



May 2019

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Dates for your diary

Healthwatch Staffordshire Annual General Meeting

9th July 2019 1.30 p.m. – 3.30 p.m.

Programme Includes:

**Together We're Better
Future Health and Care Plans in Staffordshire**

**The work of Midlands Partnership Foundation Trust in
Staffordshire Neil Carr – Chief Executive**

Stafford Rugby Union Club, Castlefields, Newport Road, Stafford, ST16 1 BG

To book your place email: enquiries@healthwatchstaffordshire.co.uk

Healthwatch Staffordshire Volunteers Event

9th July 2019 10 a.m. – 1 p.m. Stafford Rugby Club

Healthwatch Advisory Board Public Meeting

5th June 2019 10.30 a.m. – 1 p.m.

Newcastle-under-Lyme Fire Station

Knutton Lane, Newcastle under Lyme, ST5 2SL

Speaker – Mark Seaton – Managing Director of Staffordshire CCG's

Community hospitals – next steps and timelines

Local response to NHS Long Term plan

The new GP contracts

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

Breaking News

Plans for a single CCG across Staffordshire and Stoke-on-Trent share your views

The CCG's want to hear your views on their proposal to create a single Strategic Commissioning Organisation (CCG) for Staffordshire and Stoke-on-Trent.

The consultation runs from Tuesday 7 May 2019 until midnight on Sunday 9 June 2019.

For full information and how to share your views, [see page 6](#)

Staffordshire County Council Carers Strategy

Staffordshire County Council and the NHS Clinical Commissioning Groups in Staffordshire have put together a draft strategy for carers, which sets out our priorities. They would like to hear from carers and professionals what they think of the proposed strategy, and if there is anything else they need to consider.

The consultation is open until 22nd July 2019.

For full details and links to the surveys, [see page 7](#)

Shaping Autism Services in Southern Staffordshire Survey and Listening Events

Healthwatch Staffordshire have been asked by the Staffordshire Clinical Commissioning Groups to distribute information about a survey and listening events about Shaping Autism Services and are asking people with experience of these Autism Services to take part.

For full details, the link to the survey and details of how to ask the CCG to attend your group, [see page 8](#)

TWB listening events – June and July across the County

[See page 9](#) for full dates and locations and how to book your place

NHS Long Term Plan surveys and Focus Groups - We would like to say a big **thank you** to all the people who took the time to complete the survey we distributed on the NHS Long Term Plan. In addition, we had many people take part in Focus Groups and we would like to express our appreciation of the time given by these groups. With your help we managed to greatly exceed the expectations on response numbers set out by Healthwatch England.

Healthwatch Advisory Board

Message from the Chair

Healthwatch Staffordshire is delivered by Engaging Communities Staffordshire (ECS) which is a Community Interest Company that brings public engagement, consultation and consumer advice services together in a central organisation to create evidence and insight to help improve local Health and Social Care Services.

Healthwatch Staffordshire acts as an independent voice of local people, championing quality health and social care. It is our job to argue for consumer interest for all those who use health and social care services in the area. With your input we can raise awareness of key issues affecting your local health and social care services and recommend improvements.

The Healthwatch Advisory Board brings together people with a range of skills, knowledge and experience, which when combined, can be used to support Engaging Communities in the delivery of an effective Healthwatch in Staffordshire.

In this issue of E-News, we have a “Meet the HAB” page, so you can get to know the Healthwatch Advisory Board Members and learn about their backgrounds and interests.

Maggie Matthews, Chair



HAB Meeting at the Northfield Centre, Stafford, February 2019

Meet the HAB



Maggie Matthews worked in business and the Education Advisory Services prior to retirement. Maggie then became interested in Patient Participation and became Chair of her own GP Practice group and the Leek and Biddulph group of PPG's. She is a Trustee of the National Association for Patient Participation (NAPP). Gradually Maggie became involved in the work of the North Staffordshire CCG and is a member of the North Staffs Patient Congress and sits on several CCG groups. Maggie has been involved with Healthwatch Staffordshire from when it was formed. Maggie is also a Governor of Midlands Partnership NHS Foundation Trust and a member of their User and Carer Group.

