

Insight & Impact

May 2025



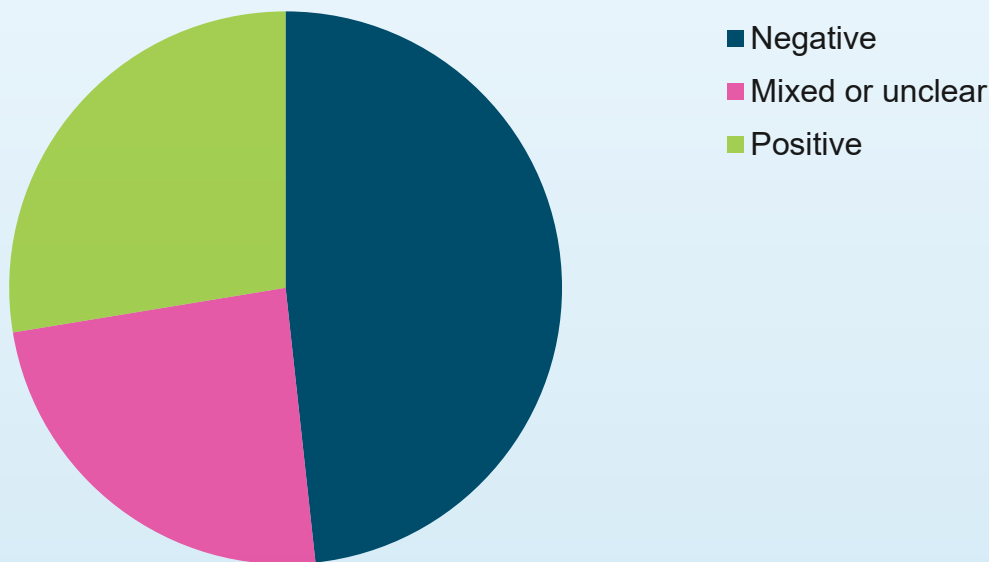
Monthly Overview

We have continued to attend various local Community Lounges, including the PEGis (Parent Engagement Group in Stoke) SEND (Special Education Needs and Disabilities) Community Lounge throughout May. We also joined the SENDCo Summer-term Coffee Afternoon and The Angel at Austin's Celebration of Angel Voices event.

Through our public engagement, both in-person and online we reached an approximate total of 860 people in April 2025.



Intelligence Summary



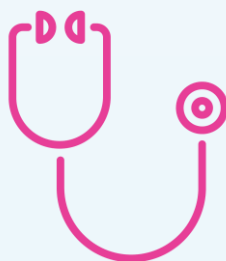
48% of the intelligence received in May 2025 was of a negative sentiment, which is 15% lower than in April 2025. This month has seen a 17% increase of positive intelligence at 28%.

Key Themes

The stories shared typically had themes of...



Caring, kindness, respect, and dignity



Diagnosis



Quality of treatment



Waiting for appointments or treatment; waiting lists

Top 3 Services

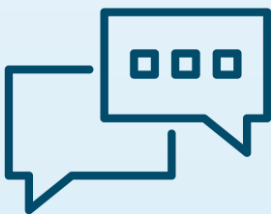
Of the stories shared, we heard the most about...



