



News

January 2019

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Welcome to our
new look quarterly
newsletter

Breaking News

Press release issued by North Staffordshire and Stoke on Trent CCG

Have your say about proposed changes to local health services in northern Staffordshire: Come join us at on our upcoming events

As you may know, we have recently launched our consultation about:

- Community-based services in Newcastle-under-Lyme, Stoke-on-Trent and Staffordshire Moorlands
- Community hospital beds available for rehabilitation
- Some of the consultant-led outpatient clinics such as outpatient appointments for skin conditions.

We would like to encourage you to get involved and have your say. Your voice is very important; these proposed changes may impact you, your family, your friends, your patients or people you care for outside of work. You can have your say by completing the online survey available at:

<https://www.elesurvey.co.uk/f/615263/1536/>

We would also encourage you to visit our website at www.healthservicesnorthstaffs.nhs.uk to find out more, or get in touch with any questions or comments you have via consultation.northstaffsstoke@nhs.net

To help you find out more, we have arranged a number of events and pop up stands across Staffordshire. This includes five public workshop events, local focus groups and stands at local markets and shopping centres where we will be available to talk to you and hand out more information about what our proposals mean and how they will help us to transform our local health services to be fit for the future. The consultation closes on Sunday 17 March 2019

Public Workshop Events

All events run from 7-9pm with registration from 6:30pm. They are set up to enable you to find out more, ask questions and through a round table discussion, provide your input into the consultation.

Wednesday 13 th February	Holy Trinity Community Centre, London Road, Newcastle-under-Lyme, Staffordshire, ST15 1LQ	Tickets
Monday 25 th February	The Manor Hotel, Watt Place, Cheadle, ST10 1NZ	Tickets

Pop up stands in local shopping centres and markets - more will be added soon.

6 th February	Leek Market, ST13 5HH	11am-2pm
15 th February	Cheadle Outdoor Market, ST10 1AA	11am-2pm

[Healthwatch Volunteer Workshop Event 21st February – for full details see Volunteers News page 11](#)

Healthwatch Advisory Board

Healthwatch Advisory Board Public Meeting

10.30 a.m. – 1 p.m. 13th February 2019

Northfield Centre, Magnolia Avenue, Stafford ST16 3DU

Guest speakers - Lynne Hunt & Angie Upton

Midland Partnership NHS Foundation Trust

🗨 Access to Mental Health Services 🗨

To book your place contact us on our freephone number 0800 0518371
or by email at enquiries@healthwatchstaffordshire.co.uk

Healthwatch Advisory Board Update

As Chair of the Healthwatch Advisory Board (Staffordshire) I have been fortunate in that during the past two years I have been able to invite very interesting and specialist speakers to address the Board on issues that are current and related to Public Health issues which have informed and advised both the members of Board and members of the Public who are always invited to attend the Healthwatch Advisory Board meetings.

In Staffordshire the HAB meet in a variety of venues across the County in order that we hopefully can meet and inform as many of the Public as possible about the work that Healthwatch undertakes across the County. The next meeting is to be held in Stafford on Wednesday 13th February. Healthwatch members and members of the Public are invited to attend.

At the Advisory Board meetings we inform everyone about the work undertaken by our Locality staff across the County. A major piece of work that we undertake is that of Enter and View where we visit Care Homes and other services to look at the work in individual Care Homes and how the residents or people that use a service are cared for. We receive referrals from members of the public and people who have relatives in Care Homes. We regularly meet with the Care Quality Commission to discuss issues that have been found in our area. All our reports are published on our website and shared with relevant authorities. This helps the residents and people who use services to receive the best care possible. If you are interested in volunteering for Healthwatch, we provide training for a variety of different roles, please do contact us if you feel you would like to volunteer.

Following some retirements from the Board we have recently recruited three new members. I would like to take this opportunity to introduce our new members to you - Fiona Shield, Celia Jarrett and Dave Bassett. Full HAB member details are being prepared for the website.

Maggie Matthews, Chair

Winner-Champion Diversity and Inclusion Healthwatch Network Awards 2018

The Healthwatch Network Awards are a fantastic opportunity to celebrate this work, highlighting the difference local Healthwatch have made by using this wealth of intelligence to help decision makers target their efforts to make things better.

