

Healthwatch Update to Health and Wellbeing Board – 7th March 2024

Baz Tameez – Healthwatch Staffordshire Manager

Healthwatch Update Key highlights

- **CHC – Continuing Health Care** Healthwatch has started to work with MPFT around Continuing Health Care and patient feedback. One of the biggest challenges facing all systems is supporting the care of our frail elderly and those with long term conditions.
- **Cross Border – Mental Health Services** concerns have been raised by residents that they do not have access to any local services and sometimes must travel over an hour to see a mental health specialist.

Healthwatch Update Key highlights

Emergency Services – West Midlands Ambulance Services presented at the Health Care Overview Scrutiny in December 2023. Concerns raised about ambulance crews only hitting a target of 3.2 calls per shift as opposed to previously averaging 7-8 calls per 12-hour shift.

- 430 ambulances in the West Midlands.
- Progress has been made since last winter with learning from Walsall Acute Trust.
- WMAS finding the CRIS service very useful in admission avoidance and would like to see it extended to cover 24 hours.
- New mental health ambulances and crews now trained and introduced to the system.
- WMAS open to visits to the control room for Healthwatch.

Healthwatch Update Key highlights

Non-Urgent Patient Transport – ERS Negative patient experiences have been raised with Healthwatch about Non-Urgent Patient Transport. The key areas on concerns raised were around:

- 4-6 hours to return patients.
- Uncertainty on pick up times.
- Waiting time, post dialysis exceeding guidelines.
- Excessive time on Transport (journey time exhaustion).
- Drivers are not always aware of the most efficient routes.

Healthwatch Update Key highlights

Stoke and Staffordshire Neonatal and Maternity Staffordshire and Stoke-on-Trent had the second highest neonatal mortality rate in the UK. The UHNM Neonatal Improvement Group has been re-established to better understand the data and identify areas for learning. The Children and Young People Programme Board has commissioned an Infant Mortality review, and a steering group has been established to investigate the wider social factors which may impact on neonatal mortality rates.

A full route cause analysis is completed for every neonatal death.

There had recently been successful recruitment campaigns in both UHNM and UHDB to reduce the vacancy rate. Healthwatch is aware that the influx of new recruits would require support and present additional pressure initially.

There has been **significant improvement in the Induction Of Labor performance over December 2023 and Jan 2024 (90% and 98% respectively)**. Midwifery vacancies have reduced with further recruitment events planned. The improved staffing position also supports the home birth service to recommence bookings from April.

Healthwatch Stoke and Healthwatch Staffordshire have completed a joint review of maternity services at Royal Stoke Hospital which is due to be published in the coming weeks. Most of the feedback is positive.

Deep Dives 2024 – 2025 'The Patient Journey'

Healthwatch will be working sequentially through its next three deep dives between January 2024 and March 2025

We will be focussing initially on patient experiences as well as talking to service providers to ensure a balanced view.

- 1. The 999 Ambulance Service (Jan –May 24)**
- 2. Admissions Avoidance Schemes (June –Oct 24)**
- 3. Hospital Discharges (Nov –March 25)**

Deep Dives 2024 – 2025 'The Patient Journey'

Deep Dive - 999 Ambulance

Healthwatch has been working with West Midlands Ambulance Service to collaborate on our first deep dive on Staffordshire patient experiences of calling a 999 ambulance.

- ICB's key metric for 23/24 to reduce category 2 and 3 ambulance calls
- Healthwatch patient experience survey out until 10 March with good response
- Highest response rates from the Moorlands and East Staffordshire
- Generally complimentary about the paramedics but anxious about wait times
- Falls reported by patients to have the longest waits (6 to 16.5 hrs)
- Referrals to alternatives to hospital admission made when clinically safe to do so

Thank you