

Insight & Impact

November 2025



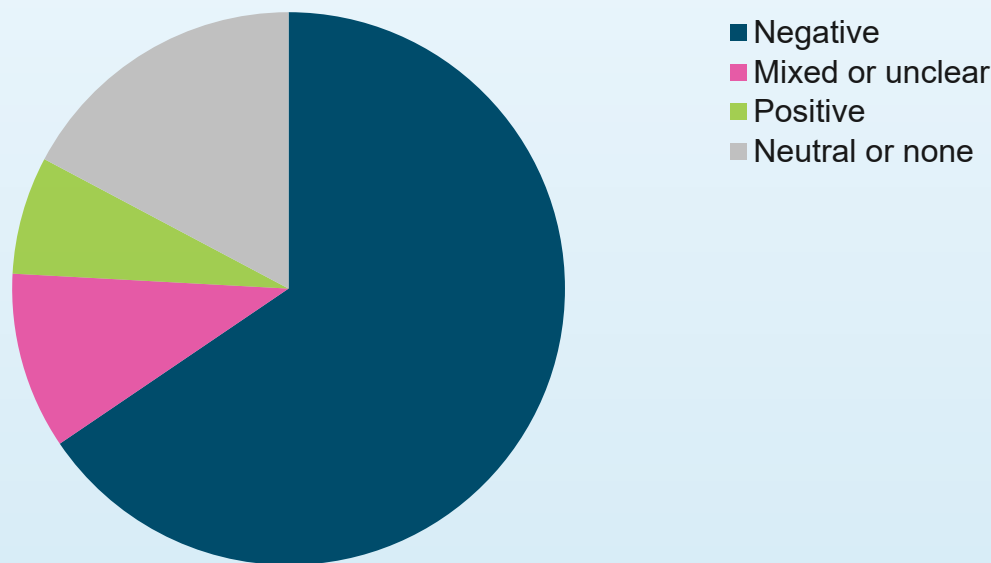
Monthly Overview

In November, we continued to bring our Healthwatch presence into the community through attending Community Lounge's across the City. We also hosted our first event on behalf of the University Hospitals of North Midlands NHS Trust's (UHNM) new Commercial Research Delivery Centre (CRDC) where local community representatives had the opportunity to have their say on the CRDC's Patient and Public Involvement and Engagement (PPIE) Strategy.

Through both our digital platforms and in-person activities we have engaged with almost 800 Stoke-on-Trent residents this month.



Intelligence Summary



In November, 66% of the feedback we received about local health and social care services was negative, 7% was positive, and 10% was mixed or unclear. A further 17% contacted us with no or a neutral sentiment.

Key Themes

The stories shared typically had themes of...



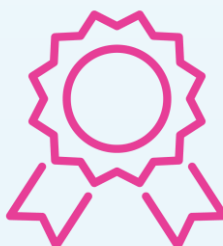
Caring, kindness, respect and dignity



Accessibility and reasonable adjustments



Quality of treatment



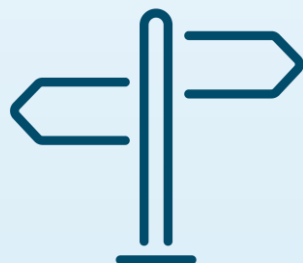
Service organisation, delivery, change and closure

Top 3 Services

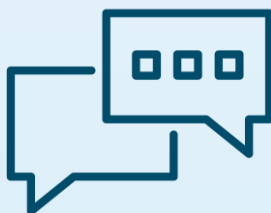
Of the stories shared, we heard the most about...



