

eBulletin

August 2025

Deep Dive Progress

During August a lot of effort went into contacting groups to arrange engagement visits sponsored by our [Engagement Fund](#). These will enable us to collect both general feedback and Deep Dive information.

We continue to collect responses to our [Gynaecological](#) and [Mental Health](#) Surveys both online, at events and through email circulation.

Work also continued on a report about Dental Services in Staffordshire.

Grants from our engagement fund are available as follows*:

£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.

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

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

In August we published a report from our visit to [Cornwell's Chemist](#) at Beaconside. A follow-up visit was also made to Littleton Lodge Care Home near Hednesford to check on progress since our previous visit in August 2024.

Petition

You can still sign the petition to save local Healthwatch here:

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

Volunteers

Thank you to all our 19 volunteers for their invaluable contributions! This month two new volunteers joined. Cecilia Okonkwo is a researcher working from overseas who will start some engagement in December 2025 when she comes to England to Study. Lynn Buxton will join as a volunteer on the Enter & View team and is reviewing all policies and procedures as part of her induction.

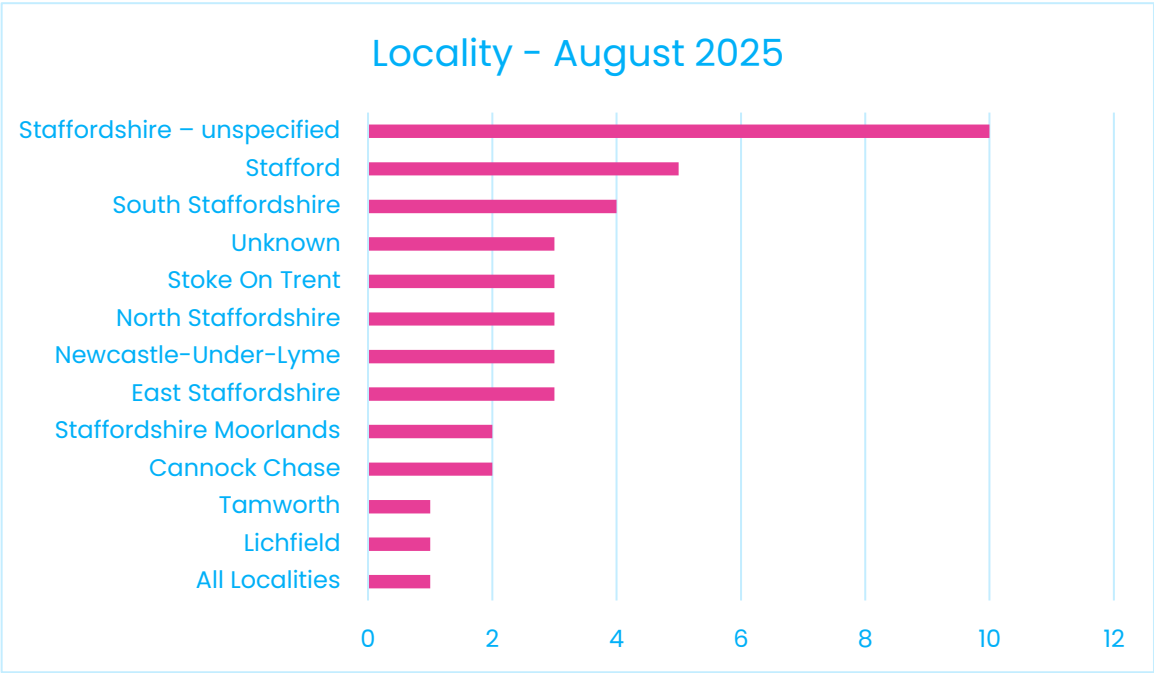


Engagement – Giri and Clara assisted at the Shobnall Family Fun Day, and Clara also helped Dave at the Marston Mental Health event by Mind. Val contributed to the Enter and View follow-up at Littleton Lodge Care Home.

