

# NHS Herefordshire and Worcestershire **Patient Participation Group** **Update**

21 September 2022

## **Welcome to the Herefordshire & Worcestershire Patient Participation Groups update**

- [Stroke Services – Join the conversation and have your say](#)
- [PLACE inspections – Get involved - Worcestershire Acute Hospitals NHS Trust](#)
- [Quick Poll - PPGs how do you communicate with patients registered at your GP surgery?](#)
- [Local Health Campaigns and News](#)
- [Local Health News Links](#)
- [Engagement Links](#)

## **Stroke Services – Join the conversation and have your say**

Across the Herefordshire and Worcestershire Integrated Care System (ICS) and with partners in Powys, Wales, organisations have been working together to consider the sustainability of stroke services.

We want to hear what you think about stroke services and the issues discussed in the Stroke Issues Paper or Presentation. You do not have to have had a stroke or know anyone who has to complete this survey, we would like to hear from a wide range of people.

**Stroke Issues Paper** – The Stroke Issues Paper can be found [here](#). Easy Read and Welsh versions of the Issues Paper will shortly be available on the [website](#). The details from the [Stroke Issues Paper](#) can also be watched/listened to in our narrated [presentation](#). If you would like any of this information in a different format or posted to you, please contact [hw.engage@nhs.net](mailto:hw.engage@nhs.net) or call [0330 053 4356](tel:0330 053 4356) and ask for the engagement team.

**Survey** - The survey can be found [here](#) and should take **approximately 10 minutes** to complete. Long link:  
<https://www.surveymonkey.co.uk/r/strokeservices2022>

All responses will be anonymous unless you choose to give your details in Question 5. NHS Herefordshire and Worcestershire Integrated Care Board (ICB) will store the answers that you give and may use some of your anonymised quotes. We will publish the anonymous findings to our [website](#) and will also share with our partners. Personal identifying information will not appear in any publications resulting from this survey. Your answers will be used to improve stroke services.

**Deadline** - Please complete this survey by **9am, Friday 11 November 2022**.

**More information** - For more information, please visit our dedicated webpage: <https://www.hwics.org.uk/get-involved/involvement-opportunities/stroke-services>

## PLACE inspections – Get involved - Worcestershire Acute Hospitals NHS Trust

Worcestershire Acute Hospitals NHS Trust would like to invite local people and representatives from organisations to join them for their annual PLACE inspections. This is to help them understand where they are doing well in our hospitals and how they can improve.

PLACE stands for Person Led Assessment of the Clinical Environment. It is about coming to one of the Worcestershire Acute Trust's hospitals in a group with other local people and representatives and hospital staff to assess how the environment supports the provision of clinical care, assessing such things as privacy and dignity, food, cleanliness and general building maintenance and, more recently, the extent to which the environment is able to support the care of those with dementia or with a disability.

**How to take part:** If you are interested to be involved please contact Emma Bridge and Helen Mills who are co-ordinating this work ([emma.bridge1@nhs.net](mailto:emma.bridge1@nhs.net) / [helen.mills12@nhs.net](mailto:helen.mills12@nhs.net) ), please also copy in Lili Mellor, Patient Experience Engagement Administrator ([lilimara.mellor@nhs.net](mailto:lilimara.mellor@nhs.net)).

**More information:** You can read more about PLACE here: <https://digital.nhs.uk/data-and-information/areas-of-interest/estates-and-facilities/patient-led-assessments-of-the-care-environment-place>

## Quick Poll – PPGs how do you communicate with patients registered at your GP practice?

We are keen to hear from PPG representatives about the way you stay engaged with patients registered at your GP surgery.

The ICB engagement team will collate your feedback and share the results within a future edition of the PPG email update, as a means to spark inspiration and share best practice.

This survey should take approximately **3 minutes to complete** and can be found here: <https://www.surveymonkey.co.uk/r/PPGPatientCommsSept2022>

All responses will be anonymous unless you choose to give your details in Question 5. NHS Herefordshire and Worcestershire Integrated Care Board (ICB) may use some of your anonymised quotes. We will publish the anonymous findings in a future edition of the PPG email update. Personal identifying information will not appear in any publications resulting from this survey.

**The deadline to complete the survey is 5pm, Monday 26 September 2022.**

## Local health news links

- NHS Herefordshire and Worcestershire ICS: <https://www.hwics.org.uk/news/latest-news>
- Herefordshire and Worcestershire Health and Care NHS Trust: <https://www.hacw.nhs.uk/news>
- Wye Valley NHS Trust: <https://www.wyevalley.nhs.uk/news-events/trust-newsroom.aspx>
- Worcestershire Acute Hospitals NHS Trust: <https://www.worcsacute.nhs.uk/news-and-media/in-the-news>

## Engagement Links

- Current Engagement opportunities: <https://www.hwics.org.uk/get-involved>

Best wishes,

The engagement team

The Engagement Team can be contacted by emailing: [hw.engage@nhs.net](mailto:hw.engage@nhs.net) Please email if you wish to unsubscribe from this mailing list. NHS Herefordshire and Worcestershire ICB holds your details confidentially and will not share them with a third party. It is important for the ICB to ensure the details we hold are accurate, it is your responsibility to ensure that the details provided are accurate and that you keep us informed of any changes in the future. If there are any contact detail changes please notify us by using the email address above.