Jane Mordue, Chair of Healthwatch England

People living in prisons are entitled to the same level and quality of health services as other NHS patients, but access isn't always as good as it should be. Thanks to Healthwatch Staffordshire, working in partnership with NHS England, new licenses have been put in place enabling people living in six local prisons to access community dentistry services.



Jo Hall with the Healthwatch England Award

Staffordshire has a high and diverse prison population which makes it important to keep prison healthcare a priority. To help us support the needs of this community we developed a close partnership with prison healthcare providers, the prison estates and the prisoners themselves to establish a volunteer champion role for prisoners across Staffordshire. This not only allows us to better serve their needs but enables their involvement in the work we do and makes sure their voices are always heard.

Some of our Achievements are:

- Prescribed medication could affect prison drug screening programs and cause the transfer of prisoners to the secure unit. NHSE and the prison healthcare team have liaised with community GP's so that they are aware of medications of concern.
- Prisoners will now be granted licences to leave the prison and register with community healthcare services.
- Necessary healthcare information will be provided upon arrival at the prison and health champions will offer peer-support to help new arrivals understand and navigate the system.

Highly Commended-Helping people have their say



A Dose of Reality - Following a substantial funding reduction to drug and alcohol services in 2017, Healthwatch undertook engagement with service users to assess the impact of the cuts.

Due to the complex issues that some of the service users face, they seldom engage in consultation and are often hard to reach so we had to employ various assertive engagement methods and work closely with partners to encourage people to participate and reassure them that their voice will be heard. We used planned and opportunistic feedback sessions, often attending locations at times where we would be most likely to catch people. With the support of our partners, many of whom offered us free access to their services, we were able to capture the feedback of people who would not otherwise have been involved. Since the consultation closed we have worked closely with partners and community providers to address some of the unmet need in the community, and to create new pathways and partnerships into other support services.

We have developed a partnership between substance misuse service and a local community mental health provider, and commencing May 2018 wellness recovery programmes, and anxiety and depression workshops will be delivered from North Staffordshire drug and alcohol services, and the community mental health provider will have staff co-located at drug services also. We continue to work with partners to address some of the other issues and gaps in services that were identified in the report.



Artwork One recovery Hub, Newcastle under Lyme

Projects

STP Maternity Transformation

Healthwatch Staffordshire have been working with the Pan Staffordshire Maternity Transformation Programme to help recruit Maternity Champions to represent Patient views on the Maternity Voices Partnership over a period of 8 months we recruited and trained 15 Maternity Champions whose role it is to speak with other young mums or expectant mums/dads/ grandparents about their experiences of using maternity services throughout pregnancy and post-natal services so that their views can be heard and used to help improve the services in Staffordshire and Stoke on Trent. If you are interested in finding out more about becoming a maternity Champion, please contact Stephen Casbolt, Senior Project Manager for the Staffordshire and Stoke on Trent Maternity Transformation Programme Stephen.casbolt@staffordsurroundscg.nhs.uk

Review of Day Services

Following intelligence received about the availability and quality of Day Opportunities for People with Learning Disabilities, we are undertaking a County Wide Project looking at the quality and scope offered by these services. Staffordshire County Council currently spend around £10 million on these largely unregulated services accessed by some of the most vulnerable citizens in the county. We are visiting approximately 25 services over the next 3 months and hope to publish an overview report of our findings in April 2019. If you or a member of your family has experience of using Day Opportunities in Staffordshire and would like to share these with us please contact us on our freephone number 0800 0518371 or by email at enquiries@healthwatchstaffordshire.co.uk

Hospital Discharge / Discharge to Assess

Healthwatch Staffordshire in partnership with Healthwatch Stoke and Healthwatch Wolverhampton are undertaking a study of the Discharge to Assess (D2A) process for people leaving hospital. We are keen to hear from people who are or have been in hospital and who have experienced the D2A process to see how well it has worked for patients. We will be visiting local hospitals including community hospitals and other places that patients may have gone to awaiting an assessment of their needs. If you, or a member of your family have recently been discharge from hospital, we would love to hear about your experience in confidence. Please contact us on our freephone number 0800 0518371 or email us at enquiries@healthwatchstaffordshire.co.uk

Young People

Following local and national intelligence about the availability of low-level emotional support services and the publication of a new Mental Health strategy for Young People, we are doing a project to find out about the availability of low-level emotional support services in schools. We are currently surveying schools in the Stafford area but will be expanding the study to schools across Staffordshire over the next few months

if you are a young person or an organisation who works with young people please feel free to share our survey via the link below with your contacts so that we can reach as many people as possible.

