

eBulletin

April 2025

Have your say on the future of birthing services in Stafford and Lichfield!

NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) are running a public consultation about the freestanding midwife-led birthing units (FMBUs) at County Hospital, Stafford, and Samuel Johnson Community Hospital, Lichfield.



This launched on May 12th, 2025. You can read the [ICB's full statement](#) on our website. There are online and face-to-face meetings (in Lichfield and Stafford) being held in late June and early July – you must register to attend these. [Register for a meeting here.](#)

For more information on the online survey, details of meetings and information to download, go to this [ICB webpage](#). For more about the proposal, please see the [Maternity pages](#) on the ICB website.

[Complete the survey](#)

[Complete the survey in Easy Read](#)

Rowan's Rule – Infant CPR

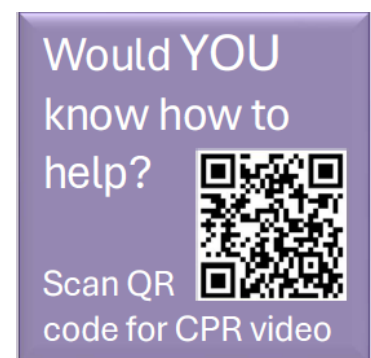
Important Update

A while ago we promoted Rowan's Rule which is a campaign to introduce infant CPR to new parents, with a video and [poster](#).

The [video](#) is now available with sub-titles and in British Sign Language as well as in



- Urdu
- Slovak
- Romanian
- Punjabi
- Polish



Enter and View Visits



Reports are now available from our March and April visits to [Silverdale Nursing Home](#) and [Talbot House Residential Care Home](#) respectively.

Deep Dive – Surveys Coming Soon

We are currently working on surveys for our Deep Dives on Diagnosing Gynaecological Conditions and Mental Health, so keep an eye out for these and please tell us about your relevant experiences.



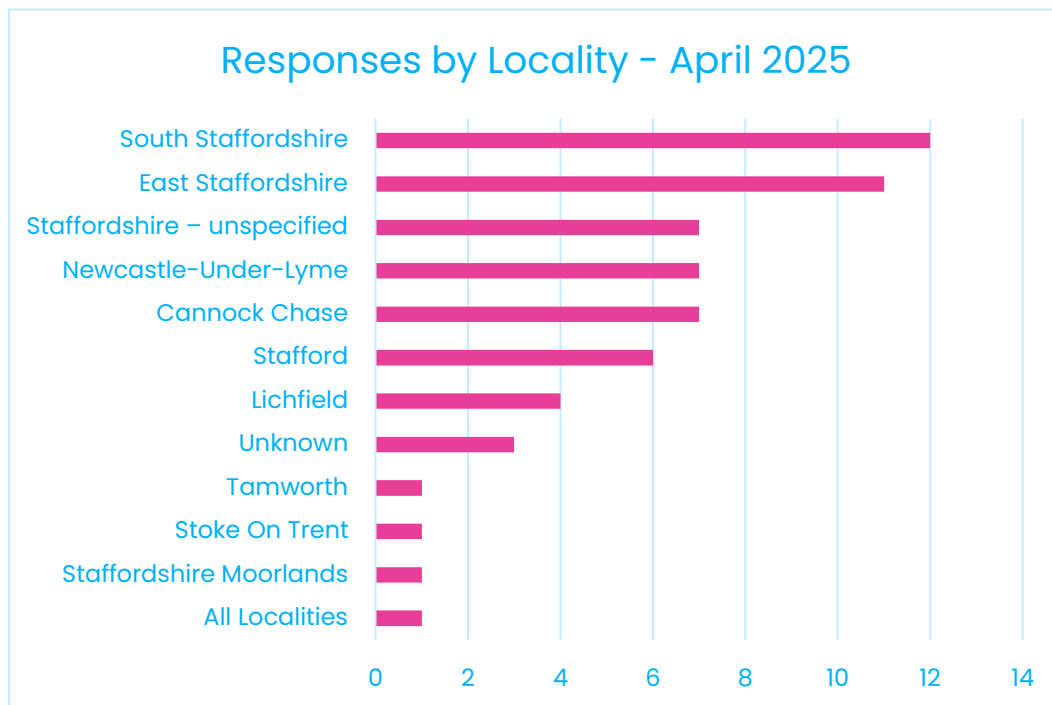
Volunteers

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

Angela Holmes has recently joined us and has been busy working through our policies and procedures. Thank you to Pearl for completing some research on Pharmacies in preparation for our first Pharmacy Enter and View Visit in May.

