

Insight & Impact

August 2025



Monthly Overview

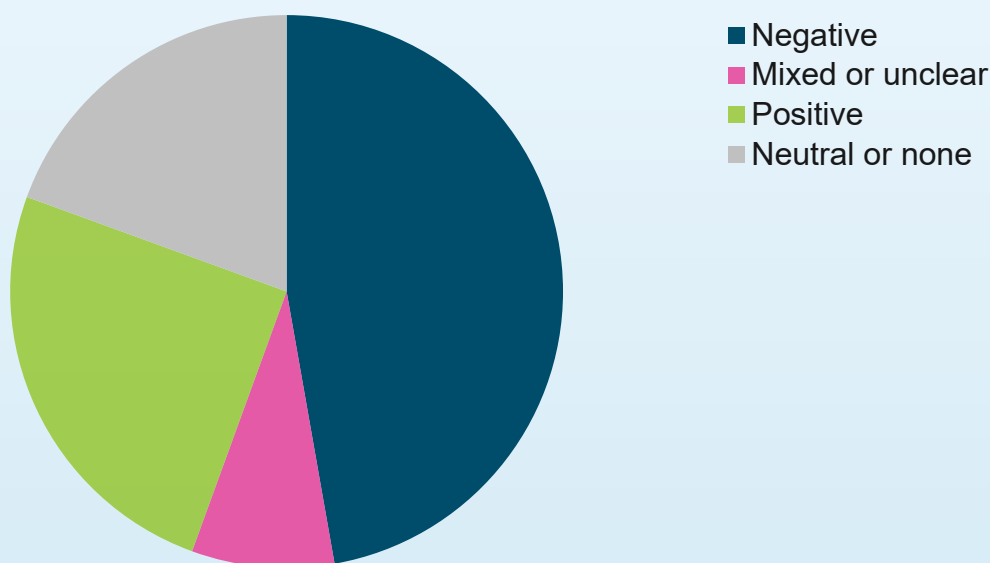
We have continued to attend local Community Lounges, including the PEGiS (Parent Engagement Group in Stoke) SEND (Special Education Needs and Disabilities) Community Lounge, we also joined PEGiS for their final PEGiS in the Park events!

This month, we joined Meir for their Community Meal and attended Blurton Family Hub alongside many local families for their opening event. Our team also ventured around Hanley to see the various community offers at a range of local venues.

Through our public engagement, both in-person and online we reached approximately 720 people in August 2025.



Intelligence Summary



This month 47% of feedback was of a negative sentiment and 25% positive. A further 8% of stories shared provided a mixed perspective or was unclear, and 19% had a neutral or no sentiment.

Key Themes

The stories shared typically had themes of...



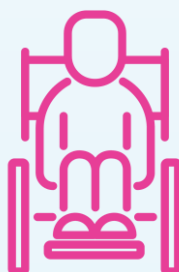
Quality of treatment



Waiting for appointments or treatment; waiting lists



Waiting times - punctuality and queuing on arrival



Accessibility and reasonable adjustments

Top 3 Services

Of the stories shared, we heard the most about...