John Bentley became involved with Healthwatch Staffordshire when he retired from the NHS in 2013. He worked in a mental health and community Trust. For ten years he was also carer for his mother in law, as she became increasingly frail, and after a number of hospitalisations was admitted to a nursing home in which she died. With experience of both sides of health care he is determined to use that experience to make sure that the voice of the individual is clearly heard. John is also Chair of Staffordshire Carers Partnership and represents carers on the East Staffs CCG Improving Lives initiative.



Frances Beatty spent most of her career working for a membership organisation, (Country Land & Business Association – CLA), influencing national/regional government policy making. She has a policy setting background in the realms of business, higher education, local government, environment, health and social care, having served/serving as a board member of various bodies. As a Councillor of Stafford Borough Council, she has the Cabinet portfolio for Economic Development & Planning. As a ward member dealing with complaints day to day, she recognises the importance of representing consumer interests.

Dave Bassett, who lives in Burton, has been involved with Health and Social Care since 1972, holding senior management roles in the NHS as a provider and a commissioner. For the last few years he has worked in the voluntary and independent sectors in the West Midlands until retiring in the summer of 2018. Previously Dave was Vice Chair of Staffordshire LINK. He has chaired his GP patient group and was an initial member of East Staffordshire CCG Patient Board. He is a Director of Burton and district Mind and a member of University of Derby and Burton Hospitals NHS Foundation Trust.



Mike Dent has lived in Cheadle since 1977. He is married and has 3 adult children – and 2 grandchildren. As Emeritus Professor (Staffordshire University) he maintains an active research interest in health and social services as well as continuing to be involved in teaching on a part-time basis. He volunteers for both Healthwatch and the Health Quality Improvement Programme as a Service User Network member. Mike became more aware of the role that Healthwatch can play in championing the interests of the patient and likes to be actively involved.

Derek Hoey has lived in Tamworth for about 40 years, although he is of proud Scottish heritage. Now retired, he spent most of his career in the world of advertising – although latterly he changed path and worked as a Research Officer with West Midlands Police. He became a Healthwatch Champion in 2014, having attended a Healthwatch focus group in Tamworth, following a decision to close an operating facility at the local hospital. That decision was reversed –showing the potential power of the public voice! He was appointed to the Advisory Board in 2016



Celia Jarrett was born and educated in Solihull Warwickshire. Celia had a variety of jobs, all of which she enjoyed and gained experience and life skills from. Celia moved to Newcastle several years ago and is very happy there. Celia is retired and still keeps herself occupied as a parish councillor in Silverdale and being on two working parties at the University Hospital North Midlands. She runs craft and flower arranging classes to groups of pensioners, some of whom are living with dementia and supports Action on Hearing Loss. Celia also has a therapy dog and goes weekly to wards at the hospital. Celia is keen to support Healthwatch Staffordshire in her role on the HAB.

Fiona Shield trained as a speech and language therapist and has lived in North Staffordshire for over 30 years. Her career as a speech and language therapist led to an interest in adult neurological disorders and she specialised in the diagnosis and treatment of people with stroke, head injury and other neurological conditions, working at all the hospitals and many community clinics in Staffordshire. Fiona then worked for Strategic Health Authorities. She focused on workforce change and development. Fiona is very passionate about ensuring people needing care are always at the heart of all information gathering and decision making and that care is provided in a fully integrated way that gives the best possible experience for all.



Projects

Review of Day Services

Healthwatch Staffordshire have now completed visits to 22 services throughout the county and to date have published 19 reports on these visits. The last few are expected to be published in the coming weeks. We will be working on an overview report of our findings following the completion and publication of all the individual visits. All the reports are available on our website and you can reach the reports on the following links:-

