



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch Staffordshire

Contents

A message from our Chair	3
About us	4
Our year in numbers	5
A year of making a difference	6
Working together for change	7
Making a difference in the community	8
Listening to your experiences	9-11
Hearing from all communities	12-13
Information and signposting	14-15
Showcasing volunteer impact	16-17
Finance and future priorities	18-19
Statutory statements	20-25



"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

Support Staffordshire has proudly delivered the Healthwatch Staffordshire contract since 1st April 2022, on behalf of Staffordshire County Council, for the people of Staffordshire.

This year, Healthwatch Staffordshire said Goodbye and Thank you to our Chair – Elaine Day, who stepped down due to ill health, for her commitment and dedication to Healthwatch for the past 3 years. We welcomed Ian North as our new chair from April 2025.

Looking back over the year, we completed 3 focused Deep Dives – Patient Experiences of the 999 Ambulance Service, Avoiding Hospital Admission and Hospital Discharge. We focused on these areas as they were identified from public feedback around hospital services including accessing, getting the appropriate support and being discharged from hospital.

We engaged with seldom heard groups such as Deaflinks, Deafvibe, LGBTQ+ communities, and communities living with health inequalities as just a few examples. We have worked with stakeholders, new emerging groups and colleagues in respective fields to create and embed change within the various groups/boards where we represent the general public's feedback. We have linked closely with Support Staffordshire, to access and hear feedback from our VCSE colleagues in ways such as through the Healthy Community Alliance Locality Forums and our Healthwatch Intelligence Network.

Looking to the next 12 months, we look to build on all work to date to continue ensuring we represent their feedback in the best way to create change and embed positive impacts.



"I am privileged to be appointed as the new Chair of the Healthwatch Staffordshire Advisory Committee. I would like to thank my predecessor, Elaine, for her commitment and dedication to Healthwatch for the past 3 years"

Ian North – Chair of the Healthwatch Staffordshire Advisory Committee

About us

Healthwatch Staffordshire is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

To make sure that people's experiences help make health and care better.



Our values are:

Equity & Community driven: We're compassionate and inclusive. We build strong connections and empower the communities we serve. We believe that people create their own futures together.

Collaboration & Sustainable: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence. We are all responsible for a healthy and prosperous future.

Impact & Ambitious : We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account. We are brave, inquisitive, imaginative and adaptable.

Independence & People Powered: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers. We are positive about people and their talents.

Truth & Trusting: We work with and value integrity, honesty, empathy, transparency and we speak truth to power.

Our year in numbers

We've supported more than 13,008 people to have their say and get information about their care. We currently employ 6 staff and, our work is supported by 24 volunteers.

Reaching out:



12,626 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

382 people came to us for clear advice and information on topics such as **accessing services, finding local services** and **support**.

Championing your voice:



We published **16** reports about the improvements people would like to see in areas like **GP appointments, Social Care and Hospitals – The Patient Journey**.

One of our most popular report was **Patient Experiences of the 999 Ambulance Service**, highlighting people's struggles in **accessing the appropriate and timely emergency care**.

Statutory funding:



We're funded by **Staffordshire County Council**

In 2024/25 we received **£264,453.78**.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Staffordshire. Here are a few highlights:



Spring

Following a significant report from a member of the public related to transportation of dialysis patients, we launched a Dialysis Services Survey which led us on to visiting UHNM/Royal Stoke and Stafford County Hospitals for an Enter & View on the Renal units.

We attended an event in a Staffordshire women's prison to hear how women experience access to women's services. We were able to feedback to the prison health care provider the experience from 50 individuals to help them look at how services can be improved.



Summer

We published our Deep Dive report "Patient Experiences of the 999 Ambulance Service". In our survey, falls topped the list of reasons for calling an ambulance. Our recommendations were accepted in full.

We assisted with various PLACE visits across East Staffordshire to assess the quality of the patient environment. These involved Facilities Management from University Hospitals of Derby and Burton. We gathered patient feedback to inform the report.



