

Impact and Insight eBulletin

Your monthly review of November 2021



A glance over our engagement

In November 2021 we engaged with approximately 8,000 people across Stoke-on-Trent. A breakdown of our engagement methods can be seen next:

4,636
people by
website

2,120 people
by social
media

28 people by
phone call

15 people by
email

Over 800
people by
outreach

In excess of
200 people
by meetings

Leading issues and hot topics

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

Communication between NHS integrated services

A new issue

Lack of access to NHS Dentists

A reoccurring issue

Issues accessing the blood test phone line

A reoccurring issue

Making a difference and what we've achieved

Assisted a resident to regain access to rehab services via a self-referral programme with Harplands Hospital


Supported several residents with COVID-19 related queries. This related to what type of vaccines were being offered at particular local vaccination centres

We offered 9 grants of up to £2,000 to individuals, grassroots organisations and groups to fund new projects that improves the health and wellbeing of local people

We conducted a Virtual Visit to the Royal Stoke University Hospital Fracture Clinic

Residents continue to benefit from our internal dental directory to find a dentist

We collected 111 Stoke-on-Trent resident views in our Primary and Community Care Survey



Would you like to make a difference by volunteering with Healthwatch Stoke-on-Trent? [Contact us](#) to arrange a virtual meeting.

Signposting and support

Top 4 signposting hits in November

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

Patient Connect [learn more](#)

UHM Royal Stoke PALS
[learn more](#)

Stoke-on-Trent PCR
Regional Testing
Centre [learn more](#)

Outreach events we attended

Royal Stoke Fracture Clinic

Pilot Virtual Visit to the Royal Stoke University Hospital Fracture Clinic

Healthwatch Stoke is conducting a Pilot Virtual Visit to the Royal Stoke Hospital Fracture Clinic to help the service develop further by acting on patient experiences.

If you have attended a fracture clinic appointment between July 2021 and November 2021 we would love to hear about your experience.

You can share your own, or a family members' feedback by scanning the QR barcode (right hand side) with your smart phone.

A Virtual Visit is an opportunity for patients to share their feedback after reflecting on an appointment. Good, could be better or bad - all feedback is welcome!

Alternatively, please call or email Healthwatch Stoke who will be happy to input your feedback on the online survey.

01782 683080
info@healthwatchstoke.co.uk

Healing Heart Coffee Morning

Healing Heart Coffee Morning

The Cullihall, High St, Newcastle-under-Lyme, ST9 1PW
Friday 26th November
10.30am - 11.30am

A PLACE TO MEET NEW PEOPLE
FREE TEA/COFFEE & SNACKS PROVIDED
PERIODIC CRAFT ACTIVITIES

WE ARE A COMMUNITY PROJECT CONNECTING OUR COMMUNITIES TOGETHER TO PREVENT ISOLATION, LONELINESS AND MENTAL HEALTH DIFFICULTIES. PLEASE JOIN US ON THE Facebook page: www.facebook.com/HealingHeartCoffeeMorning

or visit the website: www.healingheartcoffee.com

brighter futures

Carers Rights Day 2021

nsc. putting carers first

Carers Rights Day 25th November 2021

Carers Rights Day helps ensure Carers are aware of their rights. Let Carers know where to get help and support. Raise awareness of the needs of Carers.

For Carers Rights Day North Staffs Carers is holding an event at Trans House, 234 Victoria Road, Fenton, ST4 2LW
10.00 am - 2.00 pm

Please come along and visit the many stalls that will be offering information, advice and guidance.

- Grab yourself a FREE Waaffle (only provided by the Food Hub and a Cuppa)
- Or relax by having a Complimentary Therapy of Hand & Arm or Indian Head Massage
- Legal advice will be available by appointment only! Please call to book
- We look forward to seeing you!!!

www.carersfirst.com telephone: 01782 793 100

Changing Lives - Women's Specialist Criminal Justice Service



Walk Talk Action

Professional Meeting - Local Agenda
13th - 13th April (only guests to be invited)
13.15 Start of meeting (please take a seat)

With thanks to:

1. Brierley House (Brierley House) for providing the food.
2. Higher College (Higher College) for providing the venue.

Introduction

13.15 - 13.30: Higher College (Higher College)
13.30 - 13.45: Higher College (Higher College)
13.45 - 14.00: Higher College (Higher College)
14.00 - 14.15: Higher College (Higher College)