http://healthwatchstaffordshire.co.uk/downloads/?cp_enter-view-reports=1

http://healthwatchstaffordshire.co.uk/downloads/?cp_enter-view-reports=2

Hospital Discharge / Discharge to Assess

Healthwatch are undertaking study of patients being discharged from hospital through the process known as Discharge to Assess (D2A). This is the process through which Patients are assessed for their health and care needs once they no longer need to be in an acute hospital bed. Patients may be discharged home with a package of care to continue their rehabilitation, or to a nursing home or a community hospital bed to continue their recovery before they can return to their home. So far, we have spoken to about 36 people who were Patient's in Royal Stoke or County Hospitals and will be following some of those up through their journey out of hospital. We are continuing to speak to people from Queens Hospital Burton and those who have gone to Samuel Johnson and Robert Peel Hospital for further rehabilitation or assessment. If you have a story you would like to share with us about your own experience or that of a relative relating to discharge from hospital please call us on our freephone telephone number on 0800 0518371 or by email to:

enquiries@healthwatchstaffordshire.co.uk

Young People

Emotional Wellbeing of children in Staffordshire High Schools

The Emotional wellbeing of children and young people impacts in every part of their lives; from their interpersonal relationships, their choices and their education. Supporting a child or young person can influence their adult lives; if unsupported it could go on to affect their careers, life choices, their families and their friends.

Many schools can offer support through the pastoral team, but what is offered varies greatly depending on the schools and their budgets. Healthwatch Staffordshire decided it wanted to research what is on offer to support our children and young people within the education system after reading a report released by Stoke on Trent and Staffordshire County Councils, in conjunction with the NHS.

We have sent surveys to all the Staffordshire High Schools, many of which have answered. We have issued a survey for the pupils, but this has had issues with uptake, so we ran focus groups with local Youth Charities and Services. Some Schools have been kind enough to invite us in to speak to pupils, school councils and individual classes. As we are approaching the end of the academic year, we hope to finish this work soon.

Plans for a single CCG across Staffordshire and Stoke-on-Trent – share your views

The CCG's want to hear your views on their proposal to create a single Strategic Commissioning Organisation (CCG) for Staffordshire and Stoke-on-Trent.

CCGs are groups of GPs who come together to form a membership. Along with Lay Members, they are clinically led decision making bodies who are responsible for designing and buying local health and care services. Six CCGs do this for the 1.1. million people who live across Staffordshire and Stoke-on-Trent.

In the last few years, the six CCGs have developed closer working relationships, and now have a single leadership team. They also hold their Governing Body meetings 'in common' so that any strategic decisions affecting the whole population can be made. They are now proposing to formalise these arrangements by creating a Single Commissioning Organisation (SCO), with responsibility for the entirety of Staffordshire and Stoke-on-Trent from April 2020.

They would like to hear views of patients, public, community and voluntary groups, health and social care providers and local authorities on these plans.

In December 2018, the CCGs made an application to NHS England confirming their intention to develop and operate as a single organisation. Consultation has already taken place with the Governing Bodies of the six CCGs and with more than 150 GP surgeries in the region.

The CCGs would like feedback on whether you support the proposal to create an SCO, or if you would prefer to keep the current system. It is also a chance to give any feedback you may have on how the CCGs currently operate and how commissioning will work in future.

You can read more about the proposals in the [pdf consultation document \(192 KB\)](#).

The consultation runs from Tuesday 7 May 2019 until midnight on Sunday 9 June 2019. There are many different ways to share your views:

- Complete the [feedback form](#)
- Email : involvement@nhs.net
- Call us on 01782 298 002
- Attend our public meetings (all 7-8pm, with arrival from 6.30pm):
 - 23 May, The George Hotel, Lichfield, WS13 6PR
 - 28 May, St. Edwards Academy, Leek ST13 8DN
 - 29 May, Entrust, Stafford ST16 3TH
 - 4 June, Aquarius Ballroom, Hednesford, Cannock WS12 1BT
 - 5 June, Pirelli Stadium, Burton DE13 0BH
- [Book a place](#) on any of the events
- Write to Freepost, PO Box 12345, Stoke-on-Trent, ST1 1TS

They will also be sharing information about the consultation through their public [Twitter](#) and [Facebook](#) accounts.

Staffordshire County Council

Carers Strategy - Become involved

Every day, thousands of people across the county provide unpaid care for someone who matters to them.

Staffordshire County Council and the NHS Clinical Commissioning Groups in Staffordshire have put together a draft strategy for carers, which sets out our priorities. They would like to hear from carers and professionals what they think of the proposed strategy, and if there is anything else we need to consider.