Hospital

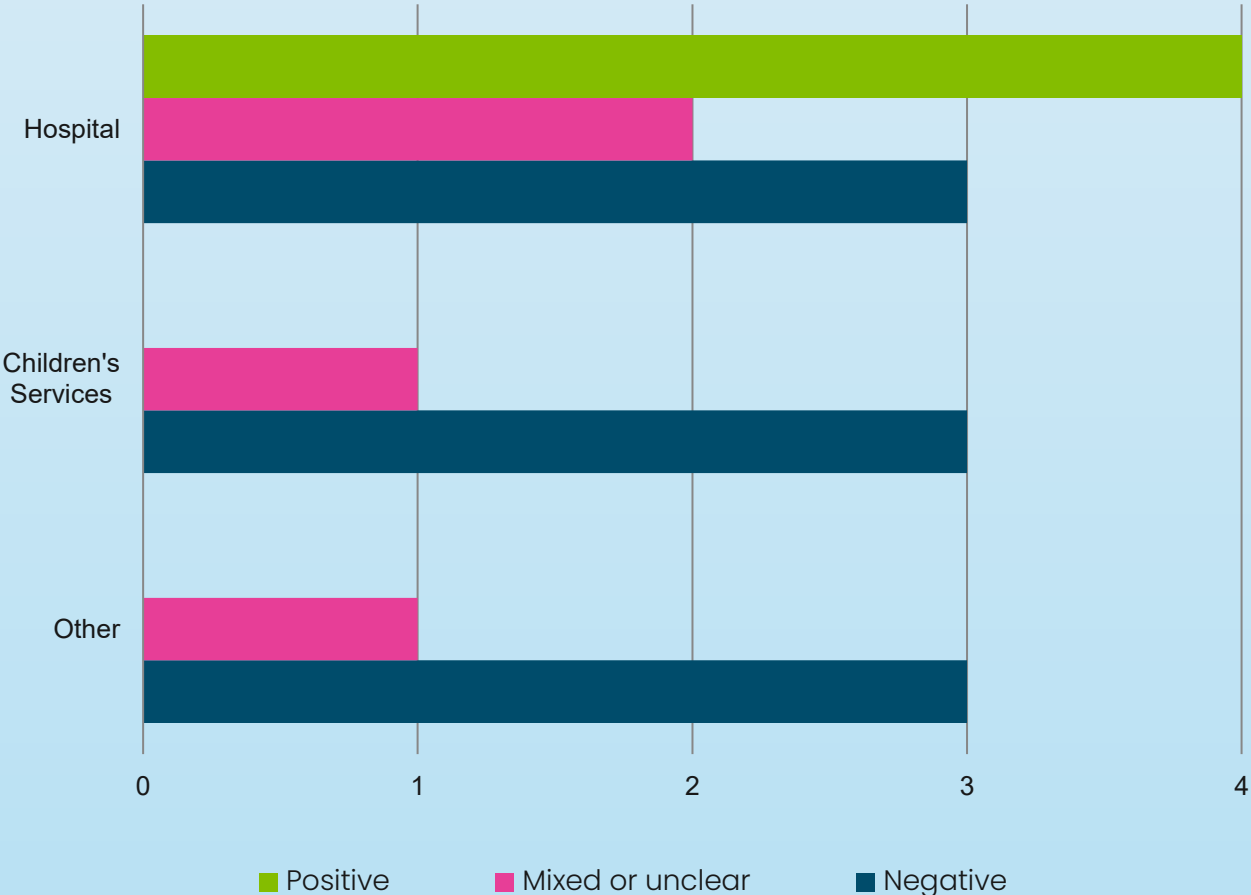


**Children's
Services**



Other

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



Coming up...

As part of our priorities for this year, we're planning to host some focus groups across the City, where we will invite members of the public to discuss key topic and share their personal experiences, views, and ideas.

If you would like to take part in one of the following focus groups:

- Adult's Mental Health Services
- Adult's Autism and ADHD Support
- CAMHS Autism and ADHD Assessments

Please register your interest with us by calling **03303 130247** or emailing **info@healthwatchstoke.co.uk**.



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

Stoke on Trent

Healthwatch Stoke-on-Trent
Commerce House
Festival Park
Stoke-on-Trent
ST1 5BE

www.healthwatchstokeontrent.co.uk

t: 03303 130 247

e: info@healthwatchstoke.co.uk

✕ @HealthwatchSoT

f [Facebook.com/HealthwatchStoke](https://www.facebook.com/HealthwatchStoke)



**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
Communities
Solutions**

www.weareecs.co.uk

t: 01785 887809

e: contactus@weareecs.co.uk

✕ @EcsEngaging

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