

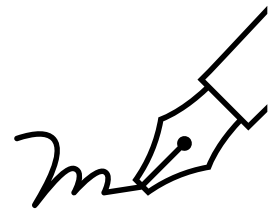
eBulletin

July 2025

The Healthwatch collective (made up of all local Healthwatch throughout the country) have been successful in our request for a government petition to challenge the Government's proposal to abolish Healthwatch.

We are asking the Government to:

- Revisit its decision to abolish local independent services that speak up for the public
- Consult with the public to codesign a service which meets their needs and supports the NHS to realise its ambitions
- Invest in and strengthen independent services



At 10,000 signatures government will respond to this petition

At 100,000 signatures this petition will be considered for debate in Parliament

Why:

People need a voice in the future of health and care. This must stay independent.

Ask:

Please sign and share this petition to anyone and everyone:

[Review decision to abolish independent local Healthwatch](#)

Deep Dive Progress

Diagnosis of Gynaecological Conditions

We have received a great response to our [ongoing gynaecological survey](#) and are currently contacting some of those respondents who said they are willing to discuss their case further with us.

Events are also being organised in the community to get more feedback. One event called '**Cycles and Stories**' has already been organised for early evening on September 30th in Burton on Trent and has 15 women signed up. We would like to thank Gulsoom Aslam for all her valuable help with this.

If you work with a local group whose members may also have useful feedback for this topic, then please see the **Engagement Fund** information below.



Mental Health – Staying Well Research

Work on the Mental Health – Staying Well Deep Dive has got off to a good start with Dave and Emma investigating local services and promoting the survey to contacts. Following attendance at a Community & Membership Engagement Group, they have met with Ian Saberton, Service Lead for the Mental Health and Social Inclusion Hub and Primary Care Mental Health, to expand their contacts, especially in the South West. Emma also attended the Mental Health Forum organised by the VCSE Healthy Communities Alliance to gather more feedback.



Emma and Kelly have also been involved in Quality Visits to Harplands Hospital, where contact was made with women on Ward Three and the Parent and Baby Unit. Emma has also attended the North Staffordshire Combined Healthcare Service User and Carer Council this month to hear more feedback on mental health services in North Staffordshire.

***SURVEY UPDATE** We have now removed the survey condition that you must have been discharged from NHS services in the last 2 years. You are now eligible for the survey if: you live in Staffordshire, are over 18 and have had poor mental health in the past. [Take the survey here.](#)*

We are actively looking for local groups who support people with their mental health to help us get in touch with more people for our survey. There is a financial incentive to groups to help with this – see information on the **Engagement Fund** below.

Engagement Fund

Our [Engagement Fund](#) aims to bring together insights from local people, health and care professionals, and community organisations to improve services across Staffordshire.

Grants from our engagement fund are available as follows*:

Could your group use up to £300, just for sharing your experiences of Health and/or Social Care with us?



We are looking for community groups in Staffordshire, particularly those whose members have experience of gynaecological diagnosis and staying well after mental health problems

healthwatch
Staffordshire

£200 For Healthwatch to visit your group and hear general feedback.

£300 For Healthwatch Staffordshire to attend one of your sessions to gather feedback on current research themes of Gynaecology and/or Mental Health.

£250 For service users of your group to complete our surveys in Gynaecology & Mental Health.

To get involved complete your contact and bank details on our [form](#).

**Please note that funds will be given out on a first come first served basis and maybe subject to change if in high demand.*

Enter and View Visits and Holmcroft Report

In July, Chris Sherwood and volunteer Val Emery completed an Enter and View Visit to **Lanrick House** Care Home. We also published our first Pharmacy Enter and View report for Whitehouse Pharmacy which Chris, Kelly and Kate visited in May.

We also published a report containing feedback about patients' experiences with appointments and prescriptions at Holmcroft GP Surgery. The surgery helped to design the survey and very kindly texted a link to patients, as well as supplying paper copies in the practice waiting room. We had a huge response with over 800 surveys completed over several weeks.

