us in March to assist with engagement events and complete training for Enter & Views. Rebecca Ugwueze started in a research role, and Angela Holmes has joined for Community Outreach and Engagement.

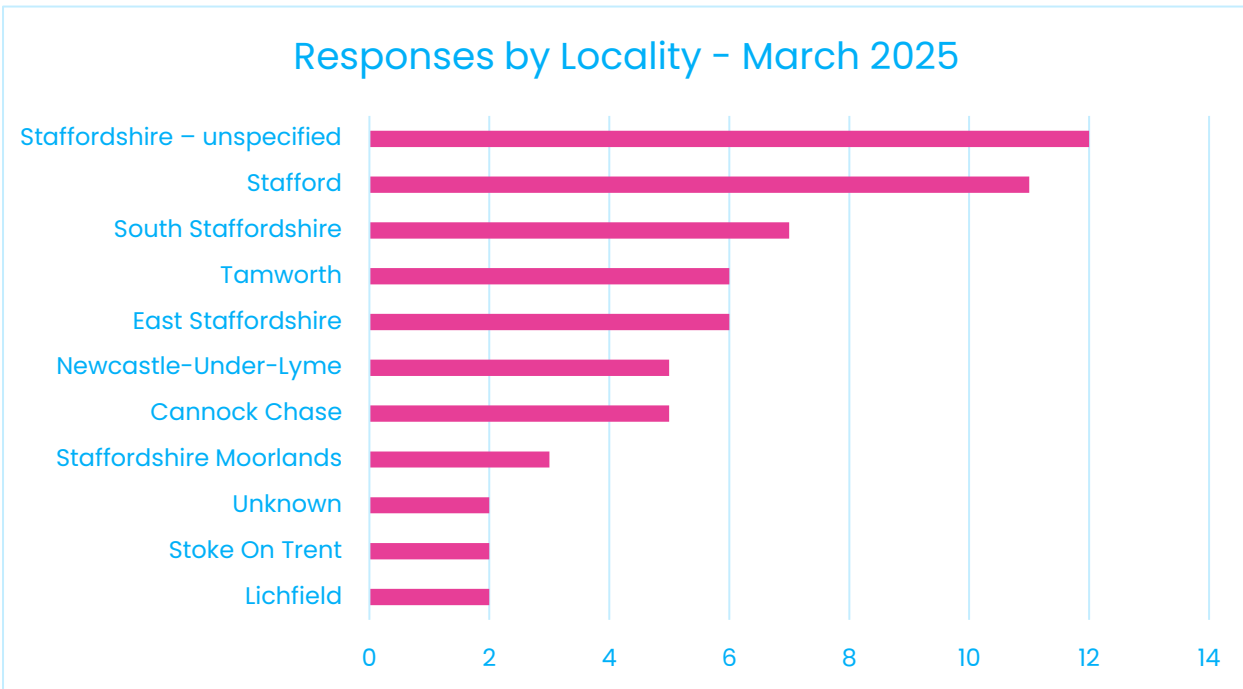
Several volunteers spent time helping the Rurality Team at Support Staffordshire department with building packs to be sent out to engage rural residents of Staffordshire – thanks to Val, Rebecca, Kate and Mick for this. Kate also assisted at 2 engagement events, (Trinity Church, as well as the Showground event with Jackie Owen), Celia joined Chris at the Cancer bus in Newcastle and Mick took part in the Enter and View at Silverdale Nursing Home. Rebecca and Angela spent time reading through policies and procedures for their induction and Pearl researched pharmacy systems.

Pearl Obiorah has also been accepted to help with a Healthwatch England project around a conference in Birmingham in April 2026 looking at better integration of health and social care.



