

The value of listening

Healthwatch Stoke-on-Trent
Annual Report 2023-2024



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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

I continue to be honoured to be able to hold the role of Healthwatch Stoke-on-Trent Chair with this being my eleventh year in this vital position. Our local Healthwatch is here to listen to your health and care stories and share these with the people who plan, buy and provide these services, using your truths to seek improvements to care and services you need.

We left the previous year hoping that the pandemic was some way behind us with the hope that life and the services we do desperately need would recover as we returned to normality. The war in Ukraine has raged, energy costs spiralling and the cost-of-living crisis deepening. Industrial action has continued to impact our lives with only some sections of NHS staff resolving their pay disputes. The grim reality is ever more negative impact on people with waiting lists continuing to grow, greater shortages of essential services such as dentists and some having to choose between 'heat or eat' during the winter months.

It's essential that Healthwatch continues to reach out to people to hear their stories and truths so that we may take them to people who have to listen to us and hear how their services or lack of them impacts on you. Together we can hope for better times if we continue to highlight the things that matter to people using their truths.

It is impossible to detail all our work in this report, so only the highlights are included. If you wish to discuss any aspects of our work, then please do contact our staff team. If our work inspires you, why not volunteer with us, please get in touch for more details.



"I'm delighted that Healthwatch Stoke-on-Trent continues to demonstrate its long-standing effectiveness by being successful in the re-tender process to continue its tireless work after absorbing budget cuts the previous year changing our delivery model to still ensure we address your concerns in the work we undertake."

Lloyd Cooke - Chair of Healthwatch Stoke-on-Trent



About us

Healthwatch Stoke-on-Trent is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



Year in review

Reaching out:

715 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

7,790 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis, directly or self-serve.



Making a difference to care:

We published

4 reports

about the improvements people would like to see in health and social care services.

Our most popular report was

Living with: Parkinson's Disease

which highlighted the struggles people face with accessing services along the Parkinson's pathway.



Health and social care that works for you:

We're lucky to have

6

outstanding volunteers who gave up their time to make care better for our community.

We're funded by our local authority.
In 2023 - 24 we received

£91,609

which is 28.7% less than the previous year.