Thank you to over 800 patients at Holmcroft GP surgery who responded to our survey and told us about their experiences of:

- **Access to Appointments and**
- **Prescription Renewal**



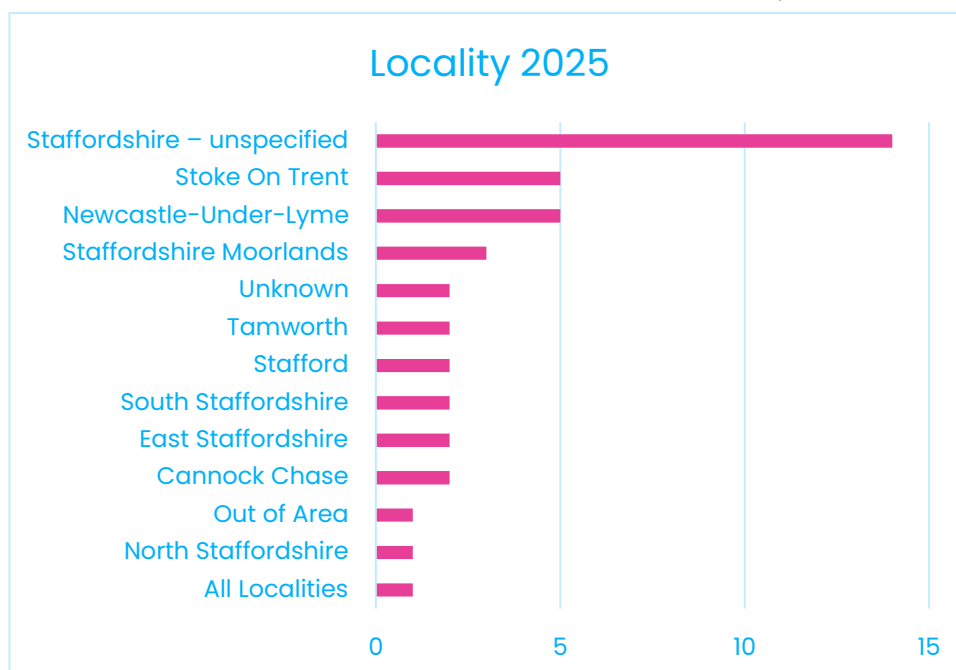
Volunteers

Thank you to all our volunteers for their ongoing support. This month Val Emery helped Chris at a care home Enter and View visit, Kate Sheldon proofread the Mental Health Survey and provided insights, Pearl Obiorah worked on the introduction for the Gynaecological Health Deep Dive and Giri Rajaratnam spent time reading policies and procedures as part of his ongoing induction.



July Feedback

42 responses were collected from across the County as follows:

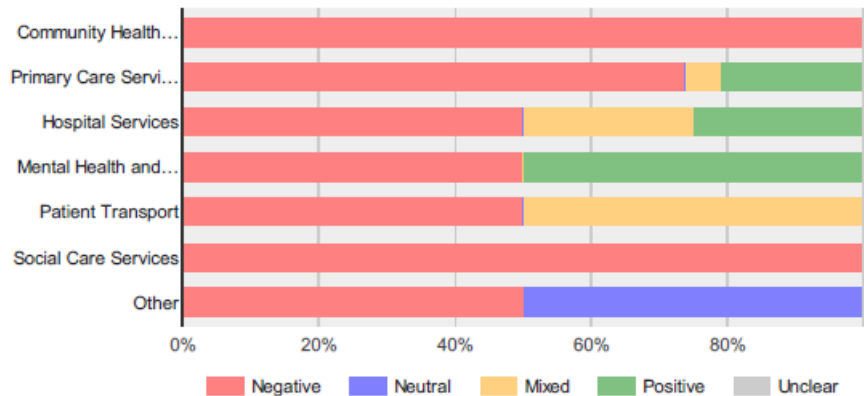


Please note that the feedback does NOT cover Enter & View Visits nor responses to Surveys.

Service Categories

Hospital Services had most responses (26) followed by Primary Care Services (20). The other responses were for Mental Health and Learning Difficulties (4), Community Health Services (3), Other (3), Patient Transport (2) and Social Care Services (1).

Satisfaction by Service Type



Under Hospital Services

the responses mainly covered Outpatients (5), Inpatient care (4) and Emergency Department including A&E (4). Radiology/x-ray/MRI/CT scans, and diagnostic and screening services had 2 comments each.

In **Primary Care** the responses were mainly about GP services (18) with 2 comments about dentistry.

Mental Health and Learning Disabilities covered Autism Services (2), Community and specialist Mental Health Services (1) and Mental Health Other (1).