March Feedback

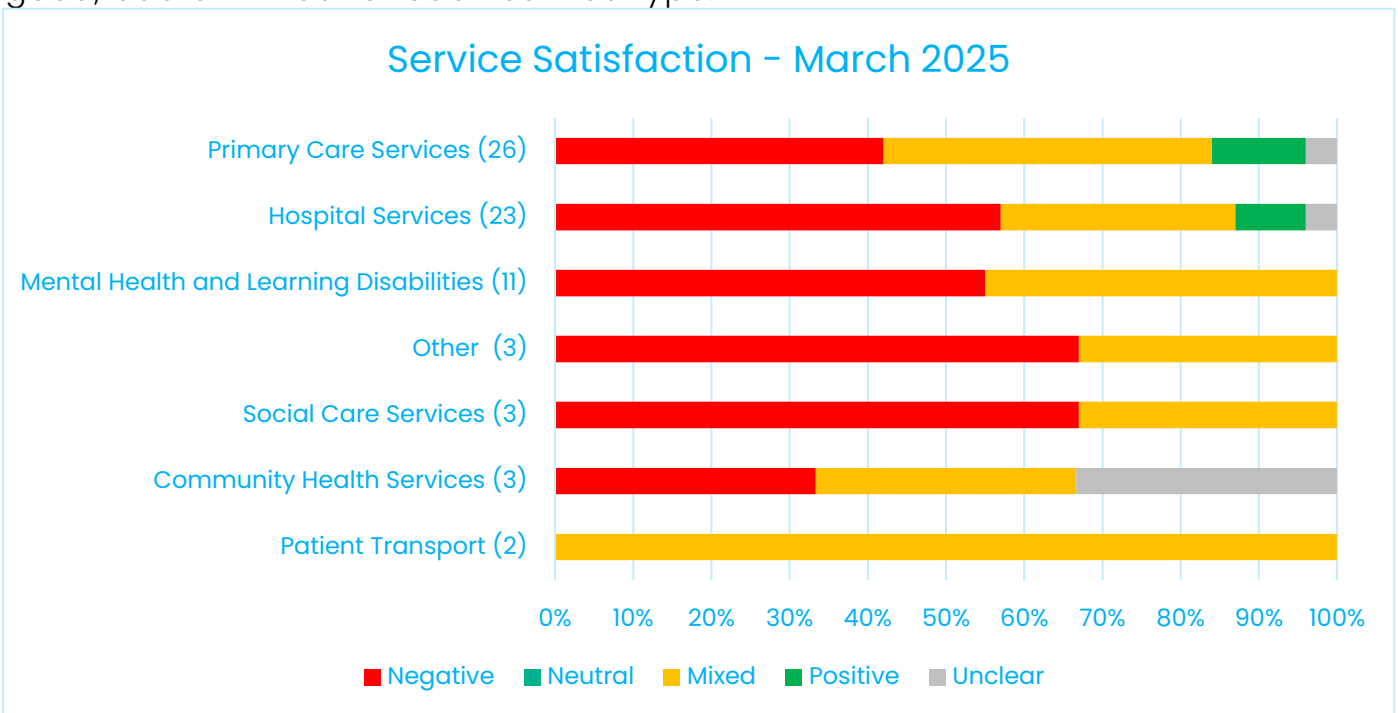
61 responses were collected from across the County as follows:



Please note that the feedback does NOT cover Enter & View Visits nor responses to Surveys.

Service Categories

Primary Care tops the list of service categories again (26 comments) followed closely by Hospital Services (23). Our new graph shows whether feedback was good, bad or mixed for each service type.



The next largest response is for Mental Health and Learning Disabilities (11). Remaining comments are about Other (3), Social Care Services (3), Community Health Services (3) and finally Patient Transport (2).

In **Primary Care** the responses were mainly about GP services apart from 2 comments about diagnostic services, 1 about dentistry and 1 about opticians. Under **Hospital Services** the responses mainly covered Outpatients (11) and Inpatient Care (8).