Autumn

We launched our hospital discharge survey to investigate how patients, their families and carers have found the discharge process, and we made recommendations for improvement based upon this.

We met with Staffordshire students who fed-back about wheelchair services, professionals involved and also raised awareness around the Health Passport. We passed on this feedback to the relevant NHS departments.



Winter

We were invited as a key partner to support our colleagues within the VCSE, NHS and ICB to deliver the health inequality 'Cancer Bus Roadshow'. We listened to patient feedback and raised awareness around Cancer.

We attended a multi-agency event in Tamworth to discuss and contribute to the national consultation on the future NHS Plan. Round table discussions on key themes and linking them to local context.



Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Staffordshire are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Staffordshire and Stoke ICS

This year, we've worked with Healthwatches across **The Midlands** to achieve the following:

A collaborative network of local Healthwatch:



We have worked closely with our colleagues at Healthwatch Stoke-on-Trent to collaborate and complete an Enter & View to UHNM Maternity services. We joined together having identified that both teams were receiving intelligence around the same services. Revisiting 12 months later, we found many of our recommendations had been implemented, including the recommendation that UHNM reached out to our Maternity and Neonatal Voices Partnership and arranged and held an inclusivity visit.

The big conversation:



To support and develop our relationships with NHS and ICB colleagues, we arranged for the Chair of HW England to address the ICB bringing in a national perspective to public engagement.

We also contribute to the Quality Assurance visits with MPFT and the Hospital User Group meetings. We have more recently attended the Fundamentals of Care sessions at the UHNM Emergency Department, in conjunction with the ICB. Our role is to observe and gather feedback from patients and represent their voice by sharing comments and recommendations for change to the ICB and to UHNM

Building strong relationships to achieve more:



Having received concerns from many areas of Staffordshire about issues with the availability and quality of non-emergency patient transport we escalated the matter through the ICB Quality Committee and prompted a review of the service.

We are in on-going, regular dialogue with EMed (non-emergency patient transport services) who are keen to hear our feedback on how improvements to the service can be made for the residents of Staffordshire.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in **Staffordshire** this year:

Creating empathy by bringing experiences to life



Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

Utilising our engagement fund we have been able to work with seldom heard groups such as the Burton Caribbean Association and Deaflinks. We were able to give £400 to Burton Caribbean Association for two sessions and Deaflinks £720 for two sessions inclusive of costings for an interpreter. This was to gather feedback from using health and social care services.

Getting services to involve the public



By involving local people, services help improve care for everyone.

We explored concerns raised from the public about Ambulance response times and wait times at A&E Departments, jointly working with the ICB and NHS colleagues. We were able to highlight the extensive range of co-ordinated initiatives that we discovered were in place to support admission avoidance and timely discharges through our Deep Dives which were not necessarily known across the system. We were able to highlight the benefits to patients, easing the flow through a complex system of services.

Improving care over time



Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

In 2024/2025, we followed the patient journey within our Deep Dives. We looked at Patient Experiences of the 999 Service, Admissions Avoidance within hospitals and Hospital Discharge.

We looked at each part of someone's journey in and out of hospital. We engaged with many individuals who have received this care and the teams who work in these areas, so we share information two ways to improve services. The feedback we have received has been that our patient stories, and subsequent recommendations have been invaluable to providers to help them with developing their improvement plans.

Listening to your experiences

Services can't improve if they don't know what's wrong. Working with the public to share their experiences we can shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.

We continue to embed the Healthwatch Intelligence Network into Staffordshire and build upon the work that has taken place to expand this over previous years – utilising our engagement fund to reach seldom heard and hard to reach groups. This year we have reached into four additional communities and gathered some rich and useful feedback that we have been able to share with providers and commissioners to inform service development and provision.



Listening to your experiences

Understanding the patient journey

Increased feedback was received from residents of Staffordshire who had experiences of receiving emergency care.

