

Insight & Impact

July 2025



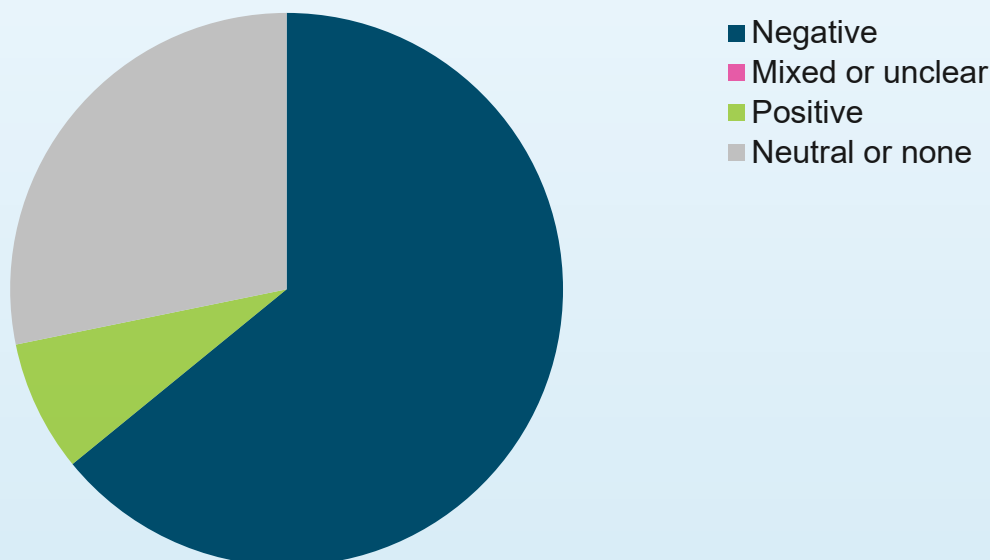
Monthly Overview

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 PEGiS in the Park events throughout July! Our team took part in another 'queue walk' at a The Bread and Butter Thing (TBBT) venue. As part of one of our priority projects, we visited Caudwell Children to learn more about what they have to offer. Lastly, we attended the Stoke-on-Trent City Council's Support Services Commissioning Development Event.

Through our public engagement, both in-person and online we reached approximately 950 people in July 2025.



Intelligence Summary



Negative sentiments remain to be most common with a 6% increase on negative feedback since June. There was a reduction in positive feedback by 5% and a total absence of any mixed or unclear feedback. This month we saw an increase of requests for advice and information leading to 28% of feedback being of a neutral or lacking a sentiment.

Key Themes

The stories shared typically had themes of...



Quality of treatment



Waiting for appointments or treatment; waiting lists



Follow-on treatment and continuity of care



Medication, prescriptions and dispensing

Top 3 Services

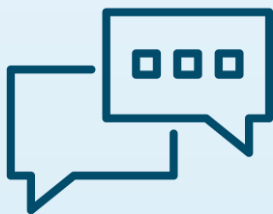
Of the stories shared, we heard the most about...



GP

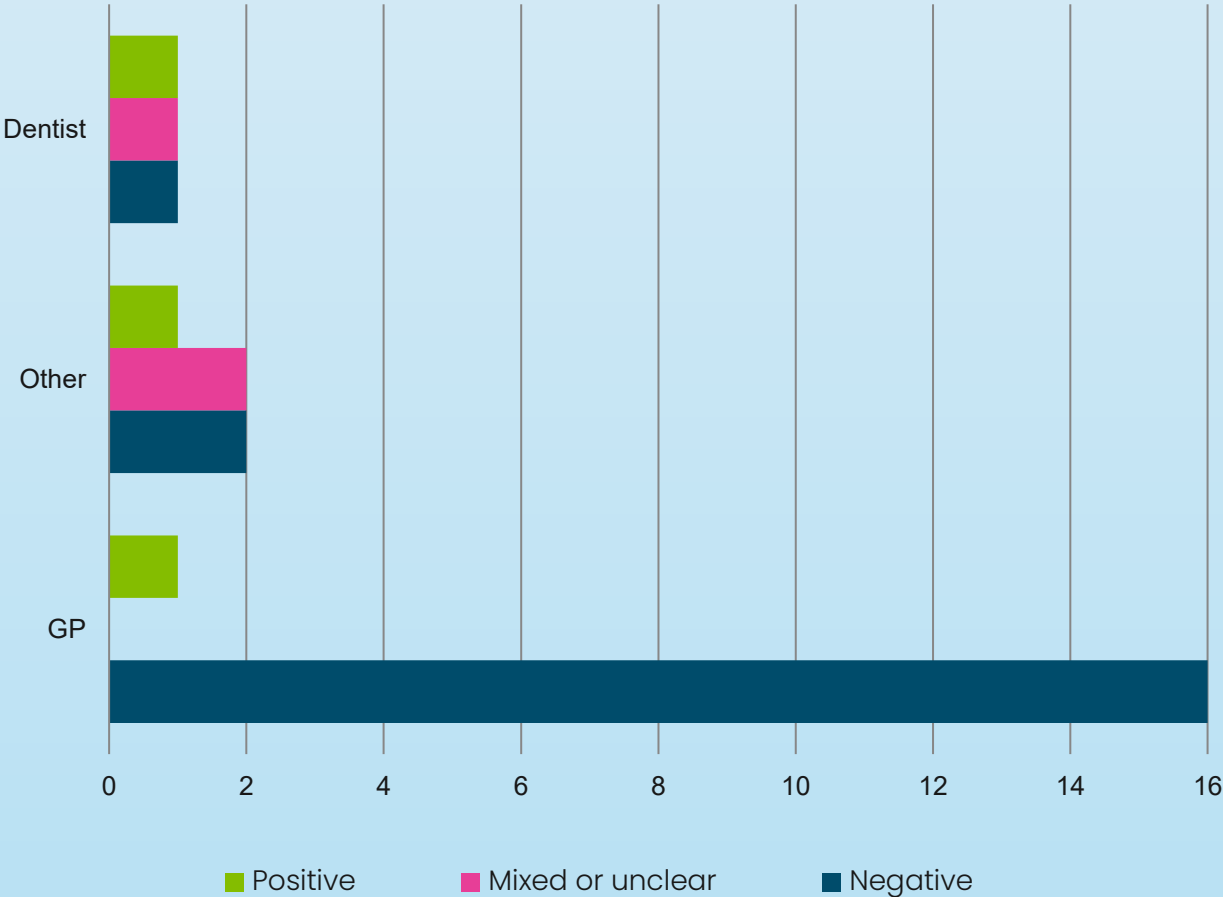


Dentist



Other

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](#)

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.



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