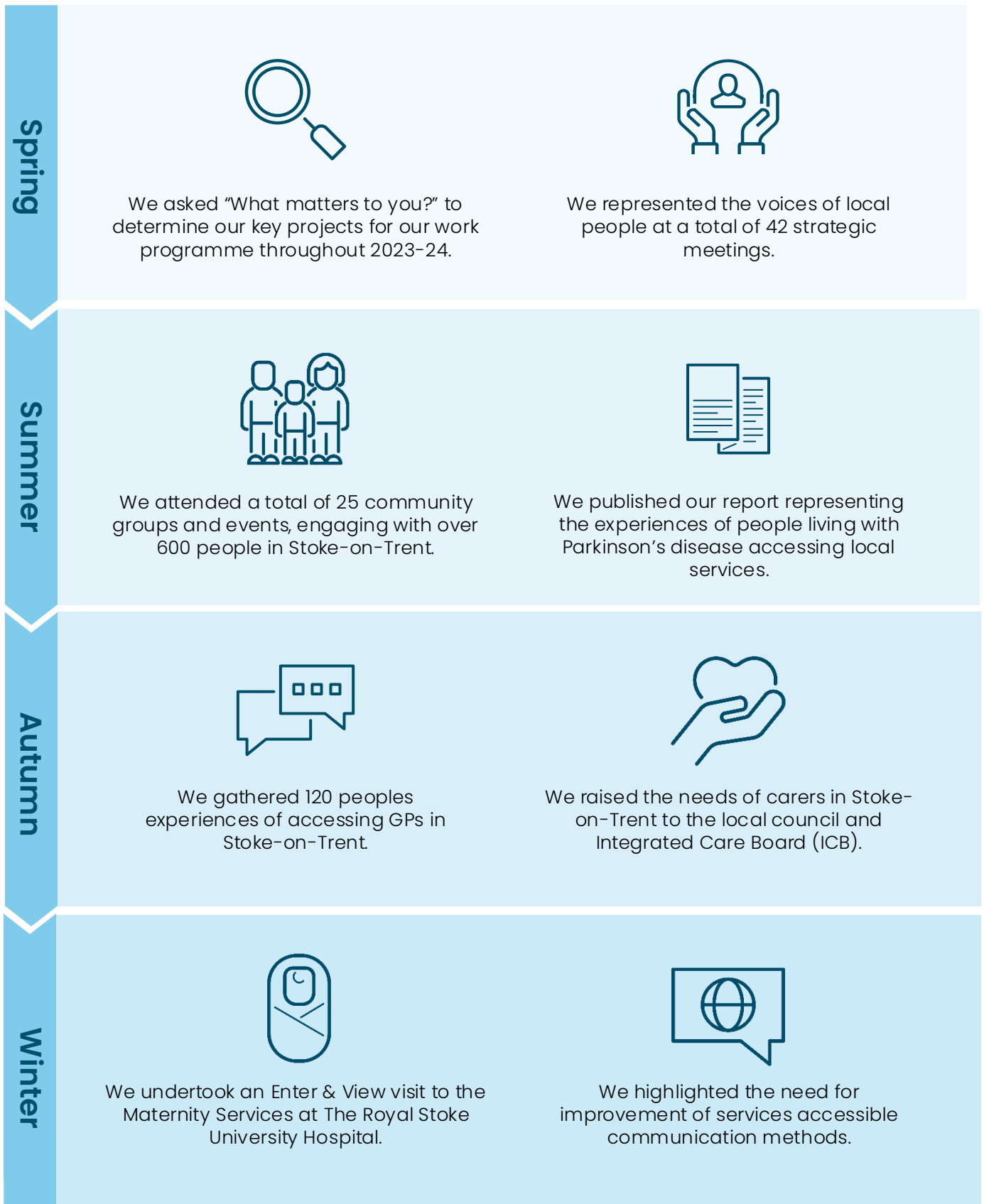
We currently employ

2 staff

who help us carry out our work.



How we've made a difference this year



How we've made a difference this year as part of a bigger family

Healthwatch Stoke-on-Trent is delivered by Engaging Communities Solutions CIC (ECS), a Community Interest Company with the vision to inspire change and improve outcomes. At ECS, our mission is to be the voice of the public in the design and delivery of public services. Across England, we deliver seven Healthwatch services, two advocacy services and offer bespoke research, consultation and engagement services. Each year, we look back and reflect at the collective impact our local Healthwatch have had. Here are our highlights in numbers for 2023/24:

ECS in Numbers 2023/24

ECS are the providers of 7 local Healthwatch services and this shows the overall reach across the whole business.

35,736 people signposted by local Healthwatch.



180,446 website views.



16,238 people engaged with in person.

28,628 Social Media Followers.



200 people took part in additional research projects.



14,872 people engaged with online.

82 Volunteers provided 1111 hours of support.



Engaging
Communities
Solutions

Your voice heard at a wider level

We collaborate with other organisations to ensure the experiences of people in Stoke-on-Trent influence decisions made about services at The Staffordshire and Stoke-on-Trent Integrated Care System (ICS) level.

This year we've worked with other organisations across Stoke-on-Trent to achieve:



Collaborating with local Parkinson's group 'Living Well with Parkinson's', we investigated why some members hadn't seen a specialist consultant in years. Through interviews, communication and research, we identified why this was an issue and advocated for a clearer pathway and information ensuring that people with Parkinson's know what to expect from their care and support.

We gathered and amplified the voices of 155 carers to help local services understand how to better support carers in their caring role and to balance their lives outside of caring. We presented our findings and 9 recommendations to service providers on how they could improve the support that they offer to local carers.



Following a Care Quality Commission (CQC) inspection at The Royal Stoke University Hospital's maternity unit which rated the service to require improvement, we arranged a joint visit with Healthwatch Staffordshire. By observing and speaking with patients we identified needs related to communications and information accessibility, including language options and improving the clarity of different processes.

We shared the experiences of people with visual impairments accessing health and social care services, highlighting how a one-size-fits-all approach was failing to meet people's needs. Through our insight report, we advocated for a more tailored approach to ensure that services are meeting the accessible information standard for all patients.





Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard. Each year, these experiences influence and determine our key projects.

Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

Through our work programme, key projects, and attendance at various strategic meetings we seek to ensure that the public voice and patient involvement is at the heart of every health and social care decision. Your views can help to shape health and social care services for better care.



