

UPDATE ON NORTH STAFFORDSHIRE ACTIVITY JUNE 2015

Carers Project

Following completion of the Phase 2 report and to ensure continued involvement in co-production of the services, Carers have contributed to developing two questions for the service specification tender submissions and have also contributed to the assessment stage of the tender submissions. The announcement of the contract award for the new carers support services will be made in July 2015 by Staffordshire County Council with mobilisation of the services from July and a go live date of 1st October 2015. Carers will also be involved in the ongoing evaluation and performance monitoring of the new services when they are delivered from October this year.

GP Project

Surveys have now been completed across all 4 areas namely Staffordshire, Telford & Wrekin, Stoke-on-Trent and Shropshire and the analysis and report have been completed also. The final report is now with Healthwatch partners for final sign off before we can publish the report and escalate to NHS England.

Royal Stoke University Hospital A&E Report

The final report on Patient Experience of the Royal Stoke University Hospital A&E Department is now available from our website at:

<http://healthwatchstaffordshire.co.uk/wp-content/uploads/2015/06/UHNM-AE-Report.pdf>

Better Care Fund

The project is to engage people across Staffordshire in the plans for the County in relation to the Better Care Fund. Better Care Fund draws together some health budgets and social care budgets in order to integrate community health and social care services with the longer term aim to reduce incidents of emergency and non-elective admissions to acute hospital services.

ECS/Healthwatch is carrying out qualitative research through focus groups and interviews with people who received services such as Disabled Facilities Grants. Newcastle Borough Council have assisted with this research by sending out a letter on our behalf to people who have received adaptations. There has been a good response with six people coming forward to take part in interviews about their experiences of health and social care.

The information taken from the focus groups and interviews will be used to inform a survey that will be widely distributed to see how the people of Staffordshire would like to see services under the Better Care Fund be delivered. The survey will go out over the summer and results will be used as part of a report to Staffs County Council.

Conversation Staffordshire Newcastle

Working in conjunction with the Borough Council, the event took place on 3rd June at Newcastle-under-Lyme College and was attended by over 50 people. The format included a busy market place of information stands supported by a wide range of community and voluntary sector organisations, housing associations, as well as health and social care provider organisations where those attending could ask questions and take away information about services and support. A lively Question Time session with managers from organisations responsible for commissioning and providing those services followed. A full report of the event is being produced and will be available in July.



NHS Complaints Advocacy Service

Since the NHS Complaints Advocacy service has been in operation in-house from 1 February 2015 we have had contact with over 100 people requesting a range of information, advice and support from the in-house team. Services available include Self Help Information Packs and one to one support from our advocates. The service has its own Freephone number of 0800 161 5600 or text 'Healthwatch' with name and number to 60006. Leaflets and posters are available by contacting the team on the number above or e-mailing to advocacy@ecstaffs.co.uk

Drop ins

Attended Newcastle Library on 27th March and had a prominent display in the main foyer and were able to talk to over 30 people, signed up Healthwatch Members, gathered feedback on local services and provided information and signposting literature. A member of our NHS Complaints Advocacy Service team also attended and was able to offer information and support to 2 people in relation to making a complaint. A further drop-in session at Newcastle Library is scheduled for 6th July.

We had an exhibition stand at the Keele Community Day held on 31st May and despite inclement weather, the day was very well attended by a wide range of local people. Our staff and volunteers talked to over 90 people, signed up new Healthwatch Members and distributed our Choose Well leaflets and other information to support people in accessing services.

North Staffs CCGs - New Model of Care

Following completion of phase 1 of the engagement on the "new model of care" North Staffs CCG have invited Healthwatch Staffordshire together with a wide range of stakeholders to be part of a Communications Sub-Group looking at phase 2 of the engagement.

Healthwatch Staffordshire Annual Conference and Annual Report

Our third Annual Conference is taking place on Wednesday 8th July from 5.30pm - 8.30pm at Lea Hall Miner's Welfare Centre and Social Club, Rugeley. The programme includes the presentation of our Annual Report, guest speakers, table discussions, voting on Healthwatch priorities and our volunteer Long Service Award presentations. Please see flyer attached for more information and to book a place please contact Aileen Farrer on 01785 221701 or via our website at <http://bit.ly/HWSConf>

Our Annual Report will be completed by 30th June 2015 and in line with the regulations be submitted to:

Healthwatch England
The Care Quality Commission
NHS England
Clinical Commissioning Groups
Overview and Scrutiny Committees - County, District and Borough Councils.

The Annual Report will also be available via our website with printed copies available on request.