April 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.

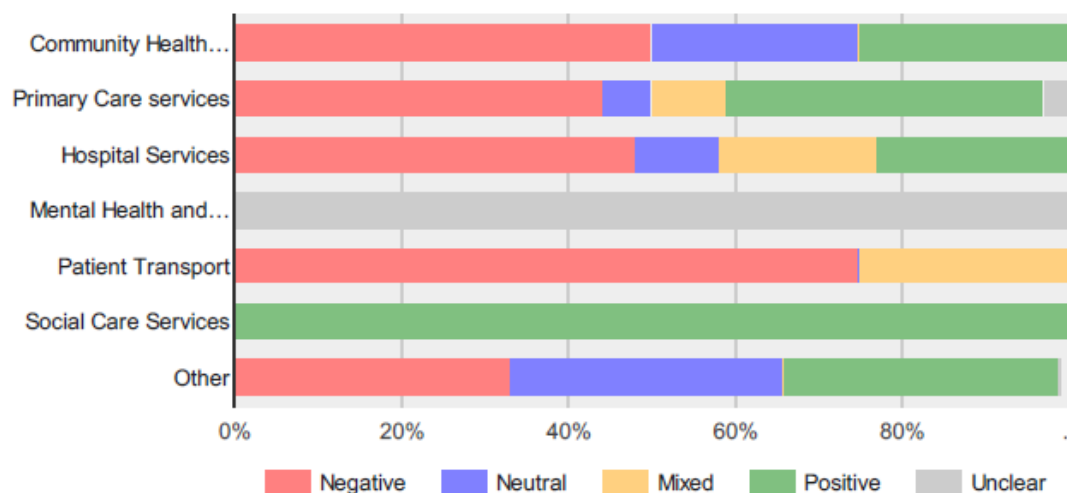
Service Categories

Primary Care tops the list of service categories again (36 comments) followed closely by Hospital Services (26). The next largest response is for Patient Transport (5). Remaining comments are about Community Health Services and Other (4 each), and Mental Health and Learning Disabilities, and Social Care Services (2 each).

In **Primary Care** the responses were mainly about GP services (19) with 8 about dentistry and 7 about community pharmacies. Under **Hospital Services** the responses mainly covered Outpatients (8) with Inpatient Care, and Orthopaedic and Fracture Clinic raising 3 responses each. Patient Transport responses are mostly about non-emergency transport (3).

"Other" mentions support groups, public health and non-health/social care services while Community Services are evenly split between Other and Urgent Care/Walk-in centres. Mental Health and Learning Disabilities covered Community MH Teams (1) and other (1) with Social Care split between adult social care (1) and nursing homes (1).

