

UPDATE ON NORTH STAFFORDSHIRE ACTIVITY MARCH 2015

In February Healthwatch Staffordshire completed two weeks of surveys in the **A&E department at the Royal Stoke Hospital**. The analysis of the surveys is being undertaken by the Research and Insight Team which will result in a full report. In the meantime, some of the headline results are available.

Healthwatch Staffordshire volunteers and staff, with some support from Healthwatch Stoke-on-Trent, spoke with 460 patients, 25% of whom had travelled from Newcastle and fewer than 10% from the Moorlands:

- Nearly half of those surveyed had an injury; others attended with one-off illnesses and recurring conditions
- About 60% of people had been referred to A&E
- Waiting times were very positive with over 90% *triaged within the hour and over 40% seen for treatment within an hour of triage*
- Of those patients who had sought advice/treatment elsewhere before attending A&E, the GP and NHS111 were the most quoted
- For 65% of the sample, this was their only visit to A&E in 12 months
- Nearly 45% of patients had a long standing illness or health condition
- Levels of satisfaction at triage were high with over 80% reporting a positive or extremely positive experience.

The **Carers Project Report** phase 2 has now been published.

The main findings were categorised into three key areas: (1) priority issues for carers; (2) issues underpinning support services; and (3) the design and delivery of a Carers Hub.

Of the proposed themes presented to carers, they considered “physical health”, “my caring role”, “managing at home” and “a life outside of caring” of particular importance.

Carers identified additional themes of respite care; information and advice; and one-to-one support for those having difficulty coping with their role

Access to GP appointments, finances and peer support were also seen as important.

Many of the recommendations relate to the design and remit for the proposed Carers HUB. Ongoing engagement with young carers is also included.

The full report with a short Executive summary available on our website at <http://www.healthwatchstaffordshire.co.uk/media/95215/Support-for-Carers-Phase-2-Final-Report.pdf>



The surveys for the **GP Project** were completed in Staffordshire and Telford & Wrekin some weeks ago. Healthwatch Staffordshire is awaiting survey results from Healthwatch in Stoke-on-Trent and in Shropshire in order to undertake analysis and prepare the report.

Plans are developing for the public event **Conversation Staffordshire Newcastle**, which we hope will take place at Jubilee 2 in June. Working in conjunction with the Borough Council we will offer the public the opportunity to find out more about health and social care services and participate in a Question Time session with managers from organisations responsible for commissioning and providing those services.

Plans are also developing for Healthwatch to hold **drop-in events** in North Staffordshire. We will have been to Madeley Community Centre and the Foxlowe Centre in Leek late February and will be at Newcastle Library on 27 March. Plans for May and June are in hand.

The NHS Complaints Advocacy service has been in operation in-house from 1 February. It has its own Freephone number of 0800 161 5600 or text 'Healthwatch' with name and number to 60006. Two full-time advocates Jo Darrant and Jane Steward have been appointed. Jo will be out in North Staffordshire with Elizabeth Jarrett at the drop-ins events. Leaflets and posters are now available by contacting the team on the number above or e-mailing to advocacy@ecstaffs.co.uk

North Staffs CCG is engaging with the public until the end of March on 'Promoting independence, choice and dignity: a new model of care in North Staffordshire'. Details are available on its website at <http://www.northstaffsccg.nhs.uk/news-and-events/a-proposal-for-a-new-way-to-care-for-the-people-of-stokeontrent-and-north-staffordshire-2765/>