Clearer communications help to manage expectations

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Through recent projects we recognise that care pathways and the care and treatment that services offer aren't always clear to patients and service users. You told us that there is not enough communication to help you understand what to expect, so in each report this year we have recommended that services improve communication by creating clear care pathways.



Improving care over time

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Thanks to the stories that you continue to share we at Healthwatch Stoke-on-Trent are able to keep raising your views, both good and bad, to National Health Service (NHS) and Social Care leaders to make positive change.



The findings and outcomes of each of our key projects in 2023/24 are detailed in the following pages. There's a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of this report.

Living with Parkinson's Disease

Last year, we published findings of the experiences the public shared with us about Parkinson's care. Thanks to this insight, local services are exploring ways to become a 'Centre of Excellence' by bridging gaps and providing better and more consistent information of their processes so that people can better understand what to expect.

You shared worrying experiences with us that suggested local services NHS Parkinson's services were no longer meeting the needs and expectations of Parkinson's patients following the COVID-19 pandemic, with many of you not having seen a Parkinson's consultant in years.



85%

of respondents had considered or were already getting support/treatment from other services such as charities, community support groups, and private healthcare.

What did you tell us about Parkinson's provision?

- 74% of respondents faced issues when accessing the services they need with the biggest hurdle in accessing services being the waiting times.
- 64% felt that they were not given sufficient information on available on treatment and support. A further 58% found that the information they had received was not clear and easy to understand.

What were our recommendations?

- Services should develop an information pack which includes a clear pathway for the diagnosis, treatment, review, and ongoing care of patients that is clear to the patients setting out what treatments are available, including access to rehabilitation and therapy so that patients and carers know what options might be available to them. This may help with managing expectations.
- We recommend that providers consider further engagement with patients and families living with Parkinson's to address their issues of concern and seek ways to improve response times to enable access to services in a timelier manner.
- Support during, after, and while waiting for a diagnosis was highlighted as a key issue for patients. The lack of support and information while awaiting diagnosis or during diagnosis is a source of great stress. Presence of a family member during diagnosis, or presence of their specialist nurse will provide additional support to patients to manage the shock of a diagnosis. Collaborations with the Parkinson's UK and local support groups will enable patients to be able to seek support while awaiting an official diagnosis. Furthermore, these collaborations will also provide an additional contact point for patients who have questions about their conditions but are unable to be seen by clinical staff quickly.

Who cares for our carers?

The Stoke-on-Trent City Council and the Staffordshire and Stoke-on-Trent Integrated Care System (ICS) are addressing the gaps based on our findings and are considering more ways to meet the needs of carers in Stoke-on-Trent.

We heard from a total of 155 carers who are living in Stoke-on-Trent. Through asking these carers a structured set of questions we found that:

- 32% of people hadn't had their carers assessment, and a further 49% didn't know they were entitled to one.
- Only 22% of carers felt that they were given enough information on available treatment and support for both themselves and the person that they care for.

We also heard about the general impacts that the caring role and a lack of access to services and the support that they offer had on carers wellbeing.



“I don't think anyone really takes the role of a carer seriously.”

Carer interviewed by Healthwatch Stoke-on-Trent

Based on our feedback and findings, we recommended that the carers assessment needs to be promoted with a clear procedure to enable carers accessing the assessment in a timely manner and to avoid carers falling through the gaps. We also suggested the need for all services to review how carers can access clear advice, information, and support that isn't just online.

Listening to young carers, we understand that social services and schools need to work closer to further support young carers in their caring role and in school so they can stay on track with their education.

What difference did this make?

Councillor Duncan Walker, cabinet member for Adult Services responded to the recommendations in our report on behalf of the Stoke-on-Trent City Council and the Staffordshire and Stoke-on-Trent Integrated Care Board (ICB).

- They acknowledged the need to increase awareness around the Care Act assessments and have since introduced a clearer, more defined process and are implementing various training sessions for assessment staff.
- It was outlined that there are changes to the school census that requires all young carers are to be recorded. They also intend to have a Young Carers Champion in every school across the city to ensure that young carers are getting the best support.



Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Visiting and engaging with approximately 1500 residents at a total of 61 community groups and events in Stoke-on-Trent, as well as collecting over 660 stories through other means.
- Working together with groups such as Staffordshire Sight Loss Association (SSLA) ensuring that those living with visual impairments can access our services to amplify their voices and raise the issues faced when accessing local health and social care services

Access to healthcare services for people living with a visual impairment

The Accessible Information Standard, published by NHS England, directs and defines how the NHS and adult social care system must identify, record, flag, share, and meet individuals information and communications needs.