In 2023/2024 we received an increase in feedback from patients who had needed emergency care and expressed dissatisfaction with their experience. Reflecting on this feedback, we set our deep dives for 2024/2025 to explore, understand and gather feedback on the patient's journey. We split this into 3 reports; Patient Experiences of the 999 Ambulance Service, Avoiding Hospital Admission (Patient experiences of virtual wards) and Hospital Discharge.

Key things we heard:

Report 1:
359

Patients responded to the 999 survey during January and February 2024 with the top three reasons being falls, shortness of breath and chest pain.



"The crew were very thorough and gave me a full examination and helped me to bed"

"Ambulance staff were amazing but think the operators lack a bit of compassion"

Report 2:
90

Patients were asked if they have experience or are aware of a virtual ward – only 13 people had.



"Mum is in the best place, her own home – she hated being in hospital."

"Reliability. The nurses said they were coming to see the resident, but they did not turn up for some of the days."

Report 3:
171

Patients responded to questions around hospital discharge.



"Care plan reinstated with extra care for a short time."

"Poor communication, missing medication, no follow up appointment"

We've worked with residents of Staffordshire to share their feedback and with NHS and ICB colleagues to understand the issues and raise awareness of the varying impacts that people have experienced to improve services.

What difference did this make?

Our reports have contributed to highlighting the patient experiences of using the ambulance service, acknowledging the key barriers so that quality improvements can be made and monitored. We have raised awareness and made key recommendations around understanding the various ways to avoid hospital admission. We have identified the key hospitals and areas where hospital discharge is working well and shared patient experiences of their discharge, showing where there have been gaps.

Hearing from all communities

We're here for all residents of Staffordshire. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard. Our colleagues in Support Staffordshire support us in reaching seldom heard communities.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Reaching key community members and volunteers who have then helped us form relationships with local seldom heard groups.
- Utilising the Healthwatch Intelligence Network and our grant money to reach new communities.
- Attending events and health specific tours organised and funded by NHS and ICB colleagues.



Hearing from all communities

Ensuring accessibility to our information, advice and reports.

We work with various communities to ensure our information is accessible.

We take Easy Read information to events, and we have used the translation facility on our webpage to print materials in several of the most common languages in the area. We have around eight languages. We can also use our tablet to convert surveys into other languages while we are out and about. Looking at how we can develop further, we are looking at purchasing Picture Exchange cards, we add ALT text to our e-bulletins, and last year, we converted one of our surveys into BSL to trial.

What difference did this make?

This meant more people could access, read and be involved within our work and be able to give feedback. We are also sharing good practice where other organisations are doing well in ensuring accessibility.

Listening to Men (Over 55) to understand the barriers preventing men seeking support.

Men over the age of 55 shared barriers to them accessing services and seeking support for issues they face.

Last year, we initiated a survey in collaboration with another local service to identify the barriers preventing men over the age of 55 from accessing health, social care, and activities. As part of our research, the goal was to identify any barriers preventing men from attending and to also gain insight into the issues that they may face.

What difference did this make?

Improving access to health or social care was seen as essential, with a focus on more access to GP appointments, accessible information, better transport links, more specialised services, increased availability of NHS dentists, better access to hospital services, regular health checks, and befriending services. This has fed into our focal work in 2025/2026. We also awarded a grant of £700 to the men's club for their engagement opportunity.

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 382 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information our communities can trust.
- Helping Staffordshire residents to access the services they need.
- Supporting our population to look after their health.
- Signposting Staffordshire residents to the key services they can receive appropriate support from.
- Working in partnership with key stakeholders and other organisations.



Information and signposting

Helping Staffordshire residents to get vital equipment

Mary contacted us after having waited for several months for a new seat for her daughters push and wheelchair.

Mary reached out to us, after making several complaints over a period of 12 months to a local wheelchair provider – and feeling let down by the response. This had a significant impact on her daughter's wellbeing, mental health and immune system, as she hasn't been able to leave the house in 5 months due to the seat being too small and causing pain.

With Mary's permission we contacted the service to explore this, advocate and collectively we managed to get Mary's daughter's chair sorted within a few weeks.