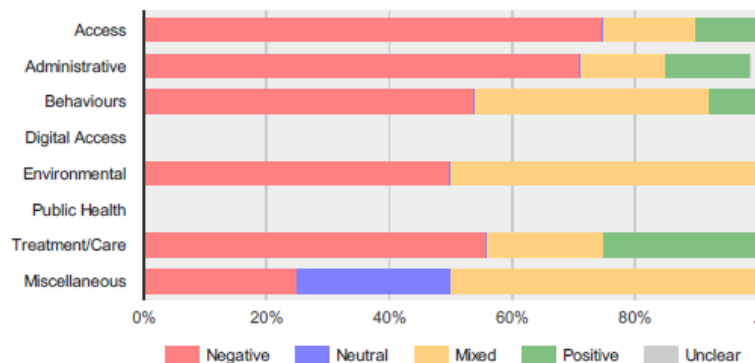
Community Health Services responses included Community Hospitals, Other and continuing care. **Patient Transport** had two comments about Emergency Ambulances. **"Other"** mentions Advocacy services, Benefits/DWP and Equipment Services. **Social Care Services** had one response about care packages.

Themes

Various **Treatment and Care** themes were mentioned 64 times, and within this area, the topics mentioned most often were:

- Quality of treatment (9)
- Follow-on treatment and continuity of care (8)
- Diagnosis (6)
- Person-centred care (5)
- Waiting for appointments or treatment /waiting times (3)
- Communication with patients treatment explanation / verbal advice (3)
- Consent, choice, user involvement and being listened to (3)

Satisfaction by Theme



The responses under **Access** (21) were all about “Access to Services”, under **Behaviours** (13) all were “Staff Attitudes and Performance”, and for **Administration** (10) most comments (3) related to “Administration (Letters records/results)”.

Positive Feedback in July

One person said they had gone to Cauldwell Children for their child’s (autism) assessment, and they were brilliant. They gave you a report following the assessment and they also gave a second report that the child was able to read. Following the assessment they had a further meeting with the family.

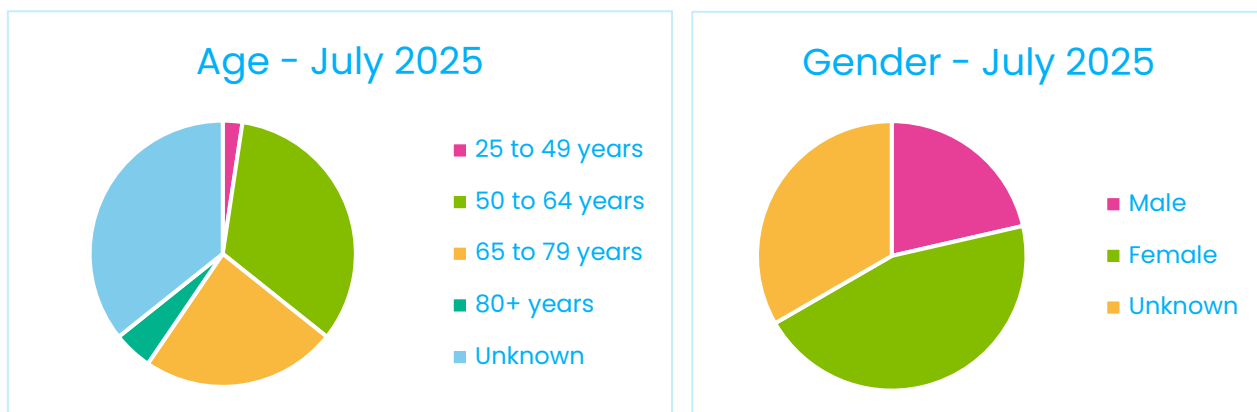


“An excellent service from GP to UHNM from initial diagnosis to follow up appointments” (regarding Wolverhampton Road and UHNM).

“Professional, caring treatment” from Good Hope Urology.

Parent and Baby Unit at Harplands Hospital was “brilliant”.

Demographics



We reached 8 carers and one new parent. We spoke with at least 5 members of the LGBTIA+ community. Of those who specified an ethnicity, all were white.

There were 4 people with a long-term condition and 8 who considered they had a disability. 2 people had hearing impairments (1 was tinnitus). Other conditions mentioned included cancer (4, 2 with breast cancer, 1 with pancreatic), 4 people with mental health conditions, 2 around gender dysphoria, 4 with physical or mobility impairment, 2 with arthritis, 1 with learning disabilities, 2 with ADHD, 3 with Autism, 2 with Diabetes, 2 with chronic pain and 1 mentioning COPD. Other conditions mentioned are: Crohn’s, prostatectomy, ulcerated foot, spinal injury, hypertension, high cholesterol, Fibromyalgia, a fall, Parkinson’s, spinal nerve problem, low bone density, speech difficulties and ear nose and throat problems.

