

# Impact and Insight Bulletin

Your monthly review of September 2021



# A Glance over our Engagement

4,339 people by website

3,259 people by social media

35 people by phone call

In September 2021 we engaged with approximately 8,000 people across Stoke-on-Trent.

This comprises, phone calls, emails, social media, our website, outreach events and meetings that we attended. More precisely we engaged with:

7 people by email

Over 300 people by outreach

Over 100 people in meetings

# Leading Issues and Hot Topics

Of these 8,000 people, 3 areas that stood out were:

Lack of access to  
NHS Dentists

Over 200  
people

Support for blood  
test appointments

In excess of  
2,000 people

Details of what  
pharmacies can  
prescribe

Over 250  
people

# Making a Difference and what we've Achieved

We published an easy read report of our Virtual Visit to Shared Lives Stoke

We highlighted incoming changes about how medication is prescribed to treat minor illnesses

We supported World Alzheimers Month at two events - sharing resources and information

We informed the public of the previous national suspension of non-essential blood tests

We published 9 website news articles to inform the public of important local and national updates

We successfully helped 10 people to register with a local dentist

We attended 12 strategic meetings to represent residents' collective feedback and experiences

Shared Lives Stoke informed us of their progressive plans to develop its service as a result of our virtual visit

We were nominated as a Community Led Support Hero as a part of our work in the Burslem Innovation Team

# Signposting and Support

Who have we commonly signposted to

Royal Stoke Hospital Patient Advice and Liaison Service - [learn more](#)

Our internal Stoke-on-Trent Dental Directory - [contact us for support](#)

Patient Connect - [learn more](#)

NHS England - [learn more](#)



# Outreach Events we Attended

Better Together  
Community Café - 29<sup>th</sup>  
September

World Alzheimers Month 2021  
Hanley Indoor Market - 22 September 2021  
/ Longton Market - 24<sup>th</sup> September

dDeaflinks Coffee  
Morning - 13<sup>th</sup>  
September



Better Together  
Community Café  
at  
St. Teresa's Church, Trent Vale

Join us for a brew, a community meal and a chat.

Every Wednesday  
1.00pm - 3.30pm

Regent College Food parcels available on request!



World  
Alzheimer's  
Month



St Paul's Church Open  
House - 1<sup>st</sup> September

Come & join us on  
Wednesday 1st September at 10.30am

in the Garden of  
Hope at the back of  
**OPEN HOUSE St Paul's Church**  
on Longton Hall Road

Free tea, coffee & social with covid restrictions in place  
**Everyone welcome!**

Call 01782 598366 for more info

# Our Plans for October

## Some planned events and projects

- International Day of Older Persons Event at Biddulph Town Hall [find out more](#)
- Virtual Visit to Dresden House [find out more](#)
- Attending the Parent Engagement Group in Stoke (PEGIS) Annual General Meeting [find out more](#)
- Visiting No.87 - Affordable Food Stoke to provide Healthwatch signposting resources [find out more](#)
- Visiting St Andrew's Community Café [find out more](#)
- Attending St Paul's Coffee Morning [find out more](#)
- Visiting the Heart Abbey Hulton Social Group [find out more](#)
- Going along to the Port Vale Coffee Morning Social Group [find out more](#)
- Attending the Stoke-on-Trent Foodbank Annual General Meeting [find out more](#)

# Working Together to Improve Health and Social Care in Stoke-on-Trent

[Share your health and social care feedback here](#)



## HAVE YOUR SAY ON OUR 21/22 CORE PROJECTS

WE WOULD LOVE TO HEAR ABOUT WHAT YOU  
WOULD LIKE FROM LOCAL



- GP SURGERIES
- HOSPITAL SERVICES
- MENTAL HEALTH SERVICES





# Stay Connected with your Local Area

Our Feedback Centre is the only local independent way for you to share your experiences of the NHS, health and social care services in Stoke-on-Trent. Let others know about your good, could do better and not so good experiences of local health and social care services.

[Review a Service here](#)

Tell us what you think about doctors, hospitals, dentists, opticians, care homes and any other health and social care service in Stoke-on-Trent. Do you need help with a health and social care issue? We provide advice, information and signposting to get you to the right place to solve your concern or answer your questions.

Tel: 01782 683080

Email: [info@healthwatchstoke.co.uk](mailto:info@healthwatchstoke.co.uk)

Website: [www.healthwatchstokeontrent.co.uk](http://www.healthwatchstokeontrent.co.uk)

Address: The Dudson Centre Hope Street Hanley, Stoke-on-Trent, ST1 5DD

**healthwatch**  
Stoke-on-Trent

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