"Thank you once again for your help. Without you and others involved, we would still be on the waiting list.

Because of your help, we've been able to enjoy half-term as a family, instead of being divided. It's been wonderful that we've been able to make memories together."

Listening to the patient voice and choice when it comes to vaccinations

Derek contacted us after having problems trying to organise his wife's Covid-19 vaccination.

Derek reached out, after his wife had had bad reactions to the two vaccines she has already had. These made her very unwell, but she still wanted to be protected from Covid-19 strains.

We contacted our local ICB to find out further information, and then they stepped in and supported Derek to find somewhere his wife could go to get the vaccine she felt happier to have.

"All your hard work and effort ended up with us getting a regular Pfizer Vaccine. We have a direct number to ring on each occasion, and we automatically get Pfizer.

After trying all different lines of communication to get a Pfizer vaccine without success, it was Healthwatch's involvement which got it sorted out."

Showcasing volunteer impact

Our fantastic volunteers have given 225 hours to support our work in many ways. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Supported us in Enter and View visits to local services to help them improve and gain feedback from service users.
- Visited communities to promote our work including seldom heard groups and supported us in our research and deep dives.
- Listened to Staffordshire residents, collected experiences and supported their communities to share their views with key stakeholders and decision makers.
- Supported us through our Healthwatch Staffordshire Advisory Committee.



Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"I've enjoyed supporting the engagement events and meeting members of the public and Healthwatch Staffordshire.

I now feel I have a clearer understanding about the role and activities of Healthwatch and I'm looking forward to my first Enter and View session in a pharmacy next month"

Kate



"Healthwatch have an overall unbiased view of the health of the nation and county, whether this be dental care, care of the elderly or hospital care.

I was personally diagnosed with lung and breast cancer last year. The treatment I received for the breast cancer was amazing and my lung cancer treatment starts in the upcoming weeks. I am impressed now that healthcare is part of Support Staffordshire – you are doing a wonderful job."

Celia



"Volunteering as a Research Volunteer with Healthwatch has been an incredibly rewarding experience. It has allowed me to contribute to meaningful work that amplifies the voices of patients and service users.

I have developed valuable skills in data collection and analysis, and I feel proud to be part of a team that is committed to improving health and social care services in our community."

Pearl



Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchstaffordshire.co.uk



0800 051 8371



HWSVolunteers@healthwatchstaffordshire.co.uk

Finance and future priorities

We receive funding from Staffordshire County Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£264,453.78	Expenditure on pay	£154,935.72
Additional income	£730	Non-pay expenditure	£15,184.44
		Office and management fee	£34,300.00
		Engagement Fund	£60,763.62
Total income	£265,183.78	Total Expenditure	£265,183.78

Additional income is broken down into:

- £500 received from Healthwatch England for regional meeting March 2025
- £200 received from Keele University Social Inclusion Grant.
- £30 donation received.

Finance and future priorities

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Seldom heard – Women’s Gynaecological conditions: We plan to engage with as many women as possible, from all different backgrounds and at different stages of their lives, to hear and represent the challenges they face in terms of getting their issues recognized and treated.
2. Mental health: We plan to explore and support the general public in understanding how they access support, and what comes after support finishes as through feedback these areas are what we receive most feedback around. We plan to engage with Staffordshire residents to gather more feedback and represent this to make positive change.
3. Dentistry: We plan to engage with Staffordshire communities to support and provide advice in how to access dental care. We also aim to gather feedback around dentists to identify any pockets of inequality within Staffordshire.

Statutory statements

Healthwatch Staffordshire, Support Staffordshire, Stafford Civic Centre, Riverside, Stafford, ST16 3AQ.

Healthwatch Staffordshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the license agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Staffordshire Advisory Committee consists of 6 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met 3 times and made decisions on matters such as the focal Deep Dives and supported highlighting intelligence for the year. We ensure wider public involvement in deciding our work priorities by utilising our data/feedback received and engaging at events and with groups we are involved with.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We work very closely with colleagues within the VCFSE sector to ensure we hear from seldom heard communities. We attend the Support Staffordshire locality forums to build on our networks with local groups, representing the entire county.