Deep Dives: Pearl and Rebecca U each contributed 3 hours researching women's issues for the Gynaecological project. Cecilia O has begun her research for the Mental Health Deep Dive, completing 1 hour of interviews and materials review.

August Feedback

41 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

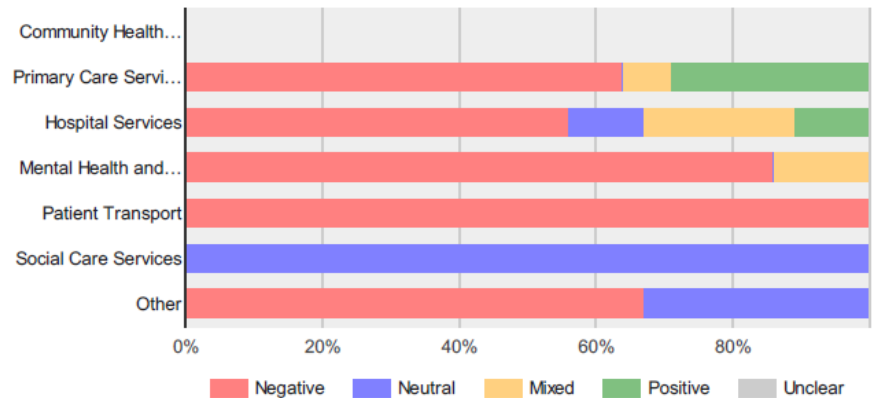
Hospital Services had most responses (25) followed by Primary Care Services (18). The other responses were for Mental Health and Learning Difficulties (9), Other (3), Social Care Services (2) and Patient Transport (1).

Under **Hospital Services** the responses mainly covered Outpatients (5), Emergency Department including A&E (4), General Surgery (2), Gynaecology (2) and Other emergency services or hospital services not stated (2).

In **Primary Care** the responses were mainly about GP services (14) with single comments about diabetes care, diagnosis /screening, opticians and community pharmacies.

Mental Health and Learning Disabilities covered Community and specialist Mental Health Services (4) and Mental Health Other (2).

Satisfaction by Service Type



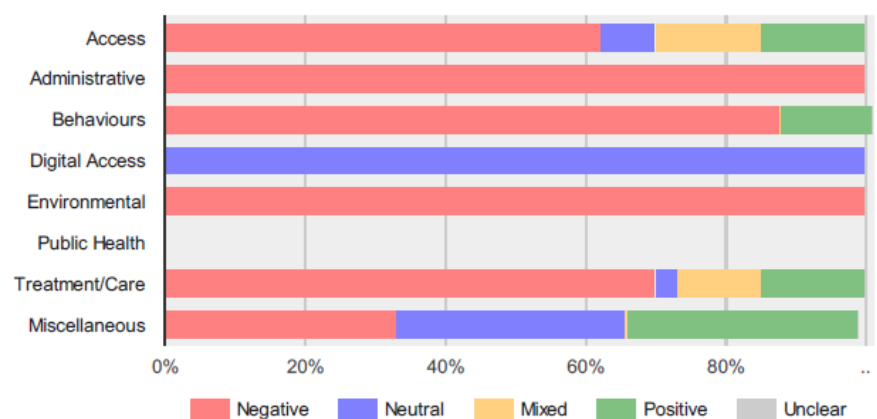
Patient Transport had one comment about Emergency Ambulances. **"Other"** mentions NHS 111, Equipment Services and services other than health and social care. **Social Care Services** had one response about care packages and one about adult social care.

Themes

Various **Treatment and Care** themes were mentioned 73 times, and within this area, the topics mentioned most often were:

- Quality of treatment (13)
- Waiting for appointments or treatment /waiting times (10)
- Person-centred care (7)
- Communication with patients treatment explanation / verbal advice (6)
- Consent, choice, user involvement and being listened to (6)
- Medications, prescriptions and dispensing (5)
- Diagnosis (5)

Satisfaction by Theme



The responses under **Access** (13) were all about "Access to Services", under **Behaviours** (8) all were "Staff Attitudes and Performance", and for **Administration** (10) most comments (3) related to "Referrals".