April 2025 – Satisfaction by Service Type



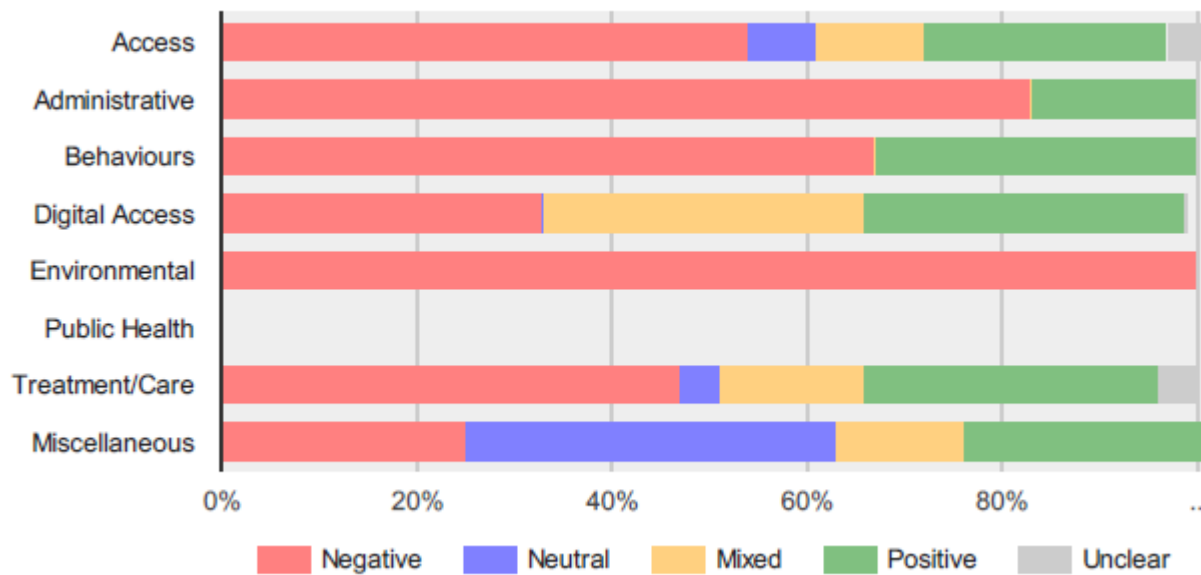
Themes

This month **Treatment and Care** had the most feedback again (88#) followed by Access (29) and Behaviours – staff attitudes and performance (13)

Within Treatment and Care the topics mentioned most often were:

- Quality of treatment (16)
- Caring, Kindness, Respect and Dignity (11)
- Communication with patients, treatment & explanation/verbal advice (11)
- Medication, prescriptions and dispensing (11).

April 2025 – Satisfaction by Themes



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

Positive Feedback

We received compliments for two pharmacies: Tesco in Stafford and Peak Pharmacy at Wetmore Road where a patient said *"My pharmacy is great. They recognise me when I walk in. I get a text when my prescription is ready to collect. Couldn't be more helpful, friendly & efficient"*



Hanover Dental Practice in Newcastle under Lyme had a very satisfied patient who reported *"I have been a patient at this practice for over a decade now. I have had great service from them over the years and now that they have upgraded the building and taken on more dentists there is little waiting time when you need to see someone outside of a standard check up. I have had a tooth repaired today and the dentist was so kind when I said I was anxious, they made the experience as painless as possible and demonstrated great skill at preserving my tooth. I am so grateful that I happen to be a patient here when so many are struggling to access NHS dental care locally."*



We received positive comments about these 7 GP Practices: All Saints (Burton), Horsefair Practice Group, Wetmore Road (Burton), Crown Surgery (Eccleshall), Audley Health Centre and Chadsmoor Medical Practice (Cannock).

The patient from Crown Surgery said: *"I was able to contact GP online to tell him/her about my issue, necessary as it was one day before a public holiday and I needed attention before then. I had a dog bite, so was seen at 8.30 the next day (just before the holiday), communicated to me by text. I received treatment from a nurse who consulted with the GP on duty who took my temp, prescribed 7 days antibiotics and I was told to seek more help from 111 over the holiday if the redness progressed up my arm, the nurse gave me a tetanus jab,*

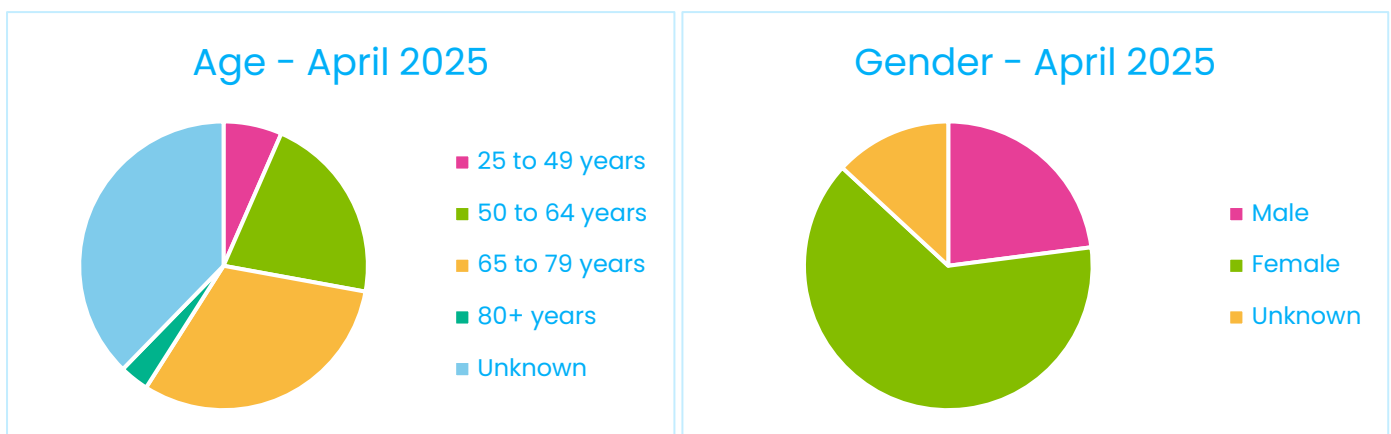
bathed the wounds and put on dressings with silver and a padded bandage. I needed no further treatment. Timely and thorough intervention I believe."