We ensure that our annual report is made available to as many members of the public and partner organisations as possible. We will publish the [Annual Report](#) on our website.

Statutory statements

Responses to recommendations

We had 1 provider who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in Staffordshire, we take information to **the Health and Wellbeing Board, the Stoke-on-Trent and Staffordshire Statutory Safeguarding board, as well as the Health and Care Overview & Scrutiny Committee**.

We take insight and experiences to decision-makers in **Staffordshire and Stoke-on-Trent Integrated Care System**. For example, we attended the local pharmacy committee in Burton where we heard that the Pharmacy First scheme was not being used effectively by local GP practices. We reported this to the ICB and also decided to undertake some wider pharmacy Enter and View visits to determine the extent of the problem across Staffordshire and this is ongoing into 2025/2026.

We share data with Healthwatch Wolverhampton to enable us to monitor feedback with regards to New Cross Hospital which is in Wolverhampton and part of the Royal Wolverhampton NHS Trust., this being classed as cross-border activity.

Where relevant we send intelligence to Staffordshire's County Council to the Adult Social Care Core Support and Improvement Lead, who sits within the Health and Care Directorate.

We have shared our data monthly with Healthwatch England to help address health and care issues at a national level.

Healthwatch England's CEO, Louise Ansari shared:

"The feedback local Healthwatch hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it's like to use health and care services nationwide. Local people's experiences help us understand where we – and decision makers – must focus and highlight issues that might otherwise go unnoticed. We can then make recommendations that will change care for the better, both locally and across the nation."

Statutory statements

Healthwatch representatives

Healthwatch Staffordshire has been represented on the **Staffordshire Health and Wellbeing Board** and **Staffordshire and Stoke-on-Trent Integrated Care Partnerships** by the Healthwatch Staffordshire Manager who was Baz Tameez until the start of February 2025 and since then is Anna Mather.

During 2024/25, our representatives have effectively carried out this role by **attending and representing Healthwatch in 30 system meetings**, to raise key patient concerns and any feedback on how we may have had any impact of changing policies or strategies.

We gave feedback during a recent CQC inspection of Staffordshire County Council – which was given the rating of **'Good'**.

We worked with partners on Alcohol Strategy (2025–2028) to ensure the patient voice was involved. This is the work done with MPFT and SCC. Here is the link to the [new alcohol strategy](#)

We have contributed to the review of the Staffordshire Integrated Care System (ICS) and the development of the new All Age Palliative and End of Life Care Strategy (2025–2028) aimed at providing compassionate and equitable care for all residents, regardless of their background.