Following a visit to Staffordshire Sight Loss Association (SSLA), we heard that people with visual impairments were encountering difficulties when accessing health and social care services.

We decided to do a deeper dive to find out more about the barriers that were being faced and what was causing them. This project involved a focus group where we discussed further the experiences of accessing local health and social care services.

What you told us:

- People shared with us that although every person, their condition, and needs are different, services would take a blanket approach to a persons care and treatment.
- Services often assume that a person with a visual impairment who was accessing their services would have family or friends who will step in and act as a liaison to meet the individuals needs. Alongside the lack of clear pathway meaning patients must seek their own support, this can feel disempowering and revokes confidentiality and independence.
- Although most people shared that they were happy that their accessible information needs were being met via the use of large print, those who require braille were not.

We also undertook an observational visit to the University Hospitals of North Midlands NHS Trust (UHNM) Eye Clinic at The Royal Stoke University Hospital.

Initially, we intended that 2 members with sight loss from SSLA would join us on this visit. However, issues with parking at the hospital meant that the visit did not take place. Due to the unpredictability of parking, it was carried out at a later date by Healthwatch Stoke-on-Trent staff.

What we found:

- Our visit confirmed the concerns raised about assumptions that a person attending the hospital with sight-loss would be accompanied by someone for support. This was evident from first stepping foot into the main building where assistance was unclear and only the sign for the eye clinic was in the accessible black text on yellow background. Within the clinic itself the different seating areas were generally unclear.
- Information was readily available on notice boards which was clear and mostly in appropriate formatting for people who are partially sighted. However, the posters did not show braille as an available format option, but we were informed it could be made available if a patient asks for it.
- Communication was a concern raised by several people attending the clinic at the time of our visit. Although they did not have issues with the formatting in which the information was provided, it was in fact the content which needed improvement. Overall, they reported that the services were not forthcoming and patients were left unaware and with unanswered questions.



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost-of-living crisis

Accessing advice and information through Healthwatch Stoke-on-Trent

We don't just collect your feedback on local health and social care services, we're also here to give you reliable and up-to-date information and advice when you need it.

From April 1 2023 to March 31 2024, approximately 2,215 people contacted us directly or met us in the local community and a further 15,192 of you accessed our website to have your say, read our reports, or find local health and social care news and information. From the 17,407 who have engaged with our services roughly under 8,000 have sought advice and information.

We've taken a look into the type of advice and information that you have needed the most...

Of the 2,215 people who have contacted us directly via telephone, email, and webform or have met us at local community groups and events, we advised you the most on how to make a complaint. The top services that we signposted people to was also to support in filing a formal complaint.

Digital tools can make a positive difference to healthcare – but only if it's clear how to use them.

Thousands of people accessed our advice and information articles online. In 2022, we published a guide on our website detailing how you can book and cancel your blood test appointments via the UHNM Patient Connect online booking system. This guide was produced following a number of our calls throughout the years prior from people who were struggling to book or cancel their appointments. The '[Managing your Blood Test Appointments Online](#)' article remained to be the most viewed advice and information article of this year and has been viewed a total of 6,214 times this year alone.

Other most viewed advice and information articles in 2023/24 include:

- [Help making a complaint](#)
- [Strut Safe – The helpline to keep people company when walking home alone](#)
- [World Encephalitis Day](#)
- [Finding it hard to get a dentist appointment?](#)
- [How we make a difference](#)
- [Getting health-related help during Bank Holidays](#)
- [Someone I love has died – where can I find support?](#)
- [Looking after your health during the Cost of Living crisis](#)
- [What is measles and who can get the vaccine?](#)



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Attended Advisory Board meetings providing oversight and guidance and to make relevant decisions on the work of Healthwatch Stoke-on-Trent

Improvements we've made to our volunteer processes

In January 2023, Engaging Communities Solutions (ECS) retained the contract to continue to deliver Healthwatch Stoke-on-Trent. We decided this was a fantastic opportunity to refine our volunteering.

