

eBulletin

May 2025

Enter and View Visits

In May we carried out our first ever Pharmacy Enter and View. You can read the report about [Whitehouse Pharmacy in Penkridge](#) here, including the comment that:

"the staff are brilliant and friendly"

We also published our findings from earlier visits to [Silverdale Nursing Home](#), [Talbot House Residential Care Home](#) and [Keele Practice](#) (GP).



Deep Dive Updates

Planning is ongoing on our Mental Health Survey and our review of the situation with NHS Dentistry.

Hospital Discharge Report

How did Staffordshire residents find their hospital discharge?

In Winter 2024 to 2025 we completed a survey on patients' experiences of hospital discharge. Our latest Deep Dive report presents the results of the survey, looking at experiences of the entire process from planning to actually leaving hospital and beyond.



[Read our last published Deep Dive for 2024 to 2025 here](#) to find out.

Deep Dives for 2025 to 2026

As part of our deep dive on gynaecological conditions, we have developed a [survey](#) to capture people's experiences of getting a diagnosis.

Gynaecological Survey



How was it getting a diagnosis?

healthwatch
Staffordshire

Volunteers

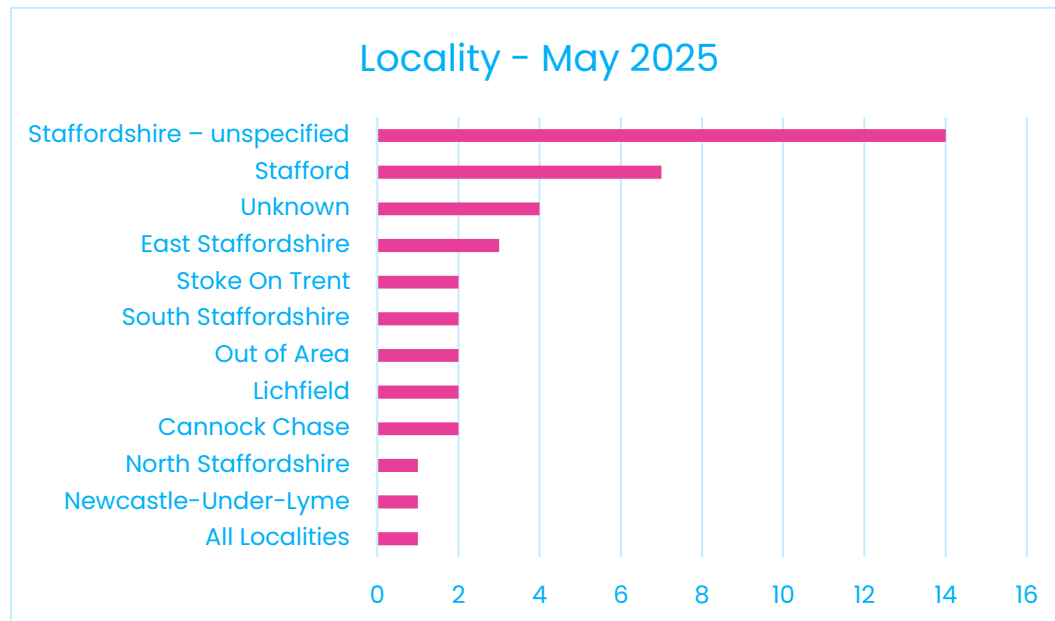
In May 2025, we had a small change to our volunteers, leaving our total steady at 24. We welcomed Helena Tranter, a new Community Outreach and Engagement Volunteer. We would also like to thank Rachel Harding for her contributions and say goodbye to her, as she is moving out of the area.

Kate Sheldon helped Christine at the Dementia Action Week event at Katharine House Hospice in Stafford, while Clara Iheozor assisted Dave at the Meeting of Minds event in Burton. Helena started her induction reading through policies and procedures and Angela Holmes continued with hers. Pearl Obiorah did some work

breaking down a social reform report. Members of the Committee also met with manager Anna for their monthly meeting.

May Feedback

42 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

Hospital Services (31) tops the list of service categories followed by Primary Care (19). The next largest response is for Social Care Services (5). Remaining comments are about Mental Health and Learning Difficulties (4), Community Health Services (3) and finally Other (2).

