**Healthwatch Stoke-on-Trent Advisory Board Meeting Public Papers**

**Item 4 - Work Programme Project Updates**

1. **Patient experience of community mental health services**

* Data collection ongoing until end November 2019. MH group with some staff support are attending the Greenfield and the Sutherland Centres to complete surveys with service users.
* Analysis and report writing scheduled in December/ January.

1. **Patient experience of prescriptions**

* We are working with the Local Pharmaceutical Committee who have distributed our surveys in 3 pharmacies.
* Staff/volunteers will be completing surveys with patients at the Royal Stoke University Hospital pharmacy.
* Deadline for survey completion is 20 December 2019.
* Analysis and report writing scheduled in January/February.

1. **Patient experience of NHS and social care in the home**

* At scoping and design stage. Project Information Document (PID) and Data Protection Impact Assessment (DPIA) will be ready for approval in December 2019.
* Analysis and report writing scheduled in March 2019.

**Item 5 – Intelligence/Feedback Update – Public Issues**

Primary Care and Mental Health services issues continue to be shared with us in high numbers. We share Primary Care feedback with regulators and commissioners on an ongoing basis. Our Community Mental Health project is ongoing and reflects the issues raised by the public.

**Item 7 – Health and Wellbeing Board Update**

The Health and Wellbeing Board met on 15 October (<http://www.moderngov.stoke.gov.uk/ieListDocuments.aspx?CId=673&MId=10619&Ver=4>)

We emphasised the need to include all partners in the development of the NHS Long Term Plan together with our report findings (<https://www.healthwatchstokeontrent.co.uk/ltpreport/>).

The Joint Strategic Needs Assessment (JSNA) has been published.

<https://www.stoke.gov.uk/directory_record/333579/joint_strategic_needs_assessment>

*“…the health of local people is generally worse than the England average. Life expectancy levels among men and women in Stoke-on-Trent have stalled, whilst health outcomes across the city vary considerably. Men living in the most deprived areas of the city, for instance, live nearly 10 years less than men in the most affluent areas. For women, this gap is around 6.5 years.”*

*“Stoke-on-Trent is characterised by high levels of deprivation and is currently ranked the 14th most deprived local authority (out of 326) in England (based on the 2015 Index of Multiple Deprivation). The most deprived areas of the city are located around the wards of Tunstall, Burslem Central, Etruria and Hanley, Bentilee and Ubberley, and Blurton West and Newstead.*

*Over 136,200 people in the city live in areas classified as being among the top 20% most deprived in England, which is over 53% of the total population. This means that 5 out of every 10 people in Stoke-on-Trent are living in the most deprived areas of the country (compared with 2 out of 10 nationally).”*

The Health and Wellbeing Board is next due to meet on 21 January 2020.

**Item 8 - Overview and Scrutiny Update**

<http://www.moderngov.stoke.gov.uk/ieListMeetings.aspx?CommitteeId=638>

Readmission rates were discussed, and it was confirmed that the Urgent and emergency care Board plans to complete their audit in December 2019.

<http://www.moderngov.stoke.gov.uk/ieDecisionDetails.aspx?Id=18924>

**Item 9 – Enter and View Update**

Our completed Enter and View Reports are available on our website.

<https://www.healthwatchstokeontrent.co.uk/enter-and-view-reports/>

5 Enter and View visits are scheduled in December 2019 and our visits are informed by public feedback.

**Item 10 – Healthwatch Reports published**

As above – item 9.