



healthwatch

Staffordshire



HEALTHWATCH STAFFORDSHIRE PRIORITIES REPORT 2021



Every voice counts

we represent your views on health
and social care services



Healthwatch Staffordshire Priorities Report:

THE RESEARCH



Healthwatch Staffordshire are the independent champion for people using health and social care services. We listen to what people like about services and what they think could be improved. We share these views with those with the power to make change happen.

We also provide support and information about health and social care services available in Staffordshire.

Our sole purpose is to help make health and social care work better for people.

To make sure the views of the public shape the health and social care services they need, Healthwatch Staffordshire strive to understand which issues are most important to Staffordshire residents. At Healthwatch Staffordshire, we then use this information to help to shape our priority projects for the forthcoming year. For these key issues, we can then raise awareness, research, and recommend improvements to providers and commissioners of service to make sure the public's voice is represented in the care they receive.

To gather this information, in February 2021 we published an online survey and held three corresponding public listening meetings on Zoom which asked the same survey questions in a poll format. The questions asked respondents which health and social care services were most important to them and which key issues within these services they believed to be a priority. Questions were multiple choice, but respondents had the space to provide additional answers where required.



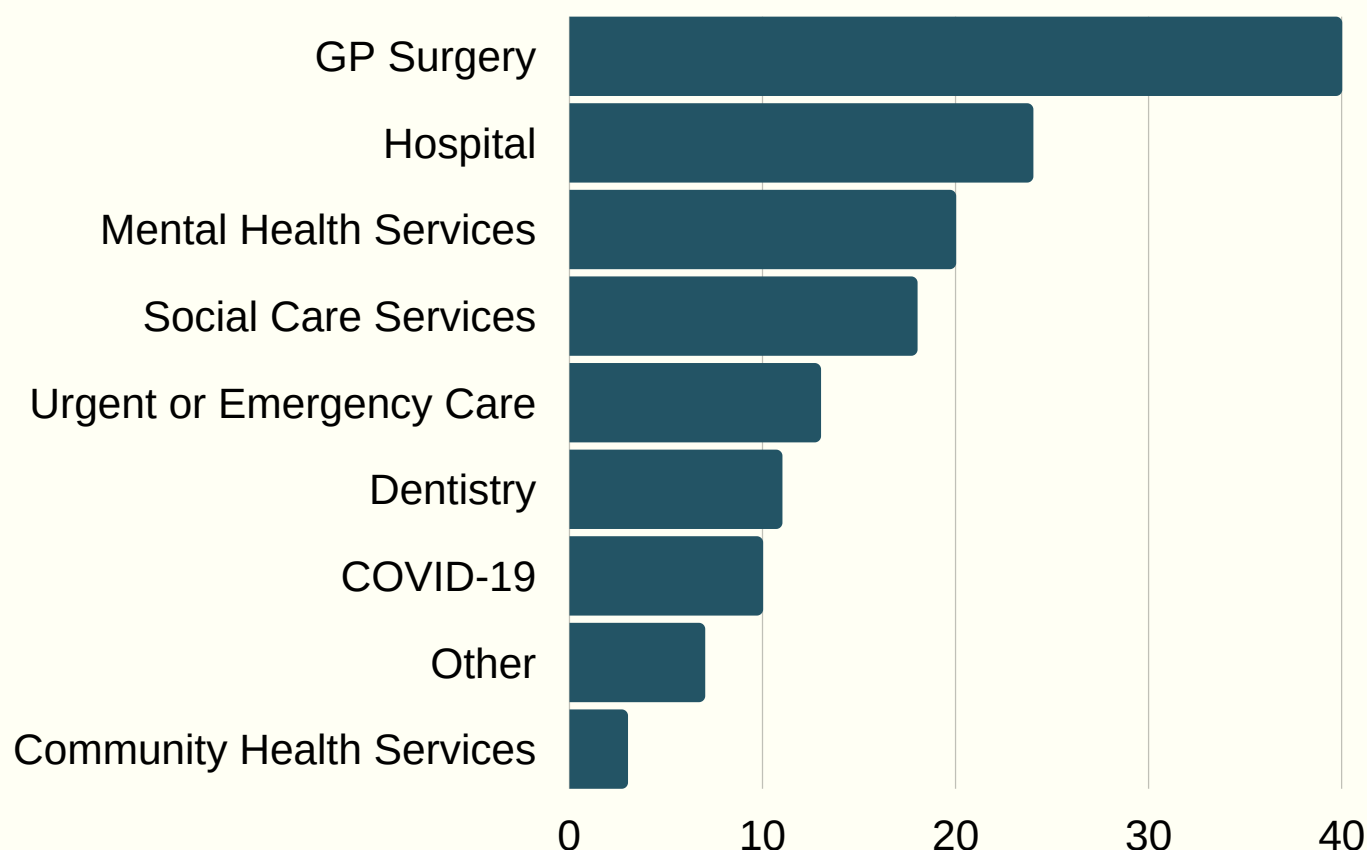
In total, this research includes responses from [69 Staffordshire residents](#). Approximately 61% of these identified as female, 21% as male, and 18% preferred not to say or did not respond. 78% of respondents identified themselves as belonging to the White ethnic group and 22% preferred not to say or did not respond. Around 51% of respondents considered themselves to have a long-standing health condition.