CAMHS

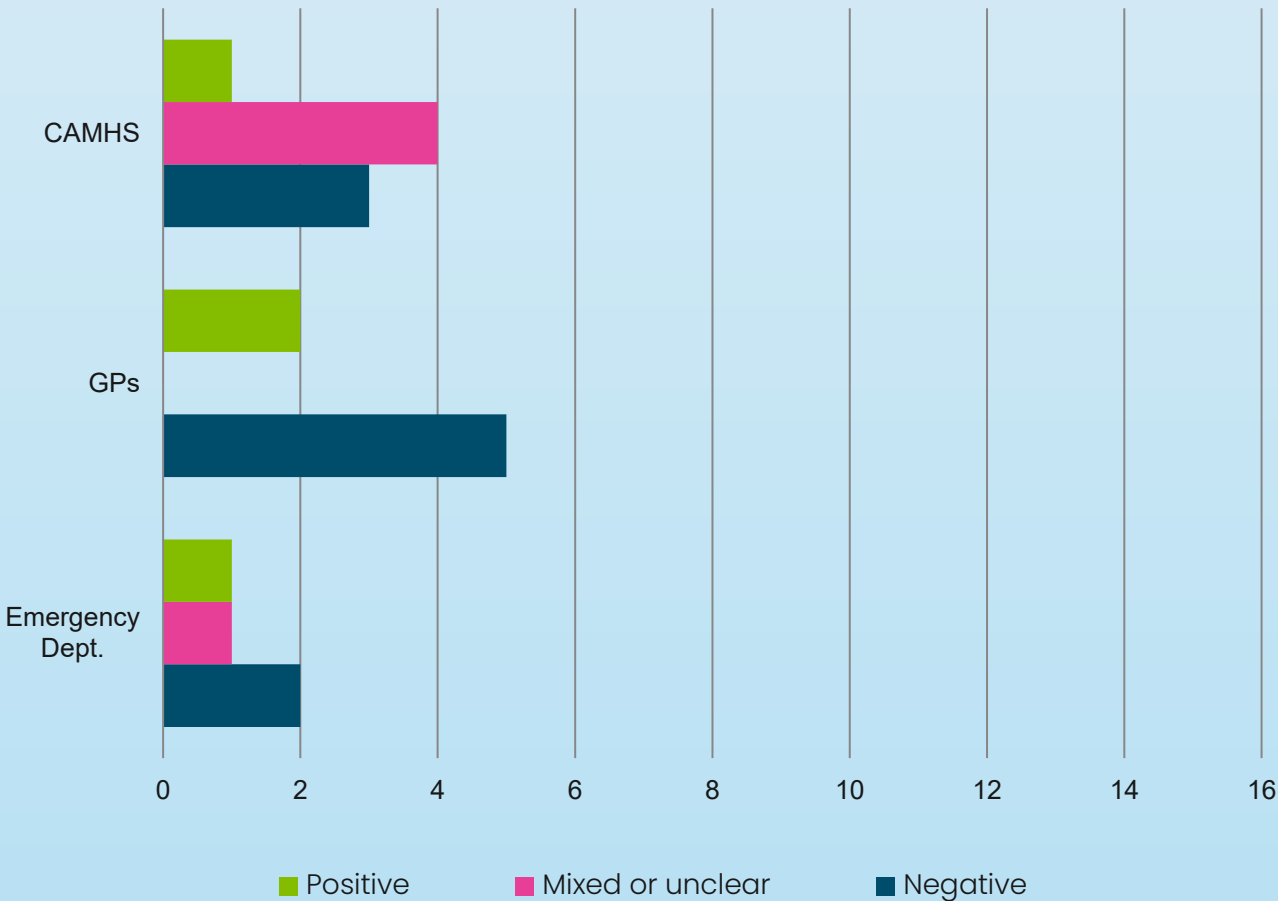


**Emergency
Department**



GP

The sentiments of feedback varied for each of the top 3 service types.



Coming up...

We're looking for Stokies who have experience with CAMHS (ADHD & Autism assessments), local mental health services, and/or adult's ADHD & Autism support services.

Are you a Stokie?

**Do you have experience with any of these services?
Want to make a difference?**

Register your interest and let us know how YOU would like to take part!



<- Scan the QR code

OR [click here.](#)



Looking to join us in person?

Keep an eye out on our website for all future events and community group visits, such as:

[The Bread and Butter Thing](#)

[Community Lounges](#)

[PEGiS in the Park](#)

Coming up...

We are looking for a new Community Insight and Intelligence Officer

- Want to make a real difference for your community?
 - Want to contribute to an exciting opportunity to support the NHS and social care services deliver improved services?
- Do you feel that people often have the answers to the problems their communities face?

If you said yes to any of these then this is the role for you.

The role of Community Insight & Intelligence Officer entails meeting people from all demographics in the City of Stoke-on-Trent. Often going to where people are naturally around in their day-to-day lives and starting conversations to find out about people's experiences of health and social care and organising a programme of activities to deliver just that.

We are looking for an enthusiastic, experienced and self-motivated individual to join and work closely with the small Healthwatch Stoke-on-Trent Team. Working flexibly from home with the need to travel extensively throughout Stoke-on-Trent.

For more information on the role and how to apply:

www.healthwatchstokeontrent.co.uk/work-us

healthwatch

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**Committed
to quality**

We are committed to the quality of our information.
Every three years we perform an in-depth audit so
that we can be certain of this.



**Engaging
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The contract to provide the Healthwatch Stoke-on-Trent service is held by Engaging Communities Solutions C.I.C.