

# 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:

4,464 people by website

1,342 people by social media

28 people by phone call

10 people by email

350 people by outreach and meeting

# Leading Issues and Hot Topics

Of these 7,000 people, 3 areas that stood out were:



Shortage of NHS  
dentists

Over 150  
people

Limited hospital  
discharge follow-ups

5 people

Queries relating to  
blood tests

Over 2,000  
people

# 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 [here](#).

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)** [learn more here](#)

# 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 [find out more](#)
- Dementia Awareness Community Event [contact us for more details](#)
- Planning our next Virtual Visit [let us know if your service would like to take part](#)
- 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. [Download a copy here](#) 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: [info@healthwatchstoke.co.uk](mailto:info@healthwatchstoke.co.uk)

Website: [www.healthwatchstokeontrent.co.uk](http://www.healthwatchstokeontrent.co.uk)

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



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