One of our key changes has been making tweaks to our volunteer roles to ensure clarity for all of our current and prospective volunteers, particularly for the Independent Strategic Advisory Board (ISAB, formerly Healthwatch Advisory Board (HAB)). These changes have helped to describe responsibilities more clearly, enabling our volunteers to better understand their roles and contributions to Healthwatch Stoke-on-Trent.

Behind the scenes, we have been focusing on improving our volunteer communications strategies through tailoring our communications to volunteers chosen and preferred roles. This ensures that our volunteers are receiving only the information and opportunities that are relevant to them.

We have also been refining our processes to simplify volunteer management by introducing new activity forms to make logging volunteering activities and tracking individual impacts and contributions easier.

What are our volunteer activities and benefits?

Volunteers support Healthwatch with our mission to gather and listen to the public's experiences of using health and social care services to improve the care that you receive.

You can do this by:

- Participating in community events or visiting local organisations community groups, to spread awareness of Healthwatch, build networks, and to gather local stories.
- Being a member of the ISAB, helping to ensure that we are meeting our legal and statutory obligations and supporting the Healthwatch team in the decision-making and delivering the work programme.
- Visit services to observe, listen and collect experiences of the people attending the service as part of our Enter and View programme as an Authorised Representative.
- ...and more!

There are many benefits to volunteering, as well as making a difference to your local community, you are building and developing your skills and experience. Volunteering can also help you to meet new like-minded people.

Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchstokeontrent.co.uk



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info@healthwatchstoke.co.uk



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£91,609	Expenditure on pay	£71,533
Additional income	£2,500	Non-pay expenditure	£11,040
		Office and management fees	£22,757
Total income	£94,109	Total expenditure	£105,331

Additional income is broken down by:

- £1,500 received from Healthwatch England towards a new CRM.
 - £1,000 that was held in a budget to complete some additional community engagement.
-

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.



To support our work over the forthcoming year we have developed our Healthwatch Citizens Involvement Charter.

This charter recognises and promotes the importance of the people of Stoke-on-Trent having their voices heard and used by policy-makers, commissioners and providers of services within the NHS, social services and public health services.

The charter is for organisations, community groups and grassroots collectives to commit to the same values and work with Healthwatch Stoke-on-Trent, the independent champion for people who use health and social care services.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top priorities for the next year are:

1. **Maternity:** to understand the experiences of parents who have used maternity services in Stoke-on-Trent. We will focus specifically on mental health support for mothers during and after pregnancy.
2. **Digital Carers Forum:** to support the Carers Strategy by developing and hosting a Digital Carers Forum for those who can not attend face to face forum meetings to help with the development of the next city Carers Strategy.
3. **Care and Support Service:** to support the Care and Support service, which is a range of preventative and low-level services to support people in maintaining their independence avoiding statutory services.
4. **Coproduction Strategy:** to support the Stoke-on-Trent City Council in developing the Coproduction Strategy that will underpin the Care and Support Service and Carers Strategy.

Additionally, we will undertake add hock briefing/intelligence reports: we will be ready with sufficient capacity to run mini callouts and present publicly people's views and experiences in relation to contemporary health and social care issues.



Statutory statements

Healthwatch Stoke-on-Trent, Commerce House, Festival Park, Stoke-on-Trent, ST1 5BE.

The contract to provide the Healthwatch Stoke-on-Trent service is held by Engaging Communities Solutions CIC, Meeting Point House, Southwater Square, Telford TF3 4HS.

Healthwatch Stoke-on-Trent uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Advisory Board consists of 3 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 4 times and made decisions on matters such as deciding the priority projects for the work programme and approving reports such as the Parkinson's Disease and recommendations in line with the relevant decisions Advisory Boards should take.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and ensure that it is promoted thoroughly across all social media platforms and to our newsletter subscribers.

Responses to recommendations

We had 2 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so none resulted in reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to the the Adult Social Care, Health Integration and Wellbeing Overview and Scrutiny Committee. An example is part of the committees work programme scrutinised the availability of access to GPs and other primary care staff. Healthwatch Stoke-on-Trent ran a GP access survey to inform the committees work and our Chief Executive, Simon Fogell, presented it as part of his usual attendance at the committee.

We also take insight and experiences to decision-makers in the Staffordshire and Stoke-on-Trent Integrated Care Board, in direct liaison meetings or attendance at a variety of sub systems meetings looking at a range of topics including transformation, palliative and end of life care, maternity, infant mortality as some examples of the range of meetings.