Engagement & Signposting

Support for the Deaf Community

There were several activities around supporting the Deaf Community this month: Emma attended the dDeaflinks Community Connect Event at Birches Head, a meeting was held with Deborah Lush from the group Deafinitely Women who operate in Derbyshire, and a further meeting was held to discuss potential seed funding for a group of young British Sign Language users to establish their own group.



Other Events

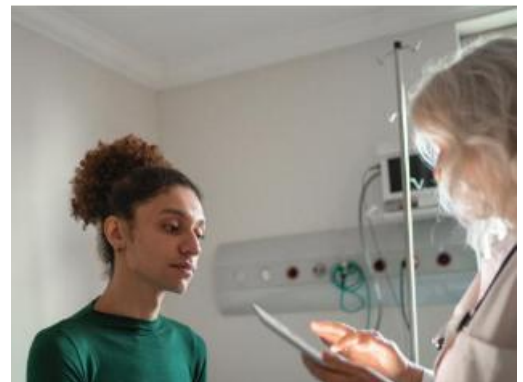
Jackie attended a Patient Participation Group at Weeping Cross. Emma attended the AGM for PEGiS (Parent Engagement Group in Stoke) and "Trans Talk" at Project 93. There was less general engagement work this month due to staff holidays and an increasing focus on the Deep Dives.

Healthwatch England News

In July, Healthwatch England published a blog about how ["Trans and non-binary people face hurdles at every stage of primary care | Healthwatch"](#) along with the accompanying report: ["What trans and non-binary people told us about GP care"](#).

Issues included:

- changing their gender marker on GP records
- losing access to old medical records
- keeping up with sex-based medical care (like cervical or prostate care)
- being misgendered
- being referred for gender reassignment surgery
- receiving Hormone Replacement Therapy both during the wait for assessment and after surgery



Healthwatch England also published a more general [article](#) and [report](#) about **"The choice gap: do patients get the choices they want from GP care?"**. This [article](#) highlights what your rights are at the GP.

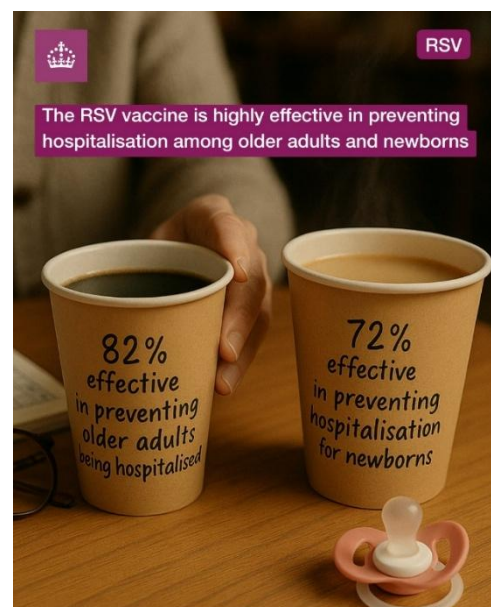
On their website, you can also read more about [the impact of Healthwatch](#) and their simple and straightforward [advice articles](#) about health and social care services.

Social Media

Under local services and events we posted about the [new Mental Health crisis centre](#) opening at St George's Hospital in Stafford and the Talking Therapies bus, a new monthly support group in Burton for Neurodivergent women, a 'Minds Matter' event in Uttoxeter, the CTRL+ You fun events for young people in Tamworth and Stafford, and NHS Lung Cancer Screening coming to Burton in August and September.

We also shared details of: a [blood pressure survey](#), the [Diabetic Eye Screening Programmes Survey](#) (ends 30th September), Carers' UK State of Caring Survey 2025, and the [Pharmaceutical Needs Assessment Consultation](#) (ends 1st September).

We also raised awareness of National Bereaved Parents Awareness Day and local charity [A Child of Mine](#), Alcohol Awareness Week (and service [Alcohol ChangeUK](#)), Samaritans' Awareness Day, National Schizophrenia Awareness Day, and National Coproduction Week (including a Community Engagement Workshop) as well as changes to the Cervical Cancer screening and vaccination updates. The latter covered getting [protection from measles](#) for family holidays and festivals, changes to [childhood vaccination schedules](#), [vaccinations for pregnant women](#) and how RSV Vaccines have reduced hospital admissions for RSV for older adults and newborns.



Get in touch

Healthwatch Staffordshire

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