<https://wh.snapsurveys.com/s.asp?k=154296799838>

Together We're Better

An information sheet reproduced with permission of TWB

An overview of the Staffordshire
And Stoke-on-Trent
Health and Care Partnership



Introduction

'Together We're Better' is your local partnership of NHS, local government and voluntary sector organisations. We are working collectively to make decisions to transform health and care services across Staffordshire and Stoke-on-Trent.

Since 2016, we have been working together to identify areas of innovation, integration and, most importantly, deliver better and more joined up care for patients. It's great to see real momentum building, with all partners actively driving our clinically-led programmes of work. Undoubtedly this is an ambitious task and will take us several years to realise in full, but we remain clear in our view that local people deserve the best health and care services that we can provide with the money we have available.

Every single day in our local system, health and care staff on the front line and behind the scenes deliver amazing care and support. Of course, there are times when we could do better and we are striving to make our local system the best that it can be. It is really important to recognise that local staff go the extra mile to help make sure that local people are well looked after. We are grateful for the work they do and it is important we thank them for that.

To achieve the lasting change we all want to see, it's vital that everyone is given the opportunity to influence our decision making and in Spring 2019 we plan to begin a conversation with local people to develop proposals jointly with patients, carers, clinicians, staff and everyone who is interested in having a say. These early discussions will help to shape and form the basis of any future formal consultation, if appropriate. We hope you will take part in the events and digital conversations that we are planning. Over the coming months, we will be sharing some of the fantastic stories about how local staff, clinicians and communities are making a difference whilst also talking about the areas where we have ideas to make changes.

Sir Neil McKay, Chairman



Simon Whitehouse, Director



Our vision

"Working with you to make Staffordshire and Stoke-on-Trent the healthiest places to live and work"

What we're about

- People living well for longer
- Treating people and not a set of conditions
- Supporting and enabling people to stay well and independent so we can be there when they need us
- Care being delivered closer to a person's home
- Giving mental health equal priority to physical health
- Ensuring a person's experience of health and care is the best it can be.

Our programmes

We are developing new models of care and programmes to deliver our vision. Each programme is clinically-led and focussed on its own aims and objectives to ensure local people have access to high quality, sustainable services for the future:

- Urgent and Emergency Care
- Planned Care
- Maternity, Children and Young People
- Prevention
- Mental Health
- Enhanced Primary and Community Care
- Workforce
- Digital
- Estates
- Organisational Development and Leadership
- Health and Care in Stafford
- Communications and Engagement.

Together We're Better Information continued

Our partnership

Together We're Better is the health and care partnership transforming health and social care for the people of Staffordshire and Stoke-on-Trent. We are NHS and local government organisations, working with independent and voluntary bodies, including Healthwatch Staffordshire, Healthwatch Stoke-on-Trent, Support Staffordshire and VAST.

Preparing for engagement

Partners are working together to agree what we will be asking the public, staff and stakeholders to help us to change. This will include:

1. **Simplifying urgent and emergency care**
2. **Developing a new vision for health and care that meets the needs of local communities and builds a more integrated health and care system**
3. **Reviewing the use of community hospitals in the south of the county and ensuring we have effective and efficient hospital services for planned care**
4. **Identifying additional priorities that will deliver clinical and financial stability**

Clinicians from across the system are involved in all our work programmes to help define the scope of work. There will be a range of ways you can take part in the discussions, to help shape local services. We will be promoting these during 2019.

The image below outlines the proposed timeline of the various stages of the process towards any potential public consultation. This includes developing a pre-consultation business case that will take into account the feedback we receive from all the engagement we carry out, including the 12-week pre-consultation engagement due to take place in Spring 2019.

The image also provides an indication of the timeline for the assurance process that will take place with the independent Clinical Senate and with NHS England. Due to the complex nature of this programme this timeline may change and is unlikely to be as linear as depicted.



Find out more

We hope you found this fact-sheet useful. Over the coming months, we will be sharing further updates on the work across the TWB partnership.

To find out more about our work visit www.twbstaffsandstoke.org.uk

Case study

How an Integrated Care Team has helped Bill: Following the death of his wife, Bill's mental and physical health started to deteriorate. A conversation with his local GP led to Bill being signposted to members of his local Integrated Care Team (ICT). Bringing together a range of primary, community and mental health services, alongside social care professionals and the voluntary and independent sector, ICTs enable a coordinated approach to improving the health of the community they serve.