GP

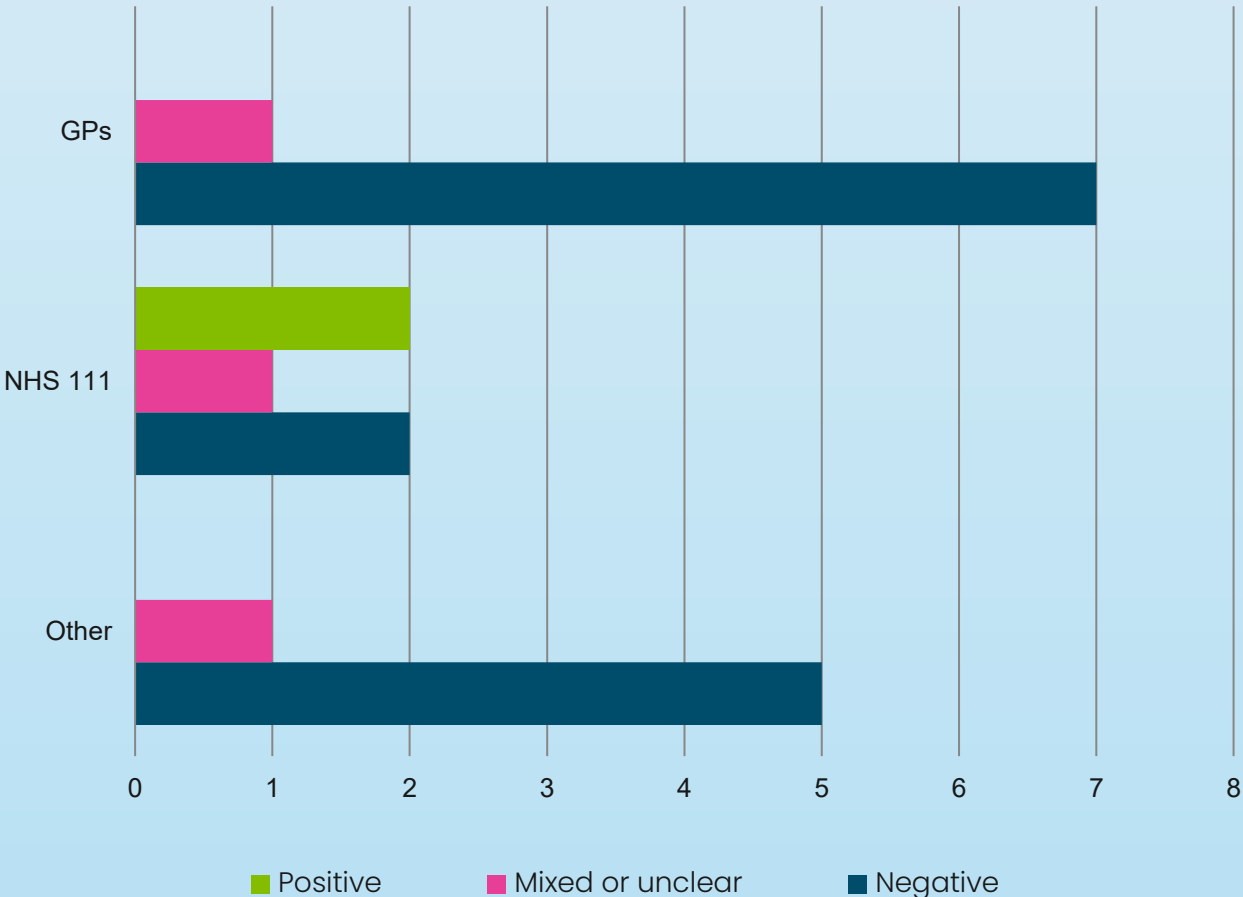


NHS 111



Other

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



Get involved...

If you're living in Stoke-on-Trent and have experience with CAMHS ADHD and ASD assessments – whether your child has completed their assessment, are part way through, or have had their referral rejected – we want to hear from you!

Click the link or scan the QR code below to access the survey.

[CAMHS ADHD and Autism Assessments](#)

**CAMHS ASD and
ADHD Assessments**



Get involved...

We're looking to hear from adult's living in Stoke-on-Trent who are either self- or formally diagnosed with ADHD and/or autism about the kind of support, advice, and information that is available to you, whether it's useful, and where you heard about it.

Click the link below or scan the QR code to access the survey.

[Adult's ADHD and Autism Support](#)

**Adult's ASD and
ADHD support**



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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✕ @EcsEngaging

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