Positive Feedback in July

"My GP was amazing when I went about perimenopause symptoms, they were really understanding and supportive" (Alderwood Medical practice). "The chemist told me about the prepay certificate for HRT."

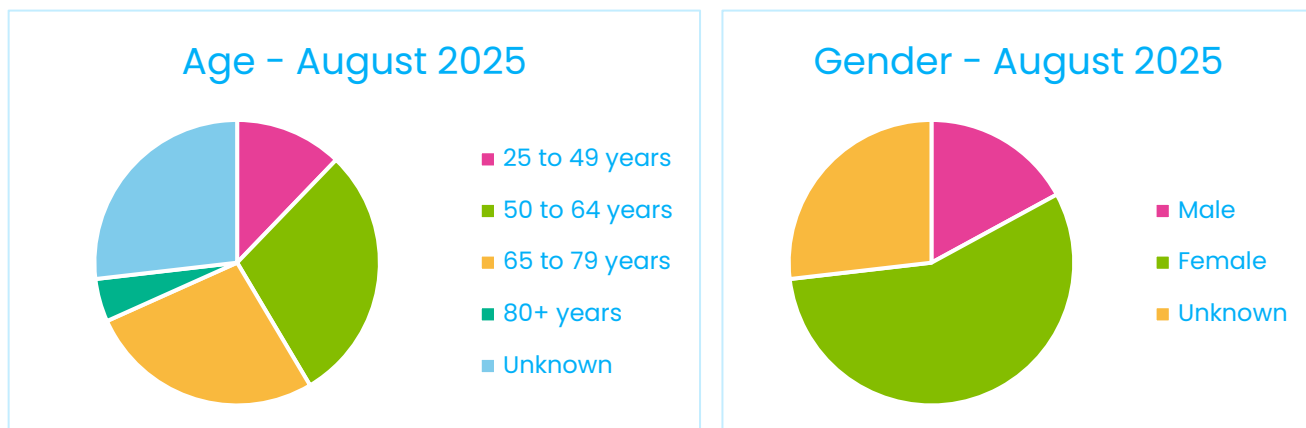
"Emergency appointment at GP and saw an FY2 (dr in training). He was extremely thorough, listened and took an hour to discuss a plan, overseen by supervising GP."

"Diagnosed with Prostate Cancer purely by a standard blood test. Treatment thereon and current via Urology at hospital is first class" - Good Hope Hospital, Birmingham

"Waited 45 mins for triage then within 20 mins had x-ray, consultation and treatment plan. Excellent service" - Stafford County Hospital Minor Injuries



Demographics



We reached 4 carers. We spoke with at least 2 members of the LGBTIA+ community. Of those who specified an ethnicity, all were white. One person had limited family or social networks.

There were 2 people with an unspecified long-term condition and 3 who considered they had an unspecified disability. Specified conditions included cancer (3, 1 with breast cancer, 2 with prostate), 8 people with mental health conditions, 3 with dementia, 2 with physical or mobility impairment, 1 with ADHD, 3 with Autism, 1 with Diabetes, 1 with Fibromyalgia and 1 mentioning COPD. Other people mentioned: Menopause/HRT (4), Polycystic Ovary Syndrome (1), hypertension (1), speech difficulties (1), costochondritis, ear nose and throat problems including tinnitus and cardiovascular problems.

Engagement & Signposting

August is always a quiet month for engagement, but we still managed to go to a few events.

Playday at Shobnall Leisure Centre in Burton

Chris attended this event with volunteers Giri and Clara and the Patient Participation Coordinator from UHNM. Over 4000 people attended this year and we spoke to around 60 including the Mayor of Burton upon Trent, Kim Smith; a local MP and a journalist from the Burton Echo. Follow-up emails were sent later for those wishing to help with the Gynaecological and Mental Health Deep Dives.



