



eBulletin

June 2026 Edition

A Fond Farewell – A note from Anna...

After a rewarding time with Healthwatch Staffordshire, I will be moving on to a new chapter.

It has been a privilege to work with such dedicated colleagues, partners, and volunteers, all committed to ensuring local voices are heard and improving health and care services.

I would like to extend my sincere thanks to colleagues, partners, and volunteers who have made my time here so enjoyable and fulfilling. Your dedication, passion, and commitment to putting people at the heart of care is something I will always admire and carry forward with me.

While I am sad to be leaving, I am proud of what we have achieved together and confident that Healthwatch Staffordshire team will continue to go from strength to strength while weathering the proposed changes for Healthwatch



Many thanks, Anna

Healthwatch Gets Strong Support in Parliament

Healthwatch saw strong support this month as the NHS Modernisation Bill moved forward.

MP backing:

At the second reading, MPs from across parties spoke up for the importance of an independent patient voice.

Scrutiny continues:

- Think tanks warned MPs about scrapping Healthwatch
- A Select Committee report is expected soon
- A separate Bill Committee is gathering evidence (including from Healthwatch England)

Growing concern:

- The *BMJ* says plans could “silence patient voice”



Government view:

Ministers say feedback will continue via complaints, Friends and Family Test, and CQC—but many say this isn't a full replacement.

👉 **In short:** Patient voice is under the spotlight—and Healthwatch is central to the debate.

Annual Report

We're pleased to share the

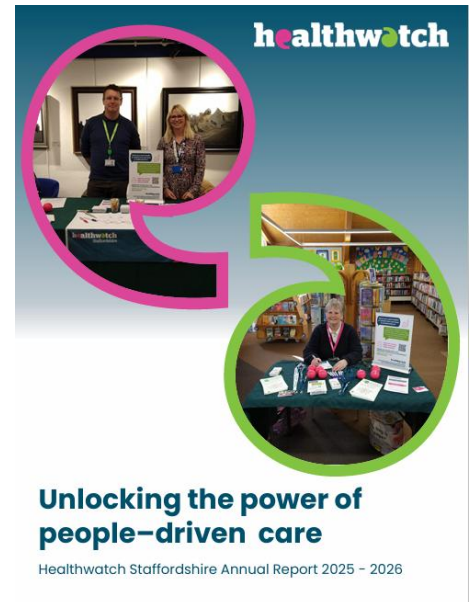
[Healthwatch Staffordshire Annual Report 2025/26.](#)

Inside, you'll find:

- What people told us about local services
- The difference their feedback has made
- Key priorities for the year ahead

If you'd like to discuss the findings or work with us, please get in touch.

Thank you for your continued support.



Other Publications

This month we also published two other reports:

Pharmacy First in Staffordshire Report

[This report](#) looks at how the Pharmacy First scheme is working in Staffordshire and includes the views of the Public, Pharmacists and GPs.

Enter and View Report for Keele GP Practice

Following our initial visit in 2025 with Healthwatch Stoke on Trent, we were invited back to Keele GP Practice for a follow-up visit. You can find out what we learnt on the day of the visit in [this Enter and View report](#).

Engagement Events

Health Event at the Burton Caribbean Association

Dave attended this free community men's health event targeted at Afro Caribbean men during men's health week. It brought together local services, health professionals and community organisations and also provided pre-bookable PSA tests for Prostate Cancer.





Talking Therapies Annual Conference

Robert and Dave went to this MPFT event at Beaconside, Stafford where they ran a marketplace stall promoting our Mental Health Deep Dive Report.

Key themes at the event were innovation, improving outcomes and research



YMCA Burton Inequalities and Stability Conference

Dave visited the Pirelli Stadium in Burton-On-Trent for this multi-agency event looking at how health inequalities in Burton are changing and how agencies can work together to address them. Cllr Monica Holton, Mayor of East Staffordshire, and Jacob Collier MP were also in attendance.



Staffs Moorlands Carers' Coffee & Chat Group

Robert joined this Staffordshire Together for Carers group held at Daisy Haye Retirement Village to connect and outline the plan for one of our deep dives on RESPECT and end of life care. He gathered some feedback to assist with survey development and there was good engagement.