Bill received support in his home from numerous members of the team, including a district nurse and community matron. When Bill's physical health took a downward turn, the team was on hand to support him. Thanks to the support he has received from the ICT, Bill now leads a healthier, happier life.

This is just one example of how our health and care partners are working together to support integration. You can watch Bill's story here: <https://youtu.be/6zoW5MP3IW0>

Social Media

As we all live very busy lives, we understand that not everybody has the time to attend meetings, consultation events or be as actively involved in influencing how local services are commissioned and delivered as they would like to be.

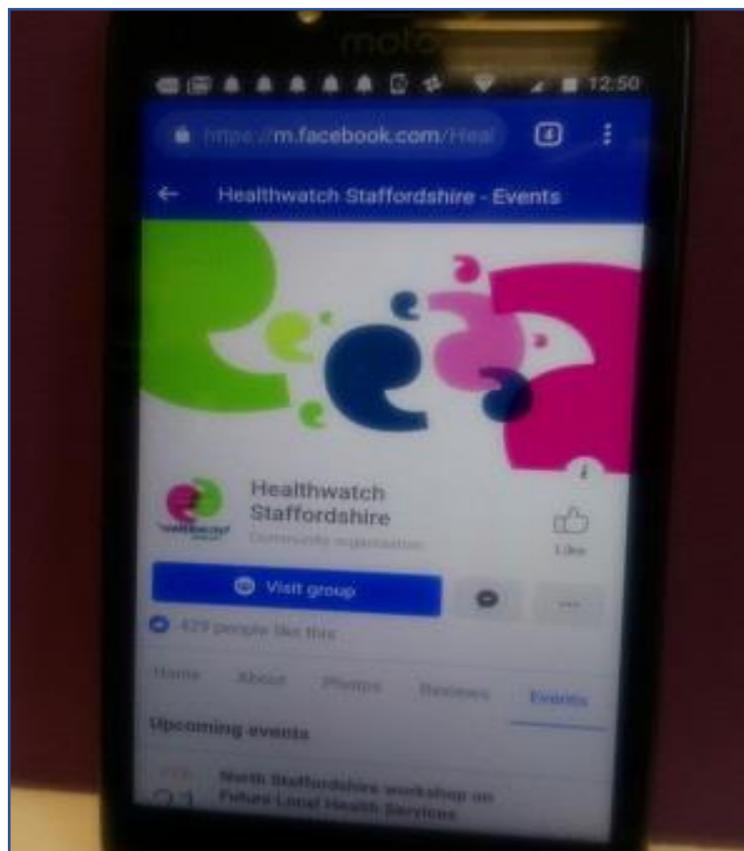
Healthwatch Staffordshire use various social media platforms to share;

- The latest health and social care information
- Volunteering and employment opportunities with ourselves and our many partner organisations
- Information and opportunities from our partner organisations and community groups
- Opportunities to take part in consultation about important issues in your community
- Information about local training courses and learning sessions
- Information to support the most vulnerable in our communities to access essential services such as food banks, community meals, hygiene products, befriending and community transport
- Information about your rights as a patient or user of social care services
- Stories of success in our communities
- Updates about what we have been doing, and opportunities to influence and direct the work that we undertake

We are also able to take feedback and offer support and advice to people via our private messaging options on the various platforms, and always ensure that feedback is recorded and passed on to providers and commissioners.

If you would like to be one of our partners or have information or a post you would like us to share please get in touch.

Follow us on our platforms via the links to the right so that you can stay up to date.



422 [Facebook](#) followers



2335 [Twitter](#) followers



[Instagram](#) – brand new account, be one of the first to follow us

Breast Screening

Mobile service returning to Tamworth

It was brought to the attention of Healthwatch in the latter months of 2018 that the Mobile Breast Screening unit had not visited Tamworth during the year. As it last visited Tamworth in 2015, and patients should be invited for screening around their 3rd anniversary of the last screening, this raised a concern as to how and where Tamworth residents were being screened. It transpired that patients were being invited for screening at Queen's Hospital, Burton, which can be a difficult and costly location to visit for residents in the Tamworth district.

This screening is up to date, but screening uptake is however lower than usual within this region.