SERVICE AREA



When asked which services are most important to them, Staffordshire residents said...



Respondents could choose up to three service areas which they felt were most important to them. **GP Surgeries** were identified as a key priority for Staffordshire residents, with approximately 58% of respondents choosing this. This was followed by **Hospitals** at 35%, **Mental Health Services** at 29%, **Social Care Services** at 26%, and **Urgent or Emergency Care** at 19%.

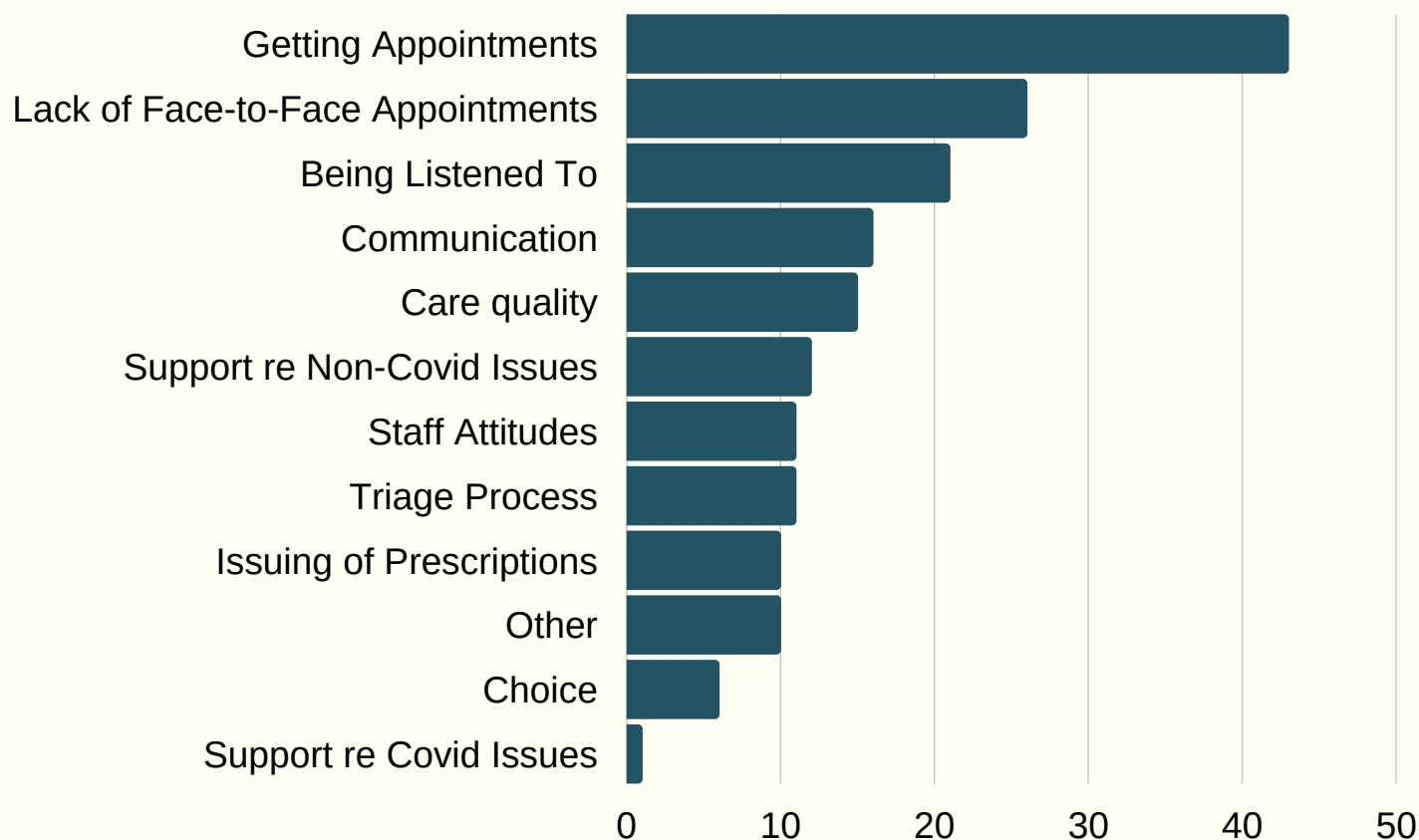
These five main service areas identified as priorities by the respondents are analysed in more detail...