System Quality Group

At this Integrated Care Board (ICB) Meeting, Anna presented a summary of the difficulties some patients are having in securing a new GP having been removed from practice lists.



People and Communities Meeting

Dave joined the ICB people and communities meeting with some patient representatives. There were presentations covering the ICB cluster and their early thoughts on future patient and public involvement.

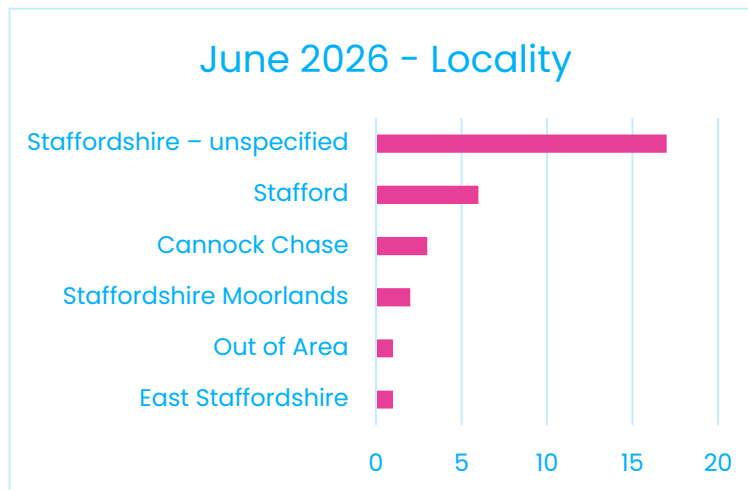
He also heard comments from Lichfield and Tamworth about being the forgotten part of Staffordshire with an expanding population.





June Feedback

31 responses were collected from across the County as follows:



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

Key Issues

In local hospitals, waiting times continue to be a problem even for people listed as urgent/priority (neurology, gynaecology, gastroenterology and dermatology mentioned), it is difficult to get updates on timescales and cancellations occur. Another patient complained about inefficient processes for booking repeat hospital appointments and thought that using a clerk while in the hospital could save everyone time and effort. Others had difficulties getting records updated after changes to their diagnosis or typing errors.



Someone else told us about their time as an inpatient where poor communication between the Pharmacy and the Consultant caused them severe discomfort. Eye surgery was great but signposting to follow-up care for vision loss could be improved. It was also noted that accommodations for people with vision impairment in hospital were poor with small fonts and inadequate signage and no "guide" lines on the walls.

One patient was unhappy with a surgeon's decision, and another was seeking advice on gaining access to maternity records following poor care. Someone else waiting for surgery had been prescribed Mounjaro for weight loss, but this was then quickly withdrawn, possibly due to cost issues.

Poor communication between NHS111 and A&E (including conflicting advice) was mentioned as was the rudeness of a clinician on an NHS 111 callback. A lack of help/attention in A&E was also raised by one patient.

GP comments included being booked with a clinician rather than the GP, incomplete medical records and a refusal to do home visits leading to missing COVID Vaccinations for 3 years.

We also had contact from people with mental health conditions in distress. One complained that helplines from NHS 111 (option 2) and the Samaritans dropped out after 4 minutes. Another was waiting for psychotherapy for trauma and found that struggling with their carer role and the associated paperwork was

exacerbating their mental health problems. We also heard from someone in another area with housing and health issues who wanted help to move to Staffordshire. Another carer also felt that their support was very poor.

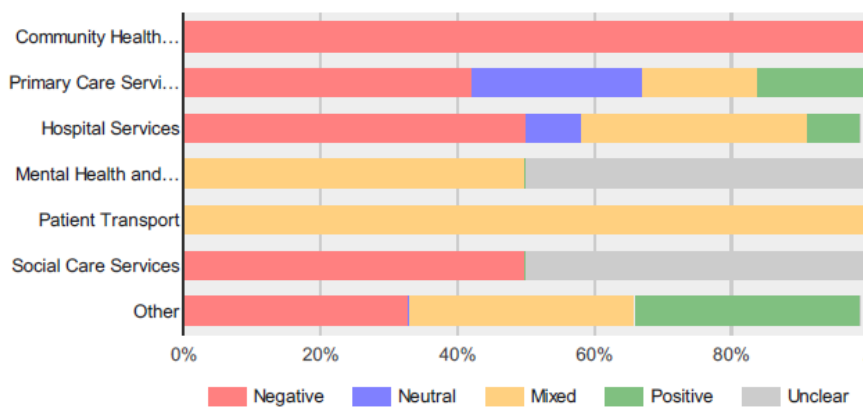
The cost of private dental care is leading to people missing vital treatment and causing distress.