The unit had previously been situated in Tamworth town centre, but re-development of the centre meant a new location had been found at Sir Robert Peel Community Hospital in 2015. However, due to the redevelopment of services at the hospital, this site was not available for the Screening Service to use in 2018, and in addition, site works were required to reinforce the hardstanding to ensure the area meets with health and safety standards.

The Provider for the Tamworth district is the University Hospitals of Derby and Burton NHS Foundation Trust. Following an investigation, Healthwatch were informed why an old unit was not currently in action at Tamworth;



- There was an old unit at Sir Robert Peel which was not transferred to the new reconfigured service (Southern Derbyshire and South East Staffordshire).
- While planning the reconfigured service it was decided to purchase a brand new unit (screening trailer and X-Ray machine on the trailer). The new unit is slightly bigger and heavier than the previous old unit (which did have some condition issues and was coming to the end of its asset life).
- The pad which the unit usually parks on at Tamworth (Sir Robert Peel site) was damaged and required repairing. As this work needed to be performed we are also ensuring the new pad is sturdy enough and large enough to receive the new unit.
- As the unit needs access to both power and water (as well as a reinforced hard standing area) this was the only suitable temporary solution.

We are pleased to report that the repair work was approved and was scheduled to be completed by the end of January 2019. Once that work is completed the brand new and improved mobile unit will again visit Sir Robert Peel Hospital Tamworth, which we are advised should commence in February 2019.

Screening invitations will continue to be sent out to all clients who are due to be screened.

Once all clients who are due to be screened have been invited the service will then send out invitations to all clients (within the Tamworth region) who did not respond to the screening invitation when the unit was located at Queen's Hospital, Burton. This will be managed using the current second timed appointments system as a basis for the process. There is sufficient capacity within the system for this additional capacity. The maximum number of clients affected would result in an additional 24 weeks of screening. The normal screening programme in Tamworth is scheduled to complete in June 2019 with the next scheduled screening for the Van due to start in Lichfield in January 2020.

Out and About

Signpost Centre Stafford

The Signpost Centre has been a community support and advice café since 2007, when members of Rising Brook Baptist church, along with health authorities and the local council, refurbished it (Previously it had belonged to the Borough Council). It was formed to address local needs. The centre can provide face-to-face support for people in the community. This support is based on what each individual needs. It could be company, a cup of tea, access to the internet or even just a friendly face.

The internet cafe is at the heart of the centre. It's where they offer daily choices of snacks and drinks, and they only make a small charge for these. Anyone is welcome to come in during the opening hours of 9:30am to 2:30pm Monday to Friday. Just to enjoy the cafe, read the paper, work or play on your laptop, or access the in-house internet-enabled computers. You may prefer to be on your own or chat to other customers, or the support workers, or access the groups and services that run in the centre. In return they ask only that you adhere to their Code of Conduct which ensures that a respectful and friendly atmosphere is maintained at all times.

Signposts employ their own Community Workers to build supportive relationships with people and offer both emotional and practical support where needed. Their role can range from sitting chatting informally to people in the café to helping people to fill in forms. They help you to navigate the often confusing social welfare processes. They will help you to understand how complex benefits decisions are arrived at. They will contact agencies and charities on your behalf. They advocate for you and will mentor you over a long period of time when necessary. A key part of what their workers do is to build community by gathering people together in groups for meals, for activities or discussions.

Staffordshire University

Legal Advice Service

Student-run clinic offers free legal advice to communities

A new legal advice clinic, operated by Law degree students at Staffordshire University, will provide much needed support to vulnerable people.



Staffordshire University Legal Advice Clinic (SULAC) is already up and running in community locations in the City Centre and Stafford and is also taking constituency referrals from Stoke Central MP Gareth Snell. Students will provide formal written legal advice on a range of issues covering housing, family, consumer, and employment following a face to face interview with the client. The students are supervised throughout the process which will help to build skills and provide real world experience.

Senior lecturer and solicitor Tracey Horton said: "The new Clinic is a direct response to the difficulties faced by the most vulnerable in our society and we are extending the service to staff working in HMP Stafford and Royal Shrewsbury Hospital. The clinic will also be offering a priority service to cancer patients via Macmillan Cancer Support." "Increasingly people are struggling to get legal advice because of legal aid cuts, court closures and expensive court fees. To add to this, many advice agencies are also having their budgets slashed which makes the situation much worse. The people needing this advice are ordinary people dealing with every day issues such as divorce, access to children, loss of jobs and personal injury."