The responses that people give us through this survey will remain anonymous. They will help to decide priorities for carers' services in Staffordshire. This is a great opportunity for people to make their views known, help all agencies involved with carers to identify what works well, and what potentially could be done better.

They have developed two questionnaires; one for carers (including young carers) and one for professionals and other stakeholders. The questions are straightforward, and the survey only takes a few minutes to complete. The survey will be open until July 22 2019, to give people the best opportunity to respond.

They want to reach as many carers, young carers and professionals as possible, so they would be grateful if you could share the links to these surveys with your networks and encourage them to respond. They want to be sure we are getting the fullest picture we can of the caring experience in Staffordshire, which will help Staffordshire County Council and other organisations to work better together.

Link for the questionnaire for carers (including young carers):
<https://www.snapsurveys.com/wh/s.asp?k=155327238988>

Link for the questionnaire for professionals and stakeholders:
<https://www.snapsurveys.com/wh/s.asp?k=155353709482>

You can also email your views to wholelifedisability@staffordshire.gov.uk

You can also request a paper copy of the survey via the email or by telephoning 01785 278989

The draft strategy can be found on the following link: <https://www.staffordshire.gov.uk/Care-for-all-ages/carers/Carers-strategy/Our-Strategy-for-Carers.aspx>

Shaping Autism Services in Southern Staffordshire

Survey and Listening Events

Healthwatch Staffordshire have been asked by the Staffordshire Clinical Commissioning Groups to distribute information about a survey and listening events about Shaping Autism Services and are asking people with experience of these Autism Services to take part. Please pass this information on to any of your contacts that may have experience of the services.

The current contract for Autism Spectrum Condition (ASC) services in South Staffordshire is due to come to an end. In order to comply with Government Regulations around NHS contracts and Procurement, the Clinical Commissioning groups (CCGs -the NHS Organisations responsible for designing services) in this area must award a new contract to provide the service using a tendering process and invite potential providers to apply.

The CCGs in Cannock Chase CCG, East Staffordshire CCG, South East Staffordshire and Seisdon Peninsula CCG and Stafford and Surrounds CCG want to engage with patients, parents and carers that access ASC services to ensure they have the opportunity to play an active role in shaping what the future service might look like. They want to make sure that patients and their families/ carers are receiving the right, high quality services that they need.

Your feedback on what is important to you and what support would help you and your child to live well with autism is essential and will make a difference to the future service provided in South Staffordshire.

An online survey has been developed and you can give your feedback anonymously using the link: <https://nhs.researchfeedback.net/s.asp?k=155792473434>

They are also holding a series of listening events to hear from users of existing services and to make sure you have your say on the future of autism services in South Staffordshire. They have a number of dates already arranged but would really like to expand this to further groups who want to play a part in making sure that the service meets the needs of those that use it.

Therefore, they are asking that, if you feel that you would like them to attend your group, please contact the CCG with the date, time and venue and a very brief description of your group on 01785 854482.

Together We're Better

Pre Consultation Events



Transforming health and care for
Staffordshire & Stoke-on-Trent

Health and Care in Staffordshire and Stoke-on-Trent

We need to think differently, be innovative and work together to improve health and care services.

We want to listen to your views on:

- What works well?
- What you think should be improved?
- What is important to you?

Join our conversation, starting in May 2019, and help to shape local health and care services.

Book your place at one of our listening events, by visiting www.twbstaffsandstoke.org.uk or calling 01785 276926.

We need your experiences of these services

- Urgent and emergency care
- Community care e.g. diabetes, nursing and physio
- Mental health
- Maternity
- Planned operations, treatment or appointments.

