

# **Impact and Insight Bulletin**

Your monthly review of August 2021

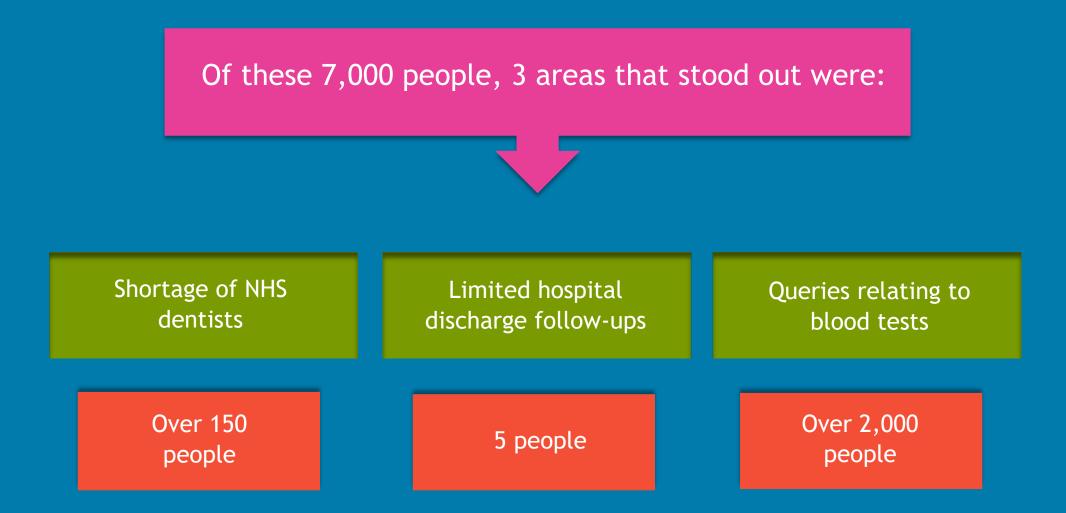


# A Glance over our Engagement

In July 2021 we engaged with approximately **7,000** people across Stoke-on-Trent. This comprises, phone calls, emails, social media, our website, outreach events and meetings that we attended. More precisely we engaged with:



# **Leading Issues and Hot Topics**



## Making a Difference and what we've Achieved

We identified a new Stoke-on-Trent Dentist Directory to share with people who need a dentist We shared information on how to access PALS to allow 8 people to voice concerns with their hospital

We created a new step-by-step guide on how to book a blood test for patient ease

In receipt of public concerns, we were able to share this feedback in 8 individual meetings to represent the voice of local people

We published our Virtual Visit to Shared Lives Stoke Report. Members of the public can review our public report for consideration <u>here</u>. We published 9 website news articles to inform the public of important updates which may be applicable to their own local community.

# **Signposting and Support**

Where we've frequently signposted to

Dental Advice Line & Local Dentists learn more here

Asist Advocacy learn more here

Patient Connect learn more here

Patient Advice and Liaison Service(s) <u>learn more here</u>

# **Outreach Events we Attended**

#### **Better World Festival**

On 6 August we attended the Better World Festival. We spoke to many local people about health and social care concerns and provided tailored advice and information.

#### Healthwatch Stoke Virtual Coffee Morning

On 25 August we held our very own virtual coffee morning for Stoke-on-Trent residents to come along to and share feedback, concerns and experiences on GPs, hospitals and dentists.

# Chell Heath Church of the Saviour

On 21 August we had a stall the church to share information on Healthwatch services to ensure people know how to share their feedback and have their voice heard regarding health and social care services.







## **Our Plans for September**

Some planned events and projects

- Deaflinks Staffordshire Coffee Mornings <u>find out more</u>
- Dementia Awareness Community Event <u>contact us for more details</u>
- Planning our next Virtual Visit <u>let us know if your service would like to take part</u>
- Collecting public stories on mental health, GPs, dentists and hospitals share your feedback
- Sharing real-time content on our website and social media news connect with us

Would you like a copy of our Digital Feedback Card? We can distribute large or small batches to residents, organisations or community groups. <u>Download a copy here</u> and get in touch to let us know if you'd like a paper copy.

# **Stay Connected with your Local Area**

Our Feedback Centre is the only local independent way for you to share your experiences of the NHS, health and social care services in Stoke-on-Trent. Let others know about your good, could do better and not so good experiences of local health and social care services.

#### Review a Service here

Tell us what you think about doctors, hospitals, dentists, opticians, care homes and any other health and social care service in Stoke-on-Trent. Do you need help with a health and social care issue? We provide advice, information and signposting to get you to the right place to solve your concern or answer your questions.

Tel: 01782 683080 Email: <u>info@healthwatchstoke.co.uk</u> Website: <u>www.healthwatchstokeontrent.co.uk</u>

Address: The Dudson Centre Hope Street Hanley, Stoke-on-Trent, ST1 5DD



**Delivered by** 