In **Primary Care** the responses were mainly about GP services (13) apart from 3 comments about Dentistry, 1 about Opticians and 1 each on Community and Primary Care Pharmacies. Under **Hospital Services** the responses mainly covered Outpatients (11) and Inpatient Care (8).

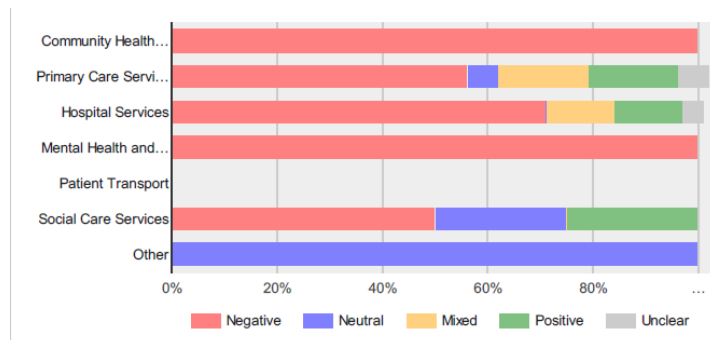


Figure 1 Satisfaction by type of Service

Social Care Services were split evenly over Nursing (1) and Residential (1) Care Homes, Care Packages (1), Adult (1) and Other (1) Social Care. **"Other"** mentions Benefits/DWP and Support Groups.

Themes

Various **Treatment and Care** themes were mentioned 62 times, and within this area, the topics mentioned most often were:

- Quality of treatment
- Person-centred care
- Waiting for appointments or treatment /waiting times
- Communication with patients, treatment and explanation/verbal advice
- Follow-on treatment and continuity of care

The responses under **Access** (27) were all about “Access to Services”, under **Administration** most comments (9) related to “Accessible Information Standard” and under **Environmental** the majority were “Accessibility and reasonable adjustments”.

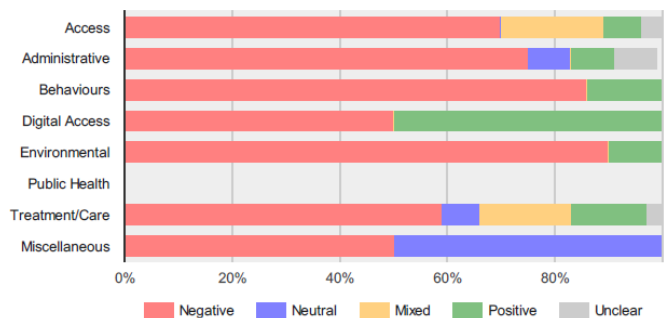


Figure 2 Satisfaction by Theme (May 2025)

Positive Feedback

We received compliments about 2 GPs. For Mansion House in Stone *“All staff medical and administration are very supportive and helpful”*.

At Keele Practice *“They always book me in with Dr Clarson who is an amazing GP, he truly listens, remembers my complex history and involves me in treatment decisions. Dr Laura is also amazing. I am so so lucky to have them”*.

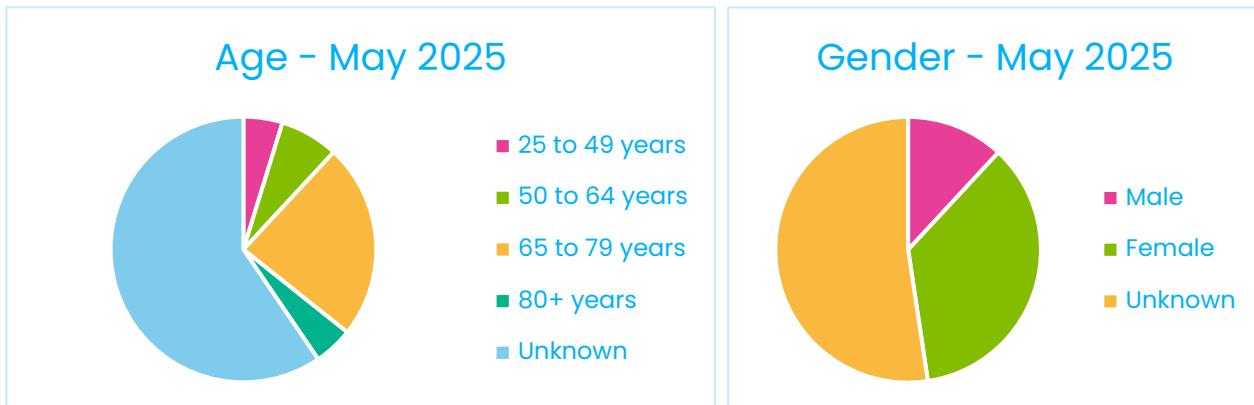


The Cannock Specialist Care Home was praised for its activities and entertainment and at New Cross Hospital’s Maxillofacial outpatients *“Nothing could have gone better. Was in and out before my actual appointment time”*.

