

## **People urged to use consultation survey because cards don't cut it**

People in North Staffordshire and Stoke-on-Trent responding to the [consultation on the Future of Local Health Services which closes on 17 March 2019](#) are being encouraged to use the official survey rather than pre-printed postcards.

A small number of cards have been received so far. They are identical but have space reserved for people to fill in their contact details, the date and have a small space for comments.

The cards all relate to services at Leek Hospital only.

But responding in this way limits the amount of feedback people can give.

Marcus Warnes, Accountable Officer, North Staffordshire and Stoke-on-Trent CCGs said: "We are looking for the golden nuggets that good patient insight will give the CCGs to help them shape future services.

"People have a right to use pre-printed cards if they wish but they only allow the respondent to provide limited feedback. They do not allow people to comment on all aspects of the consultation proposals. The survey gives people the opportunity to tell the CCGs what they think about all of the proposals. This includes commenting on the model of care, the integrated care hub options and the community hospital and care bed options.

"If only a card is submitted thoughts and opinions on all of the proposed changes are likely to be missed. Therefore we strongly recommend that respondents complete the [consultation survey](#) and read the consultation document so they can provide feedback from a fully informed position."

The cards will be treated as correspondence, read and coded as part of the detailed analysis. The codes for these cards will be identical because they have a standard statement.

"Any comments in the small comments box will also be taken into account in the same way as lines in an email or standard letter that give feedback", he added.

Local people are also able to give feedback by attending a number of events. The last was held at St Edward's Church of England Academy last night and was a sell-out attended by around 100 people. The next event is at [please insert details] with a second event organised for Leek at the same venue on Monday March 11 for those who could not attend on the 24 January.

[People are asked to book in advance if they wish to attend any event.](#)

There are also public stands in local shopping centres and markets.

**ENDS**

### **Notes to editor**

The consultation runs until Sunday 17 March 2019.

For more information including completing the online survey visit:

[www.healthservicesnorthstaffs.nhs.uk](http://www.healthservicesnorthstaffs.nhs.uk).

Or call 01782 298002 or email [consultation.northstaffsstoke@nhs.net](mailto:consultation.northstaffsstoke@nhs.net).

The consultation process will include a wide range of public events held at locations throughout the area (see the website) as well as targeted events aimed at reaching groups who traditionally struggle to have their voices heard.

The responses received during the consultation will be analysed independently and a report produced. This report will be presented to North Staffordshire and Stoke-on-Trent CCGs for consideration before any decisions on service change are taken. This meeting will be held in public and all the relevant documents and a report on the event will be published on the consultation website [www.healthservicesnorthstaffs.nhs.uk](http://www.healthservicesnorthstaffs.nhs.uk).

For all enquiries and requests for interviews please contact the press office:

[mediacsu@nhs.net](mailto:mediacsu@nhs.net) or call **0333 150 1602**