

# Impact and Insight eBulletin

Your monthly review of October 2021



# A glance over our engagement

In October 2021 we engaged with approximately 7,500 people across Stoke-on-Trent. A breakdown of our engagement methods can be seen as followed:

35 people  
by phone  
call

8 people  
by email

4,640  
people by  
website

2,380  
people by  
social  
media

Over 400  
people by  
outreach

In excess  
of 75  
people by  
meetings

# Leading issues and hot topics

Of these 7,500 people, 3 areas that stood out were:

Negative reviews of PALS teams within hospitals

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

Provided parental support for COVID-19 vaccinations by seeking answers to unknown questions

Effectively signposted a resident to an appropriate Learning Disability Group for long-term support.

After constructive questioning, NHS England have now updated their 'find a dentist' webpage to spotlight accessibility.

Conducted a small Virtual Visit to Dresden House (report to follow in December 2021).

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

We provided local people with an opportunity to have their say on Primary Care Services

*"Healthwatch have helped me on a number of times to find an answer to my questions on complex health matters - a very useful tool."*

# Signposting and support

## Top 4 signposting hits in October

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

Patient Connect - [learn more](#)

Stoke-on-Trent Clinical Commissioning Group  
PALS - [learn more](#)

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

# Outreach events we attended

Number 87 Store



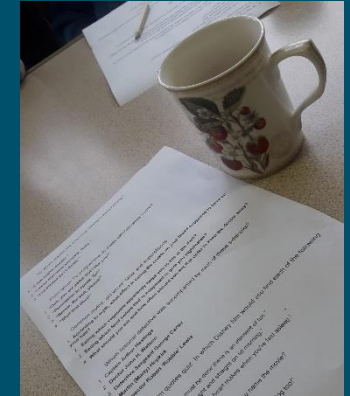
PEGIS Annual Meeting



Healing Heart Coffee Morning



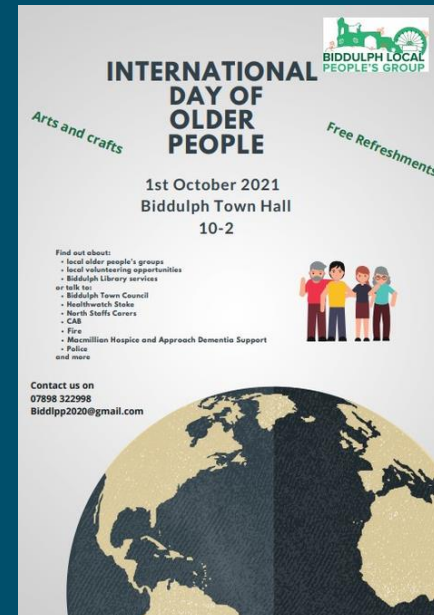
St Andrew's Sneyd Green Church Group



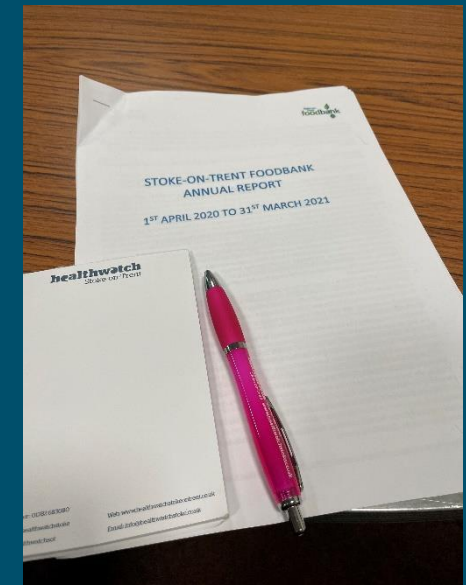
Fegg Hayes Volunteer Fayre



Biddulph - Day of Older People



Stoke Foodbank AGM



Lunch with Laughter Group



**Lunch with Laughter**

Meets here

Today: 12.30-2.00 p.m.

Free lunch for all ages

*Bringing People Together*



# Opportunities to get involved in December

Community Cash Fund -  
[find out more](#)

Hospital Services Survey Part 1 -  
[find out more](#)

Share what's important  
to you in our Hospital  
Services Survey (1 of 3)



1

Have you had a hospital appointment that's been postponed or cancelled since March 2020?

How did the postponement or cancellation impact you?

2

3

Share your views in our Hospital Services Survey

Scan the QR code for easy access. Or call Healthwatch Stoke on 01782 683080 and our friendly team will provide assistance.



**Grants of up to £2,000 available for local people to improve wellbeing in their community**

9 Grants of up to £2,000 are being offered to individuals, grassroot organisations and groups to fund new projects that improves the health and wellbeing of local people, especially those who are more likely to experience health inequalities.

Healthwatch Stoke-on-Trent, the consumer champion for health and social care in Stoke-on-Trent has launched the Community Cash Fund to invest in the capacity of small grassroots projects and groups that hope to improve the wellbeing of and amplify individuals' voices in their local communities.

There is no need for the group to be a registered charity or to be an official group, we welcome individual applications too. All projects will be judged on their merits.

Interested grassroots groups or individuals will need to complete a short application form by the 10 December 2021 and will hear by 17 December 2021 if they have been successful.

The projects do not have to be expensive or complicated. The options are only limited by people's imagination and commitment to improving the wellbeing of their local community.

The projects need to focus on one of the seven areas listed below.

- Increases mental health awareness
- Improves emotional and mental wellbeing
- Improves access to mental health services
- Carers are recognised, valued and supported
- Young people with additional needs receive the information and support they need to develop and maintain independence.
- Reduces obesity and/or Increases physical activity
- Reduces drug and alcohol misuse.

Projects will be expected to start in early January 2022 and run for a maximum of 10 weeks ending 18 March.

More information about the Community Cash Fund and how to apply can be found at [www.healthwatchstokeontrent.co.uk](http://www.healthwatchstokeontrent.co.uk)

# Upcoming report publications

- Our Virtual Visit to Dresden House will be published in a short summary report to highlight service users' feedback.
- Our Virtual Visit to the Royal Stoke Hospital Fracture Clinic will report on the public feedback and experiences of attending the Fracture Clinic.
- Our Primary Care Survey (part 1) is now closed and shortly the part 1 Primary Care Report will be made available. This report will also help to shape part 2 of the overall Primary Care project.



# 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](mailto:info@healthwatchstoke.co.uk)

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

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