Enter and view

This year, we made one Enter and View visit. We made 16 recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
University Hospitals of the North Midlands NHS Trust's (UHNM) The Royal Stoke University Hospital Maternity Services.	The Care Quality Commission (CQC) published a report following their March 2023 inspection. The overall rating for the service moved from 'good' to 'requires improvement', and the safety of the service had dropped from 'requires improvement' to 'inadequate'.	Worked jointly with Healthwatch Staffordshire to find out about the patients perspectives and experiences at the service via an Enter and View visit. We then wrote a report with recommendations and are due to follow up with the service to learn of any improvements and changes made.

Healthwatch representatives

Healthwatch Stoke-on-Trent is represented on the Stoke-on-Trent Health and Wellbeing Board by Simon Fogell, Chief Executive Officer. During 2023/24 our representative has effectively carried out this role by continuing to attend meetings in person as throughout the latter periods of the pandemic representing the views of people and ensuring people's views were sought to inform service outcomes.

Healthwatch Stoke-on-Trent is represented on the Staffordshire and Stoke-on-Trent Integrated Care Partnerships by Simon Fogell, Chief Executive Officer plus the Staffordshire and Stoke-on-Trent Integrated Care Board.

2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Parkinson's Disease	The Parkinson's Rehabilitation Therapy Team at Midlands Partnership University NHS Foundation Trust (MPFT) recognised that this report highlights the key issues across the Parkinson's pathway and the need to integrate more closely with University Hospitals of North Midlands NHS Trust (UHNM) so that patients have access to resources and rehabilitation as early as possible in the pathway.
Carers	Stoke-on-Trent City Council and the Integrated Care Board welcome this report from Healthwatch Stoke and whilst it is clear improvements are needed it is fantastic to see some positive feedback included in the report especially about our jointly commissioned Carer Support Service.
Visual Impairment	The Insight report highlighted how sight loss can be disempowering if people need to rely on others for help and support with many everyday activities. However simple, sensible, and empathetic actions can allow people with sight loss to live fuller and more independent lives.

Testimonies



"Partnership working is at the heart of our integrated care system so this year we have really welcomed the opportunity to work more closely with our colleagues at Healthwatch. Working together, Healthwatch has been that independent critical friend helping us to both improve the patient experience of services but also to facilitate conversations with people and communities.

Healthwatch provide an invaluable link between the Integrated Care Board (ICB) and the VCSE sector as well as supporting quality monitoring through joint enter and view visits, to ensure patients are receiving safe and high-quality services from a range of local providers. Healthwatch also support the ICB by attending our board meeting, as an independent observer, and represent the public on many of our programme boards. They're also a valued member of our People and Communities Assembly, which advises the ICB on its approach to engaging with the public.

I look forward to continuing to work alongside Healthwatch as the ICB and the wider integrated care system develops. Building on the work that we have already started, I think together we can drive real and positive change for our communities and succeed in our joint desire to improve health and wellbeing outcomes and tackle inequalities across Staffordshire and Stoke-on-Trent."

- David Pearson, Chair of Staffordshire and Stoke-on-Trent ICB



"The Chief Executive of Healthwatch Stoke-on-Trent prioritises attendance at every meeting of the Adult Social Care Health Integration and Wellbeing (ASCHIW) Overview and Scrutiny (O&S) Committee, where he can be relied upon to offer a clear and objective view of the experiences of residents of the City, which the organisation gains through evidence-based feedback.

During the last 12 months, Healthwatch have had a key role in supporting the scrutiny review of Access to GP (Primary Care) and Acute Hospital (Secondary Care) Appointments in Stoke-on-Trent, where Healthwatch undertook a survey to provide the evidence of patients which was used in conjunction with the National Patient Survey 2023, and feedback from residents at an MS Support Group, to provide evidence of patients lived experience in respect of access to primary and secondary care appointments.

Members of the Adult Social Care Health Integration and Wellbeing Overview and Scrutiny Committee value the knowledge and insight of Healthwatch and look forward to their support at future committee meetings, particularly in respect of scrutiny reviews."


- Councillor Bell, Chair of ASCHIW O&S Committee

healthwatch

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Healthwatch Stoke-on-Trent is a hosted Healthwatch, delivered by Engaging Communities Solutions CIC (ECS)

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