Regarding New Cross Hospital, a lady told us she *"had received excellent care from the Royal Wolverhampton hospital, had a number of health problems ... had been seen by a number of departments and stated she had always been treated well and had nothing negative to say about the services."* There were several other positive comments about cancer treatments at this hospital.



Demographics

We reached 9 carers. We spoke with 1 member of the LGBTIA+ community. Of those who specified an ethnicity, 25 were white and 2 were Asian British.



13 respondents had an unspecified long-term condition and 6 had an unspecified disability. Conditions mentioned included 4 people with cancer, 3 with mental health conditions, 2 with multiple sclerosis, 2 with diabetes. Other issues included: autism, cardiovascular problems, physical or mobility impairment, Parkinson's, Long COVID, musculoskeletal and thyroid conditions, gender dysphoria, macular degeneration, hypertension, visual impairment, osteoporosis, osteoarthritis, osteomyelitis, rheumatoid arthritis, hypertension, neurology and neuropathy.

Highlights from Local Engagement & Networking

Smart Symptoms Roadshow (Cannock Chase)

Chris and Jackie assisted at several of these roadshows which took place across Cannock Chase during April and continuing into early May. The aim of these roadshows was to raise awareness of the signs and symptoms of cancer, hypertension and overall wellbeing. They were organised by Michelle Williams from our host organisation, Support Staffordshire and



in partnership with MPFT Research Team, Everyone Health, Cannock CAN and Inspiring Healthy Lifestyles.

Women's Health Festival

Dave, Jackie and Kelly attended this event at the Brewhouse in Burton on Trent. This was organised by Support Staffordshire as part of the Lottery funded community development work in SE Staffordshire to support wider access to health and wellbeing – both prevention and treatment.

A wide range of NHS services were represented including a drop in with a GP. There were also workshops and demonstrations from local women's community organisations and plenty of opportunities to network to support our Deep Dive on Women's Health. A [video of the event](#) is available (you may need to download it to view it).



Information Fair at Perton Library

Jackie attended this health information event and spoke to 20 people about Healthwatch and about experiences of using health and social care services. She also gave out health leaflets and Asist leaflets.



Essington Community Wellbeing Event

Chris and Kelly visited this Primary Care Network (PCN) event where they spoke to locals and stall holders, made them aware of Healthwatch and our services and gathered some feedback from the general public.



Cannock Library Volunteer Fair

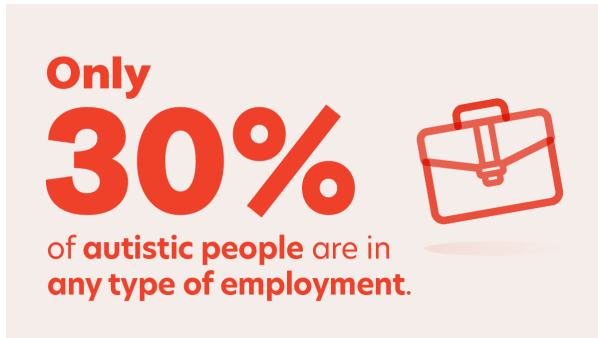
Jackie attended a volunteering fair at Cannock Library and engaged with people who attended by giving them information and leaflets about Healthwatch and how to contact us if they wished to peruse volunteering opportunities.



Social Media

We shared information on knowing the [symptoms of bowel cancer](#). We promoted local [walk-in clinics for the Spring Covid-19 booster](#), a Menopause talk and the Women's Health Festival in Burton on Trent,

We also promoted our own Care Home survey to tie-up with the Talbot House Enter and View visit and photos of us at various Smart Symptoms Roadshows and other local Health and Wellbeing Events.



In addition, we posted about [inclusive workplaces](#) in Autism Acceptance Month, a local event for World Parkinson's Day, World Immunisation Week and [myths about vaccination](#).

Get in touch

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