10AM-12.30PM

(registration open from 9.30am)

Thu 13 June - Kingfisher Room, Blurton Community Hub (ST3 3JT)

Thu 11 July - Tom Bradbury Suite, Pirelli Stadium, Burton-on-Trent (DE13 0AR)

2.00PM-4.30PM

(registration open from 1.30pm)

Wed 17 July - Bourne Room, Wombourne Civic Centre (WV5 9HA)

1.00PM-3.30PM

(registration open from 12.30pm)

Wed 12 June - Leek Cricket Club (ST13 8SG)

Wed 26 June - C J Bayley Suite, Port Vale Stadium, Stoke-on-Trent (ST6 1AW)

Tue 2 July - Garrick Room, George Hotel, Lichfield (WS13 6PR)

7.00PM-9.30PM

(registration open from 6.30pm)

Mon 3 June - Tirol Suite, Tamworth Snowdome (B79 7ND)

Thu 6 June - Entrust, Stafford (ST16 3TH)

Tue 18 June - Aquarius Ballroom, Victoria Shopping Park, Cannock (WS12 1BT)

Thu 4 July - Windsor Room, Stoke Town Hall (ST4 1HP)

Mon 15 July - North Staffordshire Medical Institute, Newcastle-under-Lyme (ST4 7NY)



Follow us on Twitter @TWBstaffsstoke

#TWBYourVoiceCounts

Diabetes Information

Each day, around 700 people are diagnosed with diabetes !
That is one person every two minutes !
12.3 million people in the UK are at increased risk of developing type 2 diabetes !
Anyone can get it!

There are simple things that you can do to lower your risk !
The first thing to do is find out your risk !
It does not take long and could be the most important thing you do today so,
Find out your risk at: diabetes.org.uk/knowyourrisk

Why, type 2 diabetes is serious. You might need to have medicine or injections for the rest of your life, it could also lead to problems with your eyesight, including blindness. It also increases your risk of heart attack or stroke, you could even lose a limb !

Have you got any signs of type 2 diabetes ?
It is important to know the risk factors and finding out your risk but remember, to look for these signs:

- Need to wee a lot ? Continually thirsty ? Lose weight without trying ?
- Feeling tired ? Blurred eyesight ? Itchy genitals or thrush ? Cuts that don't heal?

If you notice any of these, ask your doctor to test you for type 2 diabetes.
You and your doctor can then plan your next steps !!
It is up to you !!

Welcome to the Diabetes UK peer support facilitators volunteer group – Rugeley & Hednesford.

Our aim as a peer support community group, is to provide a straight forward and flexible way to connect adults with type 2 diabetes within the community and provide an opportunity to meet others with the condition and offer peer support through sharing our experiences, offering practical tips to live well with diabetes and to raise local awareness.

As the volunteer leader of the peer support community group, I have agreed with Diabetes UK, to hold monthly meetings at either Tesco's Rugeley or Tesco's Hednesford to discuss diabetes and provide information. As the lead volunteer, I have set this group up in agreement with the local Diabetes UK office and have a relationship with a member of staff for support and guidance.

A twelve monthly programme and meeting dates, has also been agreed and Tesco's Rugeley and Tesco's Hednesford and notices have been posted in both of the Tesco's and in the 23 GP surgeries within the Cannock Chase CCG.

The Diabetes UK Peer Support community facilitators volunteer group for Rugeley and Hednesford will be placed on the charity's website to promote the group and attract new members. We have the support for our group from Diabetes UK, to raise our groups profile and as required provide posters, templates, and letters and access to other supporting literature and to provide further advice and explore other support that the group may need.

Diabetes UK has a GDPR for local groups and a Safeguarding policy.
For further information please e mail: andycowan2010@hotmail.co.uk

Andy Cowan



Case Studies

Living with Dementia Carer experience

One of our Community Outreach Leads met and chatted with Mrs X at a Living with Dementia group in February, having given a talk to the group. Mrs X was most distressed, crying and unable to discuss her concerns for quite some time. They sat in a quiet area and she told our Community Outreach Lead about her husband and how his possible diagnosis was also affecting her health. The issue was that she believed her husband has Dementia, they were unable to get a diagnosis following a CT scan 3 weeks previously in Walsall Manor Hospital and they'd not been made aware of any results being sent through to their GP surgery.

Mrs X was desperate to involve Social Services as she needed respite care for herself due to her own health issues, but they would not get involved until there was a diagnosis. This had been going on since before Christmas. In addition to this, she had been responsible for dealing with her husband's diabetes and was worried that with her own health issues she might not be doing this correctly as she had received no instructions on injecting.