14.15 - 14.30: Higher College (Higher College)
14.30 - 14.45: Higher College (Higher College)
14.45 - 15.00: Higher College (Higher College)

Objective of today:

1. Meet new people & step out of your comfort zone.
2. Learn those about other organisations/professionals do and may have to offer such as:
 - Volunteering opportunities
 - Workshops
 - Any upcoming events
 - Professional Support Services
3. Be inspired to know that your goals can be achieved
4. Take away leaflets from the services that interest you
5. Enjoy the event

We must leave promptly at 15.00 hours due to another event happening.

Many thanks for attending today. We would love to hear what you thought about this event today or any other feedback you might have. Please use this form to give your feedback and hand back in this form.

West End Community Centre

West End Centre Relaunch
4th November 2021
4pm - 6pm

Face painting
Karaoke
FREE Food
CRAFT QUIZ

Ribbon Cutting at 4pm by Councillor Platt
ALL WELCOME
405 London Road, Stoke, ST4 5AW
01782 437591

St John's Church Abbey Hulton



Fenton Nazarene Church



Opportunities to get involved in January 2022

Upcoming Healthwatch Advisory Board Meeting [find out more](#)

Drop-in Public Zoom Sessions [find out more](#)



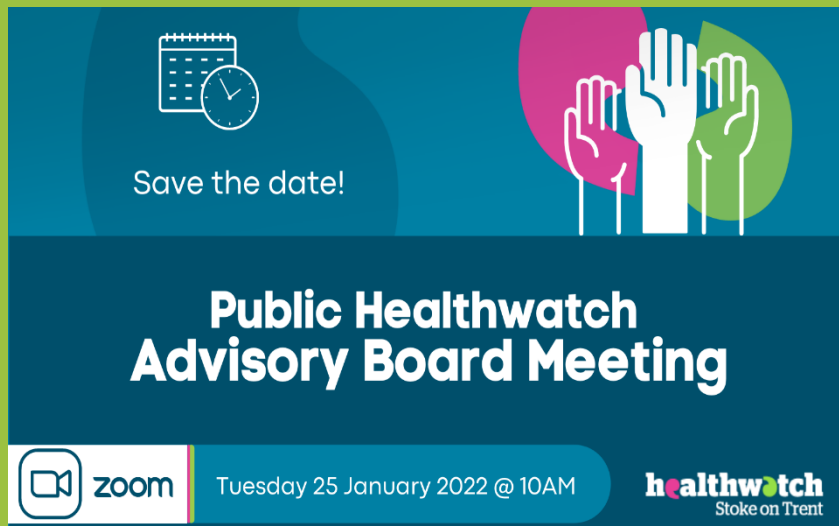
Virtual Drop-in Sessions

With Healthwatch Stoke-on-Trent

Via Zoom - joining details on our Facebook & Twitter

Pop in to any of our online sessions hosted by our outreach team. We provide advice, information and signposting on all health and social care matters - including Covid-19!

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Save the date!

Public Healthwatch Advisory Board Meeting

zoom Tuesday 25 January 2022 @ 10AM

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Mental Health Priority Survey [coming soon](#)



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SHARE YOUR THOUGHTS

MENTAL HEALTH SURVEY

How has the coronavirus pandemic impacted your mental health?

What do you think could help to improve your mental wellbeing?

Survey live in January 2022



Recent report publications

Our Virtual Visit to Dresden House is now public information and can be read in our short summary report. Healthwatch Stoke-on-Trent organised an announced virtual visit to Dresden House between 18 October and 5 November 2021. Due to unforeseen limited feedback, this short summary report details a background, the methodology utilised, an outline of the findings and a selection of experiences from participants.

[Read the report here](#)

This Digital Exclusion Project was carried out across eight of the nine Healthwatch contracts that are delivered by Engaging Communities Solutions CIC and is based on a similar project undertaken by Healthwatch England (HWE) with a small number of local Healthwatch undertaking the fieldwork to recruit participants.

[Read the report here](#)

Stay connected with your local Healthwatch

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.

[Share feedback on 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

Website: www.healthwatchstokeontrent.co.uk

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