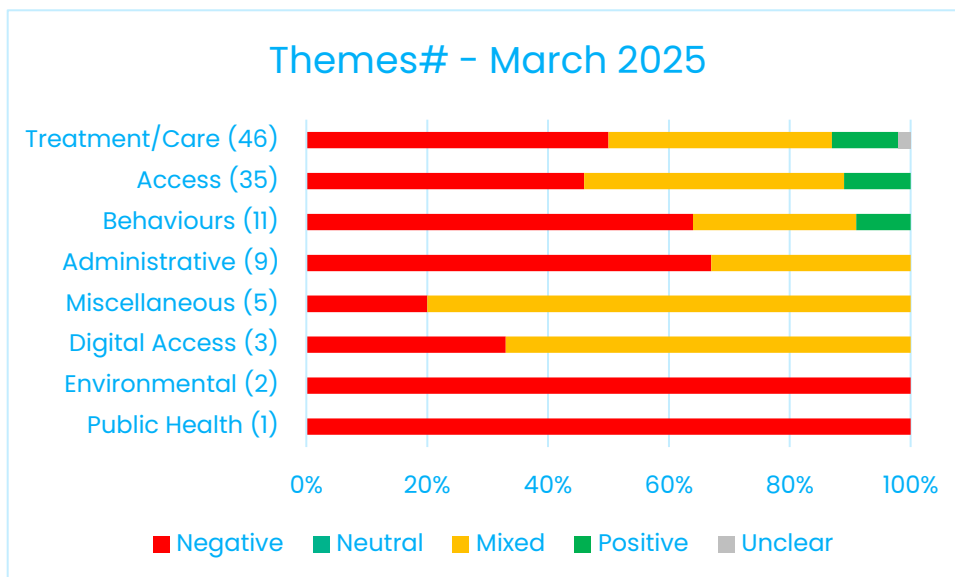
Mental Health and Learning Disabilities covered Community MH Teams (4) and counselling (3). "Other" mentions equipment services, support services and non health/social care services while Community Services are evenly split between Sexual Health, Walk-in centres and Other.

Themes

This month we are including a new graph of themes which show whether feedback was good, bad or mixed.

Treatment and Care had the most feedback, and within this area, the topics mentioned most often were:

- Person-centred care
- Quality of treatment
- Waiting for appointments or treatment /waiting times
- Consent, choice, user involvement and being listened to
- Follow-on treatment and continuity of care
- Communication with patients, treatment and explanation/verbal advice



The responses under **Access** were all about "Access to Services" and under **Behaviours** all comments related to "Staff Attitudes and Performance".

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

Positive Feedback

3 Hospitals and 3 GP Practices received compliments about their services.

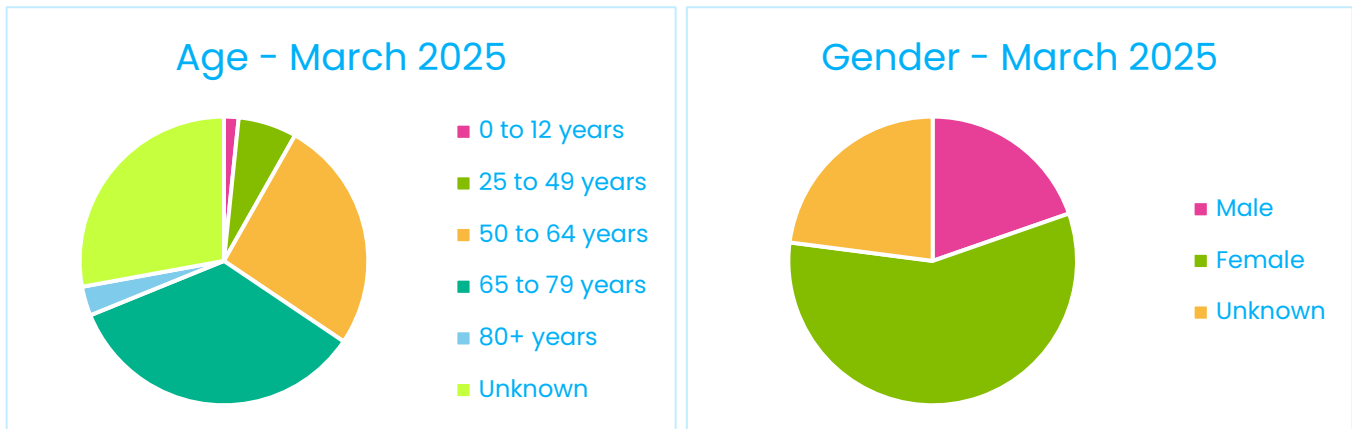
The Royal Stoke Hospital provided *“Excellent Treatment”*. At Queen’s Hospital Burton a patient *“received excellent care from the team”* for a hip replacement. Sir Robert Peel Community Hospital in Tamworth provided *“excellent and timely treatment”* for an injured ankle.