In the week following our Community Outreach Lead spoke to Diagnostic services, the GP at the Surgery and Social Services. He was given various timelines and schedules, some up to a further 3 months, which he felt was unacceptable and asked them if anything could be done to improve on this due to the negative impact on the health of both Mr and Mrs X.

As a result of this, Mrs X confirmed that they have been offered a 'cancellation' appointment at the GP's to get the results and diagnosis and that Social Services have contacted her to make an appointment and they are also seeing the diabetic unit the same day. All of these appointments were able to be made within two weeks of Mrs X telling our Community Outreach Lead about her difficulties.

Mrs X was almost speechless with delight and cannot believe how much Healthwatch have been able to assist in getting her a such a prompt and welcome outcome.

Accessing urgent dental care

A member of the public called asking for support in accessing the dentist. He has Parkinson's and very restricted mobility. He had a fall recently and had been trying to get to a dentist as he's broken two teeth and a crown. He is unable to get to the dentist and doesn't have a carer who can go with him. He was not aware if any of the dentists in the Tamworth area could make home visits. We wanted to see what could be done to help him access the dental treatment that he obviously needed.

We contacted NHS Community Dental service and explained the situation to them. They came back to us and advised that they had been in touch with a Tamworth Dental Surgery and they had arranged a home visit for him in April and said that if he needed to see them sooner he could make an appointment at the surgery and gave the telephone number for Tamworth Community Transport.

We contacted the gentleman again to check that he was happy with the result. On speaking to him in further detail he was able to say that he had some pain and discomfort and that he could not access the Tamworth Community Transport as he could not meet the requirement of being able to stand unaided from a seated position. We established that the gentleman uses non-emergency ambulance transport for hospital appointments. The gentleman confirmed that he would prefer to be seen sooner as it was a long time to wait, a month or more, when 2 of his teeth and a crown were broken with a possibility to the pain increasing.

We re-contacted the Community Dental Team to clarify the situation. This resulted in them making an appointment within days at the Community Dental Service at Cannock Hospital and the gentleman was able to make arrangements for the non-emergency patient transport service to take him to his appointment.

The gentleman expressed his thanks to Healthwatch Staffordshire in enabling him to receive the appropriate care.

Other News

Monkey Dust Crisis

Following feedback we have received and the recent media focus on the Monkey Dust crisis in Stoke on Trent, we have been looking at the impact of the use of this drug on individuals, families and communities. We will be working in partnership with various public and voluntary sector organisations, as well as individuals and community groups to identify the true extent of the issue, and the short and potential long-term impact it is having in our communities.

To date we have identified that the use of this drug is not localised to the Stoke on Trent area, and we have been engaging with services and individuals in the Stafford, Staffordshire Moorlands and Newcastle areas who have all reported high rates of usage of this drug, which are causing significant impact on individuals, communities and services in those areas. We will be continuing our consultation in other areas of the county as the use is identified and the need arises. If you would like to talk to us about any issues, feedback or concerns you may have about Monkey dust, please get in touch. Email: enquiries@heathwatchstaffordshire.co.uk

Breast screening unit returns to Codsall

Following a gap of 3 years, and due principally to the determination of local residents and PPG members, the mobile breast screening unit has returned to Codsall.

The unit is currently based at South Staffordshire District Council Offices for a period of sixteen weeks, commencing 11th March 2019, screening will take place Monday to Friday 8.30am to 4.30pm.

Healthwatch would like to encourage patients to attend their breast screening appointments if they are offered one.

Screening is also available for ladies over the age of 70 and we are advised that there is a direct number: 01384 244177 that patients can call if they would like to be screened. This number can also be used by patients who want to check when they had their last screening and to book appointments.

Out and About

Community Outreach Lead activity

A lot of time in the last quarter has involved gathering feedback from some of the hospitals around the County, whether it be on the subject of Patient transport to and from hospital, the Discharge process within hospital or the recently commenced Discharge to Assess work. In addition to this, there has been work with some of our volunteers visiting providers of Day Care services for adults with learning disabilities. Several presentations about Healthwatch have been given to groups – a Living with Dementia group in Cannock, Mental health recovery wellbeing programmes covering Lichfield, Tamworth, Burton and Uttoxeter, South Staffordshire District Council, South Staffordshire macular support and the Carer's Hub in Uttoxeter, whilst Healthwatch stands have been present at events covering Care Homes across the County, a Living with Cancer event in Cannock and an Action on Hearing Loss event in Lichfield. Valuable feedback has been gathered, shared and escalated from almost all the events attended.