In care homes one person had safeguarding concerns for their parent with dementia while in another there were concerns about staff being bullied.

Service Categories

This month, there were 20 responses about Hospital Services and 13 about Primary Care. Other feedback covered Social Care Services (4), Mental Health and Learning Disabilities (3), Other (3), Patient Transport (1), and Community Health Services (1). Other included NHS 111, Public Health and Sensory Services.

Satisfaction by Service Type



Under **Hospital Services** there were four responses on Outpatients. Other departments mentioned were Ophthalmology (2),

Inpatient Care (2), General surgery (2), Emergency Department including A&E (2). Maternity, minor injuries unit, Neurology, neurosurgery and stroke care, and other emergency services or hospital services not stated were all referred to once.

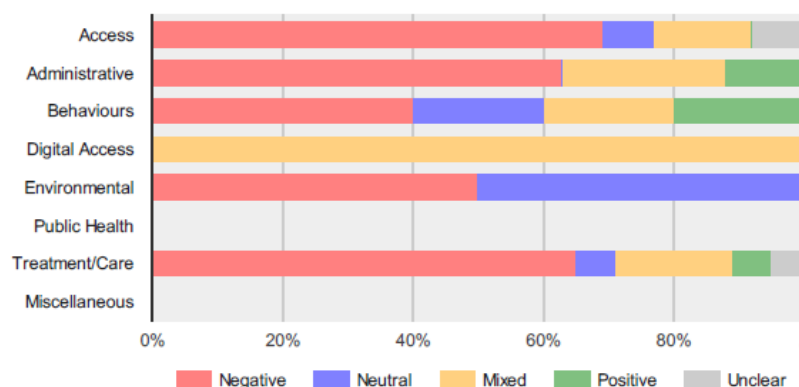
In **Primary Care** the responses were mainly about GP services (5) and dentistry (5) and out of hours (3).

Themes

Various Treatment and Care themes were mentioned 40 times, and within this area, the topics mentioned most often were:

- Quality of treatment (7)
- Waiting for appointments or treatment/waiting times (6)
- Follow-on treatment & continuity of care (4)
- Person centred care (4)

Satisfaction by Theme



- Communication with patients – treatment, explanation, verbal advice (3)

Access to services was mentioned 13 times. Administration was raised 14 times including 4 mentions of integration of services and communication between professionals. Five people listed Staff attitudes and performance, four listed environmental factors and three also referred to cost and funding of services.

Positive Feedback from June

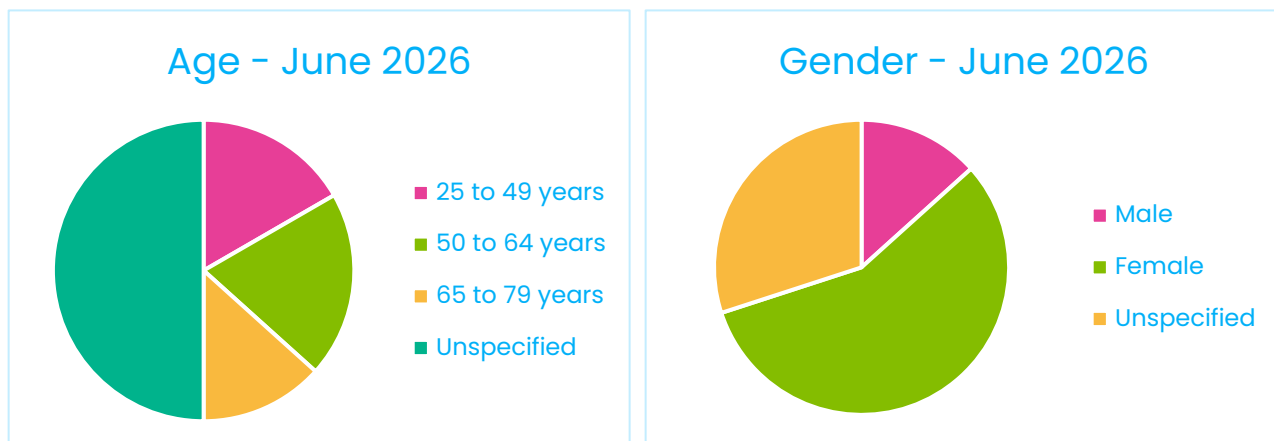
Two GPs who received Good ratings in CQC Inspections were Moss Street Surgery in Cannock and Essington Medical Centre. The Old Rectory Care Home in Stafford was also rated Good in all aspects.