GP SURGERIES

RESPONDENTS WERE ASKED TO CHOOSE UP TO THREE OF THE FOLLOWING WHICH THEY BELIEVED TO BE KEY ISSUES WITHIN GP SURGERIES...



Access to GP surgeries was the biggest concern for the respondents with 62% choosing **getting appointments** and 38% choosing a **lack of face-to-face appointments**. 30% of respondents reported that **being listened to** by the GP was a priority for them, indicating that Staffordshire residents feel that services do not respond to their concerns or work collaboratively with them.

One respondent said *“There is no way I can get to see a GP. I have needed to review my medication for the past 12 months”*. Another showed their frustration with the lack of face-to-face appointments, *“Hospitals are back up and fully running, GP practices need to be too. They have a responsibility to their patients. You cannot fully diagnose from a telephone call”*.

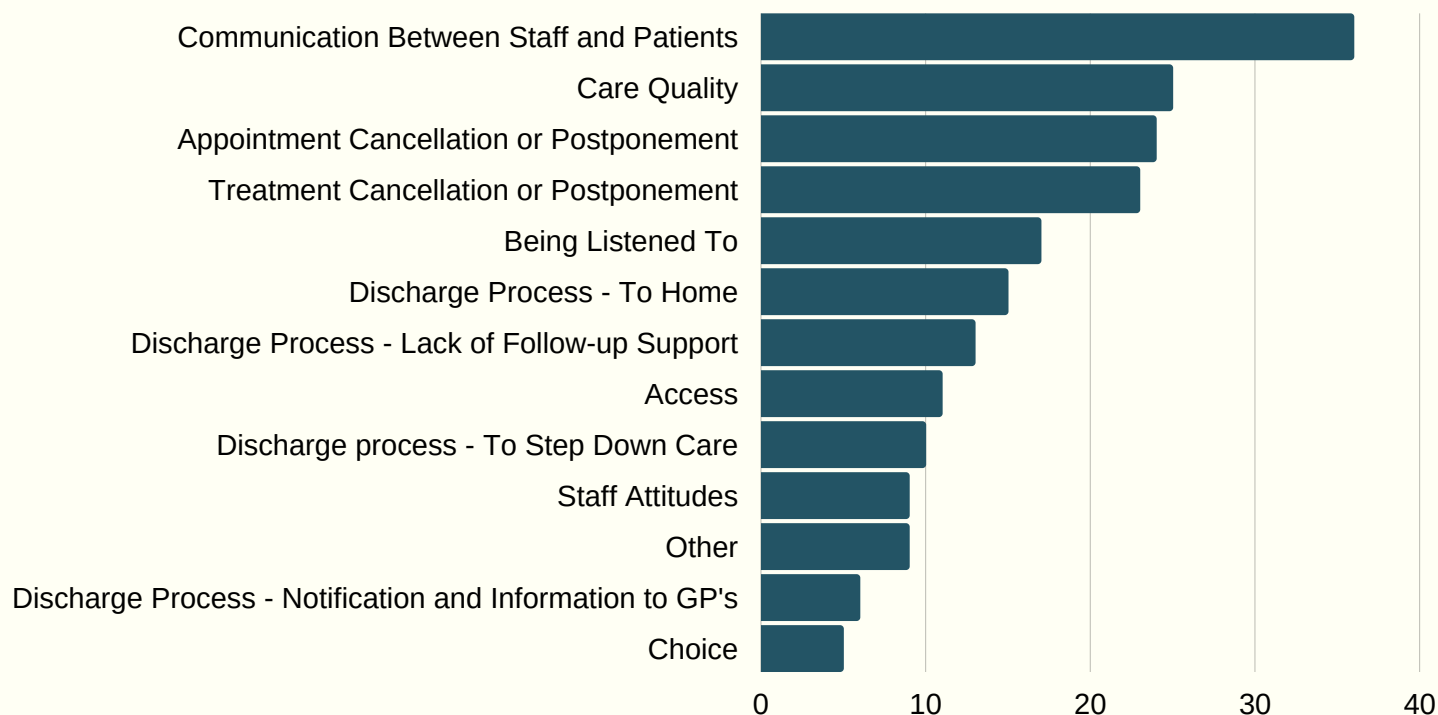