Living with Cancer Event, Cannock Leisure Centre



Action on Hearing Loss Event, Lichfield



Living with Dementia Event, Cannock

Dementia Action Alliance

Healthwatch Staffordshire are part of the Dementia Action Alliance, a group of organisations who together, working towards Staffordshire becoming a Dementia Aware County. Training is given by the Alzheimer's Society and Diane Wallace, the Dementia Outreach Manager at Choices Housing.

Stafford and District Stroke club

Stafford and District Stroke Club meet weekly on a Tuesday at Burton Manor Sports Club Stafford between 9am - 3pm. They are social group that provide peer support, and have regular recreational and social activities; meals, outings, games, exercise, art and presentations from speakers. According to the Stroke Association the club has won a number of community awards and three regional awards for Best Stroke club. It is run by a fantastic group of volunteers; they have those that drive minibuses so anyone can attend who can't drive. We have visited the group on two occasions, firstly to talk about Healthwatch and what we do, which the group responded with their experiences; their biggest concerns are the lack of support stroke survivors get when they return home following a stroke. This has had a big impact on their mental and physical health and is one reason why community support groups like this are so important. We visited again with the Long Term Plan work Healthwatch was undertaking, with one of our new Volunteers, Chloe. The group were great; everyone filled in the questionnaire and got one of our new yo-yos or a stress ball as a thank you. The stress balls were welcome as they were able to do hand strengthening exercises with it. On the 29th June 2019 from 10am until 4pm they will be celebrating 40 years of the club at Stafford Asda, including visits from local dignitaries and groups who have helped support them with fund raising. Please do pop along and show your support. If you, or someone you know, has had a stroke, and would like to visit the Stroke group or would like more information, then please contact Geoff Brookes, the chair person, by email: terrypat@ntlworld.com or by telephone: 01785 245159

Volunteer News

Healthwatch Staffordshire would like to say a big thank you to all our Volunteers who have worked with us on many various projects and to those who represent us at meetings and events. Some of the recent projects that our Volunteers have been involved with are the Enter & View visits to Day Services and surveying in hospitals, including working on patient experience of Discharge to Assess

A date for your diary - Healthwatch Staffordshire Volunteers Event
9th July 2019 - 10 a.m. – 1 p.m. Stafford Rugby Club

We are delighted to report on the recent surge of interest in becoming a volunteer for Healthwatch Staffordshire. We receive details of potential new volunteers through many different routes – the Support Staffordshire volunteer centres, through giving talks and presentations, through having stands at events or word of mouth following meetings. When we receive an initial enquiry, a Community Outreach Lead will arrange to meet locally to both provide information about Healthwatch and the opportunities that might be available, and to discuss the specific interests of the applicant – this can be very specialist areas such as Enter & View, or wishing to help more generally in carrying out survey work, helping with stands or even assisting with admin work.

Following the initial discussion, and providing the applicant wishes to pursue their official application, we arrange a training day that can either be held at the offices in Stafford, or, if there are sufficient numbers, we can hold the training at a venue within a specific region – we recently held one such day at Belgrave Fire Station in Tamworth that was attended by 9 new volunteers.

The training day is divided into 2 sections and is presented by the Healthwatch Staffordshire Manager, Jackie Owen – the morning is a general induction into everything that Healthwatch involves itself in (the most common comment following that section is “I didn’t realise you were involved in so many different areas”) and gives greater detail on each volunteering opportunity, whilst the afternoon focuses specifically on Enter & View training for those that wish to become Authorised Representatives.



Whichever area the new volunteers wish to become involved in, we greatly value the time and commitment offered as we could not achieve the levels of engagement and feedback that we do without their support and input.

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
Enter & View Authorised Representative

Events and Promotions
Administrative Support

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 

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