A patient praised services during eye surgery at New Cross Hospital in Wolverhampton. *"Staff were fabulous, after care wonderful."* They were also happy that *"my local vision team cane trained me"* and they had *"a huge amount of support from the Eye Care Liaison Officers at New Cross and the low vision team"*. The only issue was with a lack of consultant signposting to the latter services which they had to seek out themselves.



Services across Gnosall were praised as well as care for a Transient Ischaemic Attack (mini-stroke): *"when I had a TIA in late January of this year, the attending paramedic team were excellent, as was the care and treatment at County Emergency Room."* While they had to wait a while for test results they reported that *"Follow up outpatient appointments at both County and Royal Stroke went ahead as planned and were faultless in their execution."*

Demographics



We reached 4 carers, 2 members of the LGBTQIA+ community, 1 person with limited family or social networks and 1 person who had misused drugs. Under ethnicity all of those who specified were White British.

There were 5 respondents with an unspecified disability and 8 with an unspecified long-term condition. Specified conditions included: mental health (4) along with autism, cPTSD, cancer, incontinence, fibromyalgia, dyslexia, stroke, mobility issues, dementia and childbirth.

Healthwatch England News

Our colleagues at Healthwatch England have released the following articles during June.

What makes a care home feel like home?

Small changes can make a big difference. They look at [what care homes did differently](#) after visits from local Healthwatch.

Are we getting mental health care right for children and young people?

As demand for mental health services continues to grow, they have analysed the [experiences of children, young people, and their families](#).

What four things are carers telling us about health and social care?

From issues knowing where to get support to accessing their own healthcare, they share [what unpaid carers have told us](#) about their experiences.

Social Media Catch-up

Highlights you may have missed:

Health and care surveys we promoted this month

- Healthy Pregnancy Health Baby survey, closed July 17th.
- Social Prescribing Survey closed July 5th
- Call for Participants for Waiting Well re an Adult Social Care Study

Awareness campaigns with useful links:

During Men's Health Week we promoted a report from the Men's Health Forum called "[An Unfilled Prescription: Tapping Pharmacy's Potential to Boost Men's Health](#)"

In Learning Disability Week [Mencap](#) launched their Job Squad where six people "share their stories and show the impact of inclusive workplaces - boosting confidence, independence, and wellbeing - while challenging misconceptions about learning disability." See the [video here](#) or read Mencap's Easy Read guide about "[What stops employers giving jobs to people with a learning disability?](#)"



MEN'S HEALTH WEEK

PHARMACY

MEN'S HEALTH FORUM

#menshealthweek

Ever wish you could see your GP without an appointment?

Try your pharmacy.

Got a health question? Ask your pharmacist.

For **Carers' Week** we shared links to local groups for carers. Those under Staffordshire County Council can use **Staffordshire Together for Carers Service** through their [website](#) or [Facebook](#). Those living in Stoke-on-Trent may be able to get help from **North Staffs Carers** on [Facebook](#) or their [website](#). A national source of help and advice for Carers is [Carers UK](#)

You can also visit the [Staffordshire County Council website](#) to find out if you are a carer, what a Carer's Assessment is, how to get support, and how to plan for emergencies. What respite is, who can get it, how to apply, and the support available for carers. You can also find out more about ReSPECT forms here: <https://www.resus.org.uk/respect>

For **Diabetes Awareness Week** we promoted our project on Diabetes and Footcare as well as providing links to [network meetings in East Staffordshire](#).

Get in touch

Healthwatch Staffordshire

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