SULAC operates during term time at:

- The Dudson Centre, Hanley every Monday 10am – 4pm
- Signpost, Stafford every Tuesday 10.30am to 2.30pm

Volunteer News

The Future of Local Health Services in Northern Staffordshire

An Invitation to a Workshop for Healthwatch Volunteers

Volunteers at Healthwatch Stoke-on-Trent and Healthwatch Staffordshire are invited to attend a workshop on the current consultation on The Future of Local Health Services in Northern Staffordshire.

The workshop is being held on Thursday 21st February from 10am to midday at Healthwatch Stoke-on-Trent, Audrey Dudson Room, The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent, ST1 5DD.

The Clinical Commissioning Groups are very keen that you, as our volunteers, have your say. Your views will help the CCGs to decide how to deliver services that may affect you, your family, your friends or people you care for or work with.

What the consultation is about

The consultation is being led by North Staffordshire and Stoke-on-Trent CCGs and is about:

- How community-based services can be delivered differently in a more integrated way, closer to home
- How to make better use of our community hospital rehabilitation beds and
- How to ensure some of the consultant-led outpatients clinics work more efficiently and importantly, ensure consultants have more time with patients and less time travelling.

You can find the full consultation document and the online survey and all of the background information about the consultation at <https://www.healthservicesnorthstaffs.nhs.uk/>

To register for the workshop on 21st February, please contact us on our freephone number 0800 0518371 or by email at enquiries@healthwatchstaffordshire.co.uk

Become a Healthwatch Volunteer

Healthwatch Staffordshire is a county-wide service with a commitment to have a presence in local areas. In addition to the work of paid staff in districts, Healthwatch wishes to establish strong district networks of Healthwatch Volunteers.

Volunteers will support engagement work in communities by being active in their own local area, representing and channelling the views of local people. Healthwatch Volunteers are committed to improving health and social care services and who are willing to support the Healthwatch team.

Research and Engagement

Events and Promotions

Enter & View Authorised Representative

Administrative Support

A volunteers Story

Healthwatch Staffordshire was the perfect opportunity to give me the insight into the world of working in Health and Social Care. As a second year student at Staffordshire University studying Health and Social care, I was looking for some volunteering to go alongside my course. I have always had an interest in improving and changing the lives of others in my local community. Healthwatch Staffordshire fits perfectly alongside my course as they work with all different groups and people across the community giving me a wide range of experience.

I initially heard about Healthwatch at university but prior to this, I had never heard about them or the work they did. However, since volunteering with them I have come to realise how much work Healthwatch does for communities and the impact they have.

I decided to volunteer to enhance my skills and knowledge around health and social services as well as make a difference to the local community. Additionally, I thought that volunteering would be a great opportunity to meet new people who work in the health and social care sector.

From my time volunteering with Healthwatch Staffordshire, I have had the opportunity to work on an emotional wellbeing project in schools and attend a Health fair at HMP Stafford. The project in schools has allowed me to have a greater understanding of mental health in young adults. The project involves creating surveys, emailing schools and arranging a meeting with the head of pastoral care at the school. This project has given me great experience in planning and organising a project. In addition to the projects in school, I also had the opportunity to attend a Health fair at Stafford prison. This experience was so interesting, and I was able to learn so much about health care in prisons and the quality of care they receive.

Volunteering at Healthwatch has given me the opportunity to build on my current skills in health and social care as well as improve my confidence in talking to new people. Volunteering at Healthwatch has given me some excellent experience that I will be able to take forward and use in future jobs and careers. Healthwatch Staffordshire has so many different opportunities for volunteering and they make me feel I am making a difference to the local community and I definitely feel like they value my time and input.

I thoroughly enjoy my time volunteering at Healthwatch, and I hope to carry on working on more projects in future months.

Get in touch



Choose the Type of Service

To begin leaving feedback you need to find the service you want to leave feedback for. Either use the search box or select the type of service below.

Search for an Organisation

111/GP out of Hours 	Care In Your Own Home Providers 	Community Services 
Dentists 	GP Surgeries 	Hospices 
Hospitals 	Mental Health Services 	Opticians 
Pharmacy 	Residential Homes 	Walk In Centres 

Room 31, Staffordshire University Business Village, Dyson Way
Staffordshire Technology Park, Stafford ST18 0TW
email: enquiries@healthwatchstaffordshire.co.uk

Tel: 01785 887810

Freephone: 08000518371



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