Several positive responses were received about Tri-links Medical Practice in Amington which was described as *“approachable and responsive”*. At Kidsgrove Medical Centre a GP was said to be *“brilliant, caring and empathetic and easy to talk to”*, while a patient at Keele Practice told us *“I can hardly express how sincerely appreciative I was of this splendid service - from the practice staff who took my call, the GP who treated me so expertly, and the pharmacy who supplied the medication, all working swiftly and efficiently to care for me.”*

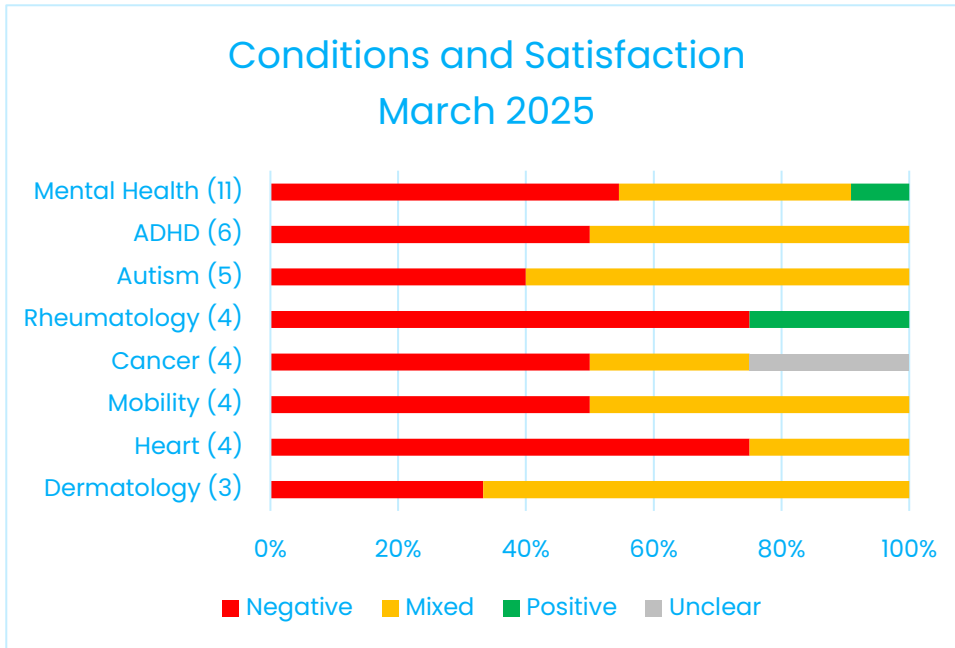
Demographics

We reached 5 carers. We spoke with 5 members of the LGBTIA+ community. Of those who specified an ethnicity, 26 were white, 1 was mixed and 1 was black.



Conditions mentioned included 11 people with mental health conditions (including 1 with psychosis), 6 with ADHD and 5 with autism, 4 with cancer, 4 with a heart condition, 4 with physical or mobility impairment, 4 for rheumatology, 3 for dermatology, 2 with dementia, 2 with UTIs, 2 with injuries and 2 for planned surgery. Other conditions brought up are: learning disabilities, visual impairment, Parkinson’s, Ulcerative Colitis, Diabetes, Coeliac’s, lung disease, menopause, thyroid problems, nursing care and pain.