Mind Burton & District – Showcase Event



Dave ran a stall at this celebration event with support from volunteer Clara. The event took place at Marston Sports and Social Club to show what the local Mind does to support the mental health of the community. Dave and Clara promoted Healthwatch, our current Deep Dives and networked with other stall holders.

Other

Chris attended a Hoarding Framework and Engagement meeting where she emphasized the importance of building up trust and confidence over a period of time. She also stressed how it is crucial to approach this as a mental health issue, with trained staff who understand the complexities involved in providing support.

Dave also spoke with service users at Mind's Tamworth Crisis Café, attended the Southeast Healthy Communities Alliance meeting in Tamworth and joined the ICB Quality visit to the Moorlands Community Mental Health Team at Ashcombe House in Cheddleton. The latter took visitors through the pathways the team have pioneered on behalf of Combined Healthcare including strong working relationships with primary care and social prescribers.

Healthwatch England News

In August we shared links on social media to catch up with HW England blogs from July. In one, a Government review of [Physician Associates](#) contained suggestions for change which include changing physician associates' names to physician assistants, wearing clothing and badges that distinguish them from doctors and providing better information for the public.

Another blog looks at the impact of having both [ADHD and autism](#), two neurodivergent conditions that present in contrasting ways. In their recent

research they heard from people who were diagnosed with, or suspected they had, both conditions and they learnt about the impact of this.

Social Media

Under local services and events we posted about [Lip Reading Training in Stafford](#) and an [Updated Care Home Resource Pack from Staffordshire and Stoke on Trent ICS](#) for professionals, Lung Cancer Screening at a temporary mobile unit in Burton on Trent and a South Asian Heritage Month Event.

We also shared details of opportunities to get involved with: the Pharmaceutical Needs Assessment Consultation, the UK's Pathway for Innovative Medicines, the COAST Social Care Records Research Event, the Staffordshire County Council Care Choices Consultation, giving feedback on the specification for the future Carers' Service and the Government's LGBT+ Health Inequalities Review, which have all since closed. There is still time to participate in the Lived Experience Advisory Group (LEAG) Patient and Carer Race Equality Framework (PCREF) by contacting fiona.burns@mpft.nhs.uk

We also raised awareness of what [Hospice Care](#) can cover and [Severe ME Awareness Week](#) and recent research about genetics and Myalgic Encephalopathy. In addition, we covered the [Start for Life website](#), Childcare Choices for Parents, the new [NHS WhatsApp](#) and [Activate with Joe Wicks](#) designed to get children active in the summer.



The poster for the Lived Experience Advisory Group (LEAG) On-Line Meetings 2025 features a central calendar of meetings. At the top, it identifies the group as the 'Patient and Carer Race Equality Framework LIVED EXPERIENCE ADVISORY GROUP' and includes a quote: 'Championing Race Equality in Mental Health Services'. Logos for NHS and Midlands Partnership University (MPFT) are in the top right. A QR code at the bottom right is labeled 'Scan the QR code to sign-up to our network!'. The meetings are listed as follows:

Month	Date	Day	Time
JUN	23	MONDAY 23 RD JUNE	FROM 10.00AM TO 12.00 MIDDAY
AUG	26	TUESDAY 26 TH AUGUST	FROM 10.00AM TO 12.00 MIDDAY
SEPT	25	THURSDAY 25 TH SEPTEMBER	FROM 4.00PM TO 6.00PM
OCT	27	MONDAY 27 TH OCTOBER	FROM 12.00 MIDDAY TO 2.00PM
NOV	28	FRIDAY 28 TH NOVEMBER	FROM 9.00AM TO 10.30 AM
DEC	17	WEDNESDAY 17 TH DECEMBER	FROM 12.00 MIDDAY TO 2.00PM

Get in touch

Healthwatch Staffordshire

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

0800 051 8371

www.healthwatchstaffordshire.co.uk

enquiries@healthwatchstaffordshire.co.uk

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