We attended ICB Board Development days to integrate the patient voice in their approach to service delivery.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Maternity Services UHNM Royal Stoke Maternity Hospital, Address: Newcastle Road, Stoke on Trent ST4 6QG	Care Quality Commission (CQC) report published in June 2023 having undertaken an inspection visit in March 2023..	Report written and recommendations made including reviewing external signage and information available to patients, improve communications and language used.
Renal Satellite Unit at UHNM NHS Trust, Stafford County Hospital is open 6 days per week. County Hospital, Weston Road, Stafford, ST16 3SA (Ground Floor)	Healthwatch has received feedback from patients regarding issues with the non-emergency transport service. As a result, we aimed to investigate how these issues were affecting the patients and departments that rely on this service.	Report written and recommendations made including: better communication and all involved want improvements in non-emergency patient transportation
The Renal Satellite Unit at UHNM NHS Trust, Stafford County Hospital is open 6 days per week. County Hospital, Weston Road, Stafford, ST16 3SA	Our objective was to work with the Patient/Hospital team to identify areas that were functioning well, as well as any improvements or measures that needed to be considered.	Report written. Noted that better communication & listening between professionals and patients has been highlighted within the feedback.
Littleton Lodge Care Home Bishop Street, Hednesford, Cannock WS12 4RY	Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation.	Report written and one recommendation that management keep staff and residents informed of their efforts to recruit permanent staff so that they feel that the situation is taken seriously and feel informed about the action being taken to address this
Lisbeth Nursing Home 204 Walsall Road, Great Wyrley, Walsall, West Midlands, WS6 6NQ	Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation.	Report written, no recommendations made however, we suggest that Lisbeth Nursing Home share its good practices with other facilities, as their model seems to be excellent.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Hen-Cloud House Residential Home Buxton Road, Leek, Staffordshire, ST13 6EQ	Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation.	Report written and recommendations include: look at show plates for mealtimes, serve food hotter and reassure residents/families regarding staffing levels.
Service Provider: University Hospital North Midlands Premises Visited: Maternity Services UHNM Royal Stoke Maternity Hospital, Address: Newcastle Road, Stoke on Trent ST4 6QG	Follow up visit	The improvements are evidenced in the feedback provided by both staff and patients/families. There was much more positive than negative feedback and it was clear that the actions taken have had a significant impact on patient care, evidenced through feedback on their experience which was almost wholly positive.
Ellis House Residential Home 42 Arthur Street, Chadsmoor, Cannock, Staffordshire, WS11 5HD	Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation.	Report written and recommendations made including: reviewing external signage, use photos on the company website, and explore feedback mechanisms for professionals and families.
Rosemary Lodge Residential Home 191 Walsall Road, Lichfield, Staffordshire, WS13 8AQ	Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation.	Report written and recommendations made including how care plans are reviewed, seek feedback from relatives and consider introducing picture boxes near residents' rooms.
Keele Practice Health Centre University Of Keele, Newcastle ST5 5BG	Joint Enter and View with Healthwatch Stoke-on-Trent – completed due to both Healthwatch receiving mixed feedback.	Patients of the practice that we had spoken to were satisfied with the service despite the shared sense of intolerance for PATCHS. Of the issues flagged to Keele Practice, there were very few which did not have existing plans in place to resolve.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Fauld House Nursing Home Fauld Lane, Burton-On-Trent, Staffordshire, DE13 9HS	Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation.	Report written and recommendations made including how care plans are reviewed and understood, encourage residents & their families to give feedback and share practices on how to achieve a 'Gold standard for end of life'.
Hunter's Lodge Care Centre Hollybush Lane, Codsall, Oaken, Wolverhampton, WV8 2AT	Healthwatch Staffordshire utilises the Independent Age's eight standards of care. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation.	Report written and recommendations made including actively seek support from relatives and encourage them to get more involved, explore additional incentives to attract new staff and evaluate transportation for assisting new residents moving in.
Norton House Forensic Mental Health Unit St Georges Hospital, Corporation Street, Stafford. ST16 3SR	The purpose of this visit was to conduct a routine Quality Standards Assurance Visit (QSAV). Healthwatch Staffordshire was invited by MPFT Quality Assurance & Effectiveness team to join them.	Report written and recommendations made including strengths witnessed such as highly personalised care, utilization of least restrictive model and effective team management. Recommendations were to increase how Healthwatch could collect feedback.

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Patient Experiences of the 999 Ambulance Service	Patient feedback gathered, report written and raised awareness with the public around the different call status categories along with their expected response times.
Avoiding Hospital Admission (Patient experiences of virtual wards)	Patient experiences of virtual wards gathered, report written and recommendations made to improve communication with the public.
Hospital Discharge.	Patient feedback gathered, report written and recommendations to how improvements can be made for the patients.

**Healthwatch Staffordshire
Support Staffordshire
Civic Centre,
Riverside,
Stafford,
ST16 3AQ**

-  www.healthwatchstaffordshire.co.uk
-  0800 051 8371
-  enquiries@healthwatchstaffordshire.co.uk

-  @HWStaffordshireOfficial
-  @HWStaffordshire
-  @Hwstaffordshire
-  @healthwatch-staffordshire