For the demographic data we collected, 64% of respondents who considered themselves to have a long-standing health condition chose GP surgeries as a key priority. Furthermore, 79% of males chose GP surgeries as a priority compared to 62% of females.



HOSPITALS

RESPONDENTS WERE ASKED TO CHOOSE UP TO THREE OF THE FOLLOWING WHICH THEY BELIEVED TO BE KEY ISSUES WITHIN HOSPITALS...



Communication between staff and patients was the biggest concern for the respondents at 52%. 36% of the respondents also reported that **care quality** was a main priority for them, indicating Staffordshire residents feel that the treatment they are receiving could be improved. This is closely followed by a concern about both **appointment and treatment cancellation or postponement**, reported at 35% and 33% respectively.

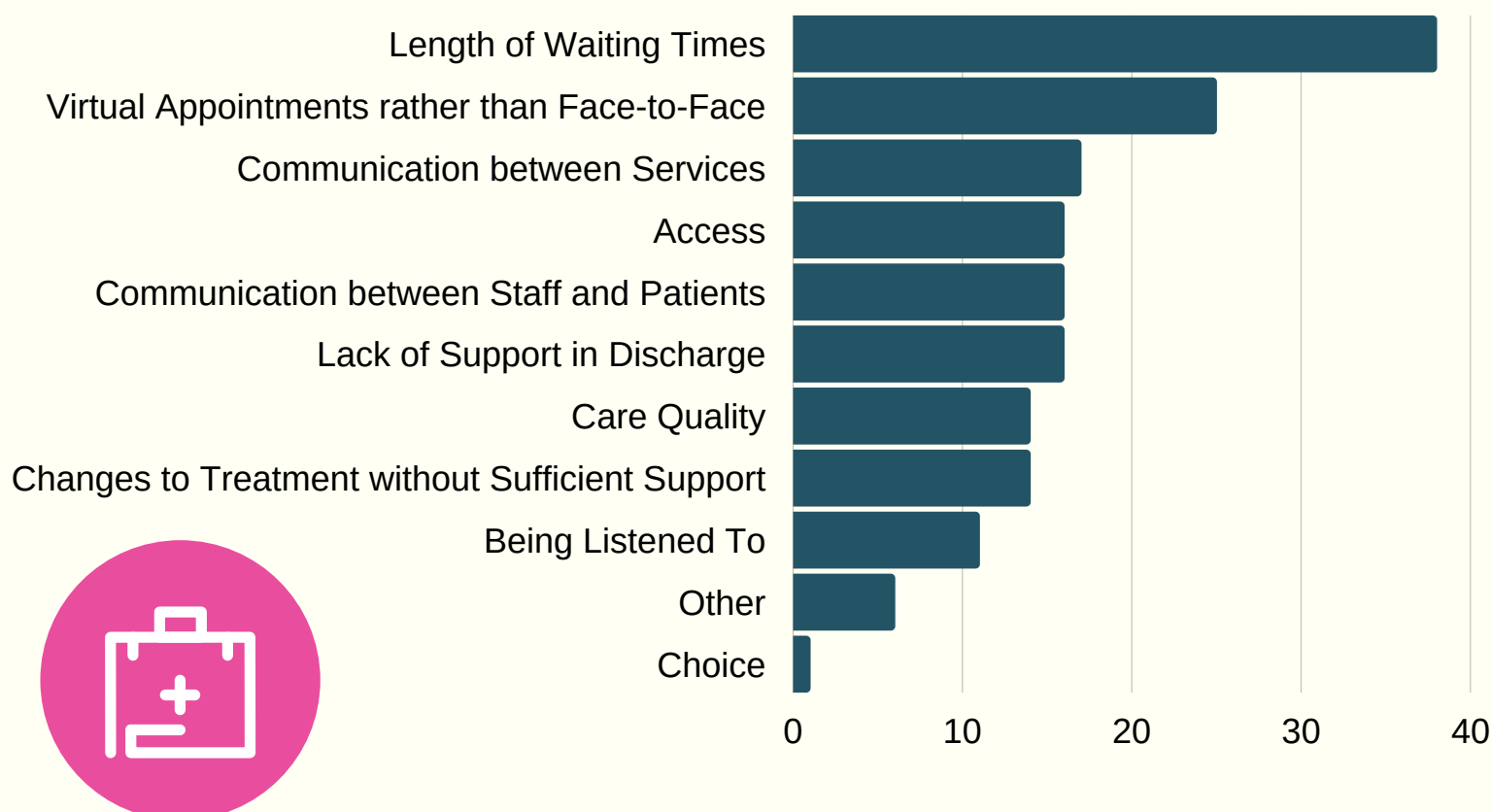
Supporting this, one respondent said *“Had surgery cancelled, postponed, and still waiting in serious pain”*. Another resident maintained *“problems with communication...cause much anxiety, confusion and often isolation”*. In agreement, one respondent said, *“conflicting information from different staff members is a problem”*.