At County Hospital Stafford *“we experienced great support from several departments at County Hospital Stafford including endoscopy, X-ray/CT, Breast care”*.

“Many health workers in Staffordshire are doing a great, people focused job. (Often in extreme circumstances) Well done and thank you.”

Demographics



We reached 2 carers. We spoke with 1 member of the LGBTQIA+ community. Of those who specified an ethnicity, 9 were white and 1 was black.

There were 18 people with a long-term condition and 14 who considered they had a disability. 10 people were deaf or hearing impaired, 5 had dementia (including Alzheimer's), 5 had cardiovascular or other heart issues. Other conditions mentioned included 2 people with mental health conditions (including 1 with schizophrenia), 3 with autism, 1 with cancer, 3 with physical or mobility impairment, 1 for rheumatology, 1 for dermatology, 2 were blind or visually impaired, 1 with an injury and 3 for planned surgery. Other conditions mentioned were learning disabilities, Parkinson's, type 2 diabetes, arthritis, kidney disease, cancer and delirium.

Engagement & Signposting

Deaf Awareness Week



For Deaf Awareness Week, Kelly and Emma were at the busy 'See Me Hear Me' event (DeafVibes 15th Anniversary Event) at Britannia Stadium, where they got lots of feedback, which included some on the phrasing on our banners and leaflets which include the terms 'voice' and 'heard'. The event was organised by local group DeafVibe and Action Deafness.

[DeafVibe](#) "aims to support people with a hearing and dual sensory loss as well as their families, friends and carers in Staffordshire and Stoke-on-Trent".

[ActionDeafness](#) "is a Deaf-led charity run by passionate specialists. Our understanding of deafness enables us to provide specialist, accessible & equal services so that Deaf people can lead full, independent lives".

The overriding theme from people was that more organisations need to have sensory awareness and to act on this effectively to maintain trust. People made us aware that:

- Interpreters – hospital staff don't always know how to get an interpreter, and they are not always available, contrary to signage. Pre-arranging an interpreter for medical appointments usually requires a phone call which is obviously a barrier!
- British Sign Language (BSL) – A lot of deaf people don't use BSL, and BSL isn't always necessary, just basic deaf awareness is needed.
- Writing as a communication tool – many deaf people do not read English and pictures are more useful. However, captions can be useful for some deaf individuals, especially when accessing video consultations.
- Lip-reading – it is a problem when clinicians wear masks.
- Records – even when it is marked on a person's medical record that they are deaf, no one reads it – it should be more prominent.
- Using family as interpreters can be distressing, especially for Talking Therapies where very personal thoughts and feelings are shared.
- TINA interpreting machines in hospitals can be confusing, especially if a doctor is talking and the machine is interpreting at the same time. They are not reliably charged so may turn off mid use.
- The Accessible Information Standard is not being upheld within services.
- There are some AI interpreting services (Insign) available for use on websites although these are at a cost.

In April [SignHealth](#) (the Deaf Health Charity) and [RNID](#) published a report [Still ignored: The fight for accessible healthcare](#).

This reveals 7 out of 10 deaf people have never been asked about their information and communication needs when accessing NHS care.
[#WhereIsOurAccess](#) [#StillSickOfIt](#)

On social media we shared a video from [Tamworth Hub for Deaf, Deafblind and Hard of Hearing People](#).

Dementia Action Week 2025

During Dementia Action Week we attended two local events. Chris and volunteer Kate visited Katharine House Hospice while Emma went to the Affinity Shopping Centre in Talke for a Dementia Awareness Community Event.





At Katherine House Hospice there was a special Memory Café at their Therapy & Wellbeing Centre in partnership with Alzheimer's Society. We learnt from staff that [the Memory Cafe](#) runs on the 3rd Wednesday of every month. The Alzheimer's Society say

"One in three people in the UK living with dementia do not have a diagnosis."

On social media we also posted about how to volunteer for [Joint Dementia Research](#).