The following chart shows what percentage of feedback was negative, mixed, positive or unclear for the conditions mentioned most often.



Highlights from Local Engagement & Networking

Cancer Bus Tour

Our Engagement Officers helped on the Staffordshire and Stoke on Trent ICB Cancer Bus on its 5-week tour around 15 Staffordshire towns. The awareness bus was visited by 5,866 people.

Chris assisted at Cannock and at Newcastle under Lyme where she was joined by volunteer Celia and her dog Maisie. Meanwhile Jackie joined the bus at Codsall and Hednesford, and Dave attended at Burton and Burntwood.



Support Staffordshire Locality Forums

These quarterly forums took place during March. Dave took part at Tamworth and Barton, Jackie was at Haughton for the Stafford forum and Emma was at those for Newcastle and the Staffordshire Moorlands



Keele University Opportunities Event

Anna & Emma attended this event at Keele University, where they spoke with students who were looking for placements, and others who were interested in volunteering for us.



#CommunityFest

Dave attended a Community Connector event organised by [Tamworth Community Together CIC](#) in Amington where 15 local organisations attended. Positive feedback was received about a local GP practice and outpatient services at Tamworth Hospital. There were concerns over patient transport links to Queen's Hospital but positive comments about the treatment, especially elective orthopaedics.



Leek Butter Market

Emma promoted Healthwatch Staffordshire on the Outside Arts stall in Leek Butter and Trestle Market for a full day to raise local awareness.



Managers' Quality Networking Forum

Chris and Emma were present at this well-attended event at the Beaconside Conference Centre in Stafford where they had some really positive conversations and invites to do Enter & Views.



Stafford PCN Wide Community Health & Wellbeing Event

Jackie and Volunteer Kate attended the Stafford and surrounds PCN Health and Well Being event at Staffordshire Showground. Statutory and voluntary sector organisations across Staffordshire were represented. The event attracted over 1000 people and Healthwatch spoke to several hundred.



North Midlands Stroke Network Conference

Dave attended this conference at Yarnfield, where he heard about the latest developments in Stroke Care including a report back on the work MPFT have done over the last year on stroke care in Lichfield and Tamworth.



Healthwatch England News

Last year we shared a Healthwatch England national survey about eye care and asked for local people to respond with their experiences. The national data has now been analysed and a report called “A strain on sight: Waiting for NHS specialist eye care” has now been published. [Find out more in this article.](#)

In total they heard from 2,568 people about their eye care experiences, with 1,051 people responding to the questions about waiting for secondary eye care.

As part of the data collected there were 50 responses from Staffordshire residents, and we would like to Thank everyone who participated. The local data has been forwarded to us and is now awaiting analysis.

Social Media

We shared an [NHS campaign about breast screening](#) and an NHS England survey on breast screening services in the West Midlands to help improve awareness and attendance. We highlighted that the Spring Covid-19 booster booking service is now available for those eligible and reported on [a change of premises for Gordon Street Surgery](#) in Burton and a [new website for MPFT](#).

We also promoted a national survey about GP referrals from Healthwatch England, a survey to help set priorities for Women's Health Research in the UK and our own Care Home survey to tie-up with the Silverdale Nursing Home Enter and View visit.

In addition, we posted about Ovarian Cancer Awareness Month with advice about the symptoms from [Ovarian Cancer Action](#) and the [Eve Appeal](#). In #NOMOREWeek (which raises awareness of Domestic and Sexual Violence) we shared details of local services [New Era](#) and [Staffordshire Women's Aid Survive](#) service. On No Smoking Day we signposted to local services from [Everyone Health](#).

Get in touch

Healthwatch Staffordshire

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