Only 31% of females, compared to 57% of males, reported Hospitals to be a healthcare priority. Furthermore, just 42% of respondents who considered themselves to have a long-standing health condition chose Hospitals as one of their key priorities.

MENTAL HEALTH SERVICES

RESPONDENTS WERE ASKED TO CHOOSE UP TO THREE OF THE FOLLOWING WHICH THEY BELIEVED TO BE KEY ISSUES WITHIN MENTAL HEALTH SERVICES...

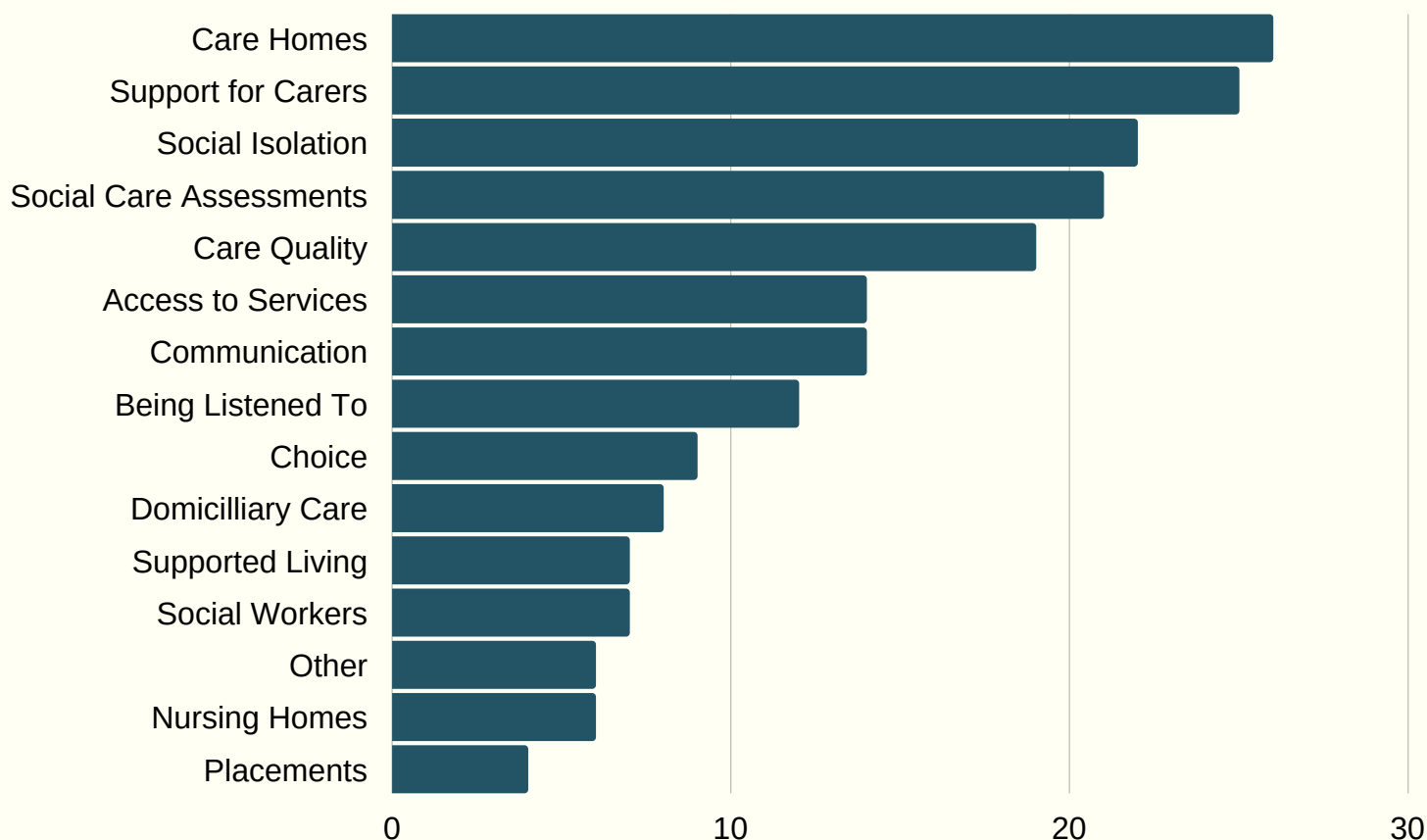


Over 55% of respondents reported their main concern to be the **length of waiting times for services**. Over 36% of respondents reported being given **virtual rather than face-to-face appointments** was a concern. This was closely followed by both **communication between services and between staff and patients** at 25% and 23%, respectively. **Access to services** was also reported as a concern for Staffordshire residents with 23% of respondents choosing this. One resident reported **“mental health service is appalling. Lack of appointments, lack of well-trained staff, lack of commitment to patients”**, with others maintaining that mental health services in Staffordshire are **“dire”, “not fit for purpose”, or “need improvement”**.

Unsurprisingly, over 83% of respondents who considered themselves to have a mental health condition reported Mental Health Services to be a healthcare priority. Only a small difference was observed between males and females reporting Mental Health Services to be one of their key service area priorities at 23% and 28%, respectively. When considering sexual orientation, 100% of respondents who identified as Bisexual, 50% of respondents who identified as Lesbian, and 27% of respondents who identified as Heterosexual chose Mental Health Services as a healthcare priority.

SOCIAL CARE SERVICES

RESPONDENTS WERE ASKED TO CHOOSE UP TO THREE OF THE FOLLOWING WHICH THEY BELIEVED TO BE KEY ISSUES WITHIN SOCIAL CARE SERVICES...



Around 38% of respondents reported **care homes** to be their main priority within the Social Care Service area. This was closely followed by **support for carers** at 36%. **Social isolation** was reported to be a major concern among residents with 32% respondents identifying this as a key issue.

