

September 2014 update

Healthwatch Staffordshire is delighted to have won the Healthwatch England 2014 award for the **Outstanding Local Healthwatch Team**

The new **Experience Exchange**, an on-line system for collecting feedback about all local health and social services was launched at the Healthwatch AGM in July (demonstrations are available)

The new **Healthwatch Priorities** are mental health, integrated services and domiciliary care

A **Conversation Staffordshire Moorlands public event** is being held on Monday 20 October to include information stands and a public question time with Chief Officers/senior managers of the , County Council, CCG, SSOTP, UHNS and NSCHCT. If successful a similar event could be planned for Newcastle.

District **Information and Signposting directories** are being updated currently. The North Staffordshire one will be published later in the year.

The Carers Project final report was presented to the Carers Partnership on 3 September and will be available on the Healthwatch website shortly.

Healthwatch is carrying out a survey to seek local people's views about changes being proposed by the County Council to **housing related support services** through the Supporting People Fund. The survey is available on line at

[https://www.surveymonkey.com/s/housing\\_related\\_support\\_staffs](https://www.surveymonkey.com/s/housing_related_support_staffs)

**GPs Project** – This project is now being undertaken in conjunction with Healthwatch England. We have chosen 15 GP surgeries (10% of all surgeries) across Stafford and Surrounds, Cannock Chase, East Staffordshire, North Staffordshire and South Staffordshire. During September and October we will be carrying out surveys of patients in the waiting rooms to find out more about their experiences.

**Newcastle Mayhem** – we will have a stand there on 14 September.

**Reading Panel** – we are currently recruiting people to a panel to assist us in developing/reviewing our literature to ensure it is in user friendly language and formats.