

## Staffordshire LINK

### Emerging themes from community engagement activities and events

#### 1. Management of sickle cell anaemia.

- Lack of specialists in the management of sickle cell anaemia across Staffordshire leading to a poorer quality of service. Patients travel to Birmingham for treatment.

*Recommendation: Further work to be undertaken by Community Council, enquiry of the PCT with regard to commissioning/provision of specialists/consultants.*

#### 2. Service provision.

- Difficulty in accessing services and lack of service provision:
  - Barlaston GP surgery concerns.
  - Hixon
  - Need flexibility for GP appointments – transport issues particularly for the elderly – difficult to get to early/late appointments.
  - Lack of GP, pharmacy, chiropody, optician and dental services in rural communities.
  - Chiropody – lack of specialists in diabetes services (Cannock/Stafford)

*Recommendation: Request information from the PCT regarding commissioning of services and any proposals if aware of difficulties in these areas. Refer specific concerns to GP patient groups for consideration and feedback to the LINK.*

#### 3. Acute Care Services

##### Stafford/Cannock Hospital:

- Block booking of outpatient appointments causing long delays/transport/parking issues.
- Community transport/voluntary car schemes – issues with parking, dropping off patients – need volunteer assistants on hand at the hospital to provide help getting patients from the vehicles into wheelchairs etc. and into the hospital
- Waiting times generally; early appointments for the elderly not convenient particularly if needing help with transport arrangements; lack of communication in respect of how long the appointment would last – again issues around transport pick-up and parking
- Confusion over appointments cards – is the appointment at Stafford or Cannock – suggest colour coded cards
- Waiting times for hospital discharge too long.

##### University Hospital of North Staffordshire

- Patients do not receive help with feeding at meal times
- Waiting times for hospital discharge too long.

*Recommendation: Request information from the Trusts in respect of block booking of appointments; volunteers on hand to support carers/transport drop offs and pick up of patients; communication of appointments; proposal for different coloured appointment cards for Cannock and Stafford. Enter and view for feeding time issues and hospital discharge process.*

4. Respite care/Day care provision
- Branston/Newcastle-under-Lyme – closure of day centre and respite facilities
  - Lack of respite care for under 65's

*Recommendation: Information request from local authority. Survey questionnaires to gather further information by Community Council of Staffordshire.*

5. Mental health services
- Branston – long waiting times for referrals with no support in between.

*Recommendation: Information request from Mental Health Trust and engagement/survey work by Community Council of Staffordshire.*

6. Transport and parking issues
- Generally both at GP surgeries and hospitals.
  - Difficulty in travelling to appointments if relying on public transport.
  - Lack of parking/expensive parking.
  - Lack of drop off/pick up areas.

*Recommendation: Further engagement/survey/questionnaires to be carried out by Community Council of Staffordshire and LINK.*

7. Dignity and respect
- Lacking in hospital/GP settings particularly in respect of elderly patients – several comments that GPs/hospital staff treat elderly as 'simple'.

*Recommendation: Further observation and feedback from patients using enter and view. Also refer issue to GP surgery patient groups to explore further and feedback to the LINK.*

8. Ambulance services:
- Need more first responders for rural/remote areas – currently have to raise funds themselves as not funded.
  - Lack of communication between different ambulance service providers when working across borders – sometimes no ambulance, sometimes 3.

*Recommendation: Request for information from NHS Ambulance Trusts with regard to protocols for cross border working protocols and data in respect of first responders. Further engagement work with rural communities by Community Council of Staffordshire.*

9. Burton BME Youth
- Concerns that Clinic in a Box (sexual health/education) provision is patchy across the area.
  - Concerns that obesity support/education is not available – have to pay for weightwatchers etc. Need help.

*Recommendation: Request for information from PCT/Public Health regarding service provision. Further engagement/survey work with BME communities by Community Council of Staffordshire.*

10. Dental Services

- Accessing dental surgeries – many upstairs with no lift – do they need to be DDA compliant? PCT who has responsibility or dental services.
- Lack of NHS dentists.

*Recommendation: Request for information from PCT - Question who has responsibility for NHS Dental service provision and requirement in respect of DDA compliance. On receipt of this information may need to schedule enter and view in respect of DDA and undertake further survey work with regard to lack of NHS dentists.*

11. Carers Services

- Lack of care home provision (Penkridge)
- Direct payments being stopped.
- Re-tendering process delayed – carers unsure of continuing care service.

*Recommendation: Request information from Local Authority with regard to process, policies and consultation with carers and service users with regard to service provision.*