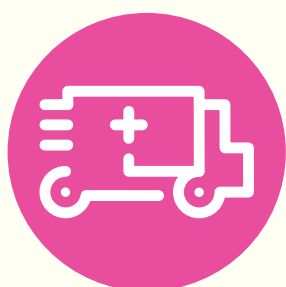
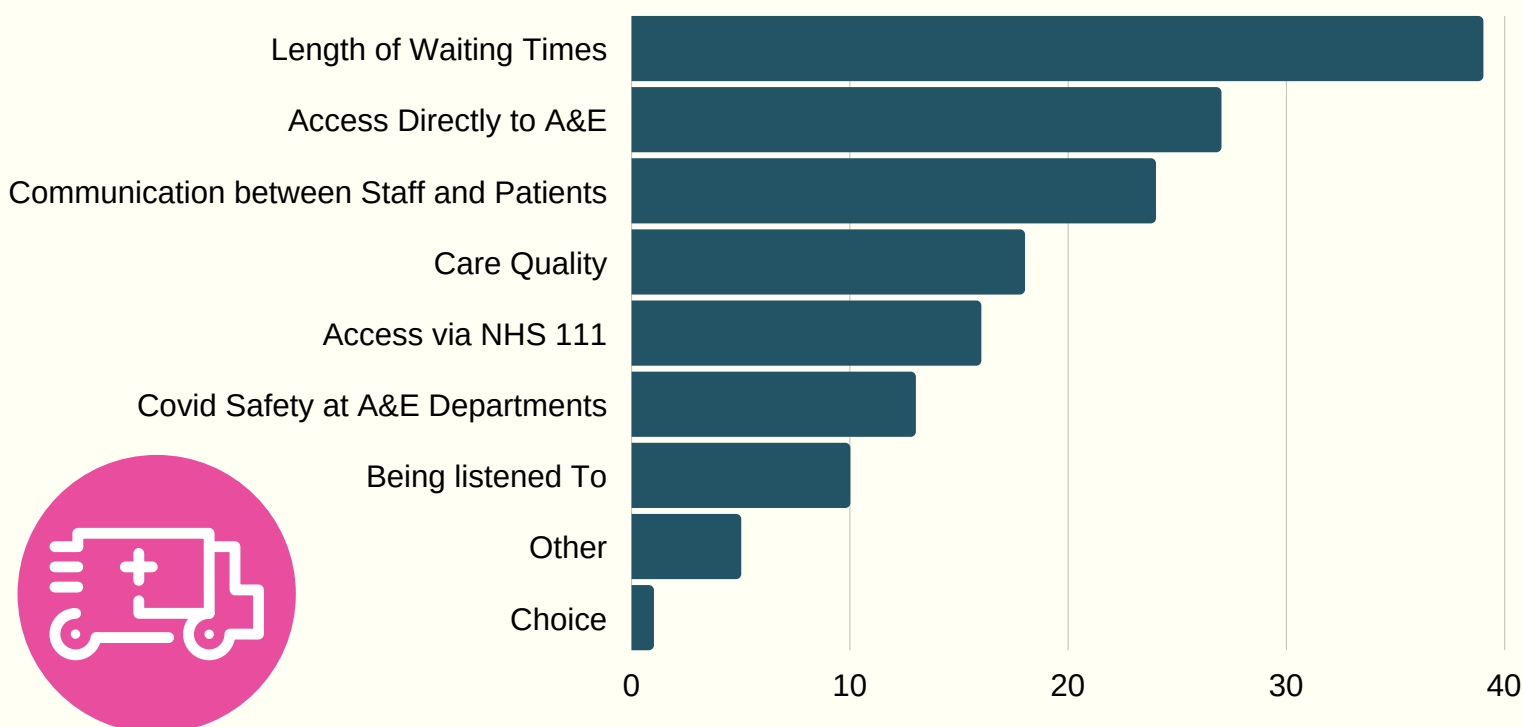
With regards to care homes, one resident said *“It is disgraceful that family members cannot see their loved ones without a barrier in place. It is unethical”*. Another resident maintained that *“parents or carers are not listened to”* and that support for carers is at *“rock bottom”*.



Around 33% of respondents who considered themselves to have a long-term health condition reported Social Care Services to be one of their healthcare priorities. Again, when considering the respondent's sex, only a small difference was observed with around 29% of males and 26% of females choosing Social Care Services as a key issue.

URGENT OR EMERGENCY CARE

RESPONDENTS WERE ASKED TO CHOOSE UP TO THREE OF THE FOLLOWING WHICH THEY BELIEVED TO BE KEY ISSUES WITHIN URGENT OR EMERGENCY CARE SERVICES...



Around 57% of respondents reported the **length of waiting times** to be a key priority in Urgent or Emergency Care. Following this, over 39% of respondents reported **access directly to A&E** and 35% reported **communication between staff and patients** to be a key issue.

In support of this, one resident described how they **“have to travel miles out of the district for A&E as Stafford limited service”**.

Furthermore, another resident described how those with sensory impairments **“face significant barriers in accessing services”**.



Around 21% of males and 24% of females identified Urgent or Emergency Care as a healthcare priority in Staffordshire. Only 30% of those who considered themselves to have a long-term health condition identified Urgent or Emergency Care as a priority.

KEY STATISTICS



54%

of respondents reported that **being listened to** was a key issue for them in at least one service area.

77%

of respondents reported that **communication** was a key issue for them in at least one service area.



87%

of respondents reported that **access to services** was a key issue for them in at least one service area.

58%

of respondents reported that **care quality** was a key issue for them in at least one service area.