Mental Health Awareness Week

During this week Emma and Kelly went to the Wellness Wagon at Royal Stoke Hospital while Dave, Anna and volunteer Clara attended the "Meeting of Minds" event at Pirelli Stadium in Burton. Various local mental health charities were present along



with the PCN, MPFT and Everyone Health. There were presentations from MIND, [Staffordshire Network for Mental Health](#) and [Betterway Recovery](#) which helps people with addiction issues and has now expanded services into Burton as well as Tamworth and Lichfield. It is totally run by people with lived experience and is providing a very responsive service that has now reached over 1000 people.



On a different occasion, Dave also met with a group of 10 people who attend the Uttoxeter [WELLIES Project](#). This offers therapeutic learning activities with animals, plants, creativity and the countryside for people recovering from mental ill health in Southeast Staffordshire and Staffordshire Moorlands. The group spoke to him about their experiences of accessing mental health services and follow up support – each person's story was different. The feedback we received helped shape the development of our mental health deep dive.

Online, we shared information on [apps aimed at young people](#), local MIND charities [North Staffs Mind](#) and [Burton and District Mind](#) and a "Wellbeing" in art and writing session in Leek.

HCA Locality Forums

At the Southeast meeting Dave gave feedback on recent Healthwatch Staffordshire activity, mentioning our Deep Dives on Admission Avoidance and Hospital Discharge as well as the latest dental plan and recent concerns about NHS wheelchair services. Support Staffordshire gave an overview of the new work recently commenced on health inequalities across the County.

Healthwatch England News

In May, Healthwatch England published new [data relating to people's medical records](#). Based on a nationally representative sample of 1,800 adults living in England, a poll found that 23% have noticed inaccuracies or missing details in

their NHS records before. Mistakes on medical records can put people's health risk and can have implications for legal matters, insurance, and benefit claims.

Healthwatch England have also outlined the [four things that matter most to people](#) and how they think these should shape the Government's 10-Year Plan.

As NHS England published an estimate of how common ADHD is in England and the number of people waiting for assessments, Healthwatch England highlighted the key recommendations in their [report on ADHD](#) which came about following concerns the public raised about waits for diagnosis and access to services. [Advice on coping while you wait for an assessment.](#)

Social Media

Information posted about local services included plans for Peer Support Groups for Ovarian Cancer (Contact Pamela, Project Lead on 020 3985 8398 or pwalker@targetovariancancer.org.uk) and NHS Lung Health Checks held in Leek with a mobile scanner.

We also promoted surveys and research/focus group opportunities including the ongoing ICB consultation on the [Free-standing Midwife-Led Birthing Units](#), their Sperm Retrieval survey, MPFT's Podiatry service and work on high blood pressure in pregnancy.

Other posts covered Healthy Smiles recommendation to get a dental check-up for National Smile Month, World [Multiple Sclerosis](#) Day and [Ehlers Danloss](#) and Hypermobility Spectrum Disorder Month.



Target Ovarian Cancer

Let's Connect: Target Ovarian Cancer communities

The national charity Target Ovarian Cancer is setting up a network of local peer support groups for women with a diagnosis of ovarian cancer.

These peer support groups will be:

- ▶ Regular face-to-face get-togethers in local venues.
- ▶ For small groups of 8-10 women.
- ▶ Of no cost to the group members.
- ▶ A safe space to talk openly within a social group of peers.
- ▶ Run every month by a volunteer from within the group or by a locally based Health care professional.

As soon as around six women with a diagnosis of ovarian cancer within the same area express an interest in joining, we'll set up a group.

How can I get involved?

If you have a diagnosis of ovarian cancer, would like to attend or are interested in facilitating a peer support group, please contact Pamela, Project Lead:

020 3985 8398
pwalker@targetovariancancer.org.uk
targetovariancancer.org.uk

COMMUNITY FUND

Target Ovarian Cancer is a company limited by guarantee, registered in England and Wales (No. 8019165). Registered office: 50 Angel Lane, London EC3N 3PT. Registered charity numbers 1205380 (England and Wales) and 10342020 (Scotland). * Target Ovarian Cancer logo is a registered trademark (TM) 000000000000.

Get in touch

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Instagram <https://www.instagram.com/hwstaffordshire/>

LinkedIn <https://www.linkedin.com/in/healthwatch-staffordshire-22b9ba269/>

