

Welcome to the Autumn 2025 People's Panel Newsletter



Staffordshire and
Stoke-on-Trent
Integrated Care Board

As we move into a new season, we're excited to share updates, insights, and opportunities to get involved in shaping health and care services across Staffordshire and Stoke-on-Trent.

Thank you for being part of our growing community of over 2,500 members — your voice continues to make a difference 🤝

Phil, Alex, Terry, Ruby, Sue, Nikki.

The People's Panel Team

We're now on Facebook!



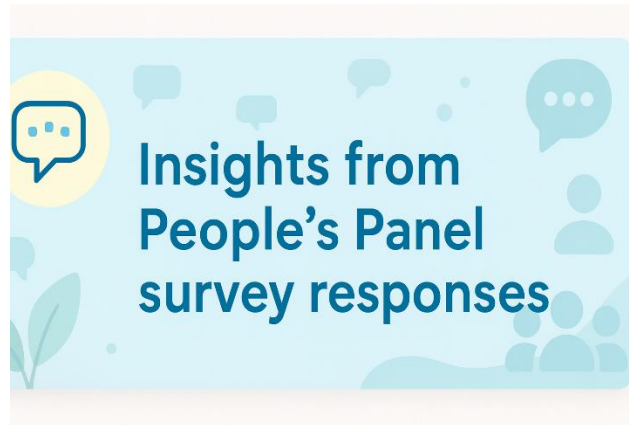
The People's Panel has a new home on Facebook — and we'd love you to join us there!

Follow our page for updates, surveys, local events, and ways to get involved in shaping health and care services across Staffordshire and Stoke-on-Trent.

Whether you're a panel member, carer, student, or community partner, your voice matters — and our Facebook page is a great way to stay connected.

 [**Search Staffordshire and Stoke-on-Trent ICB People's Panel while on Facebook.**](#)

Let's keep building a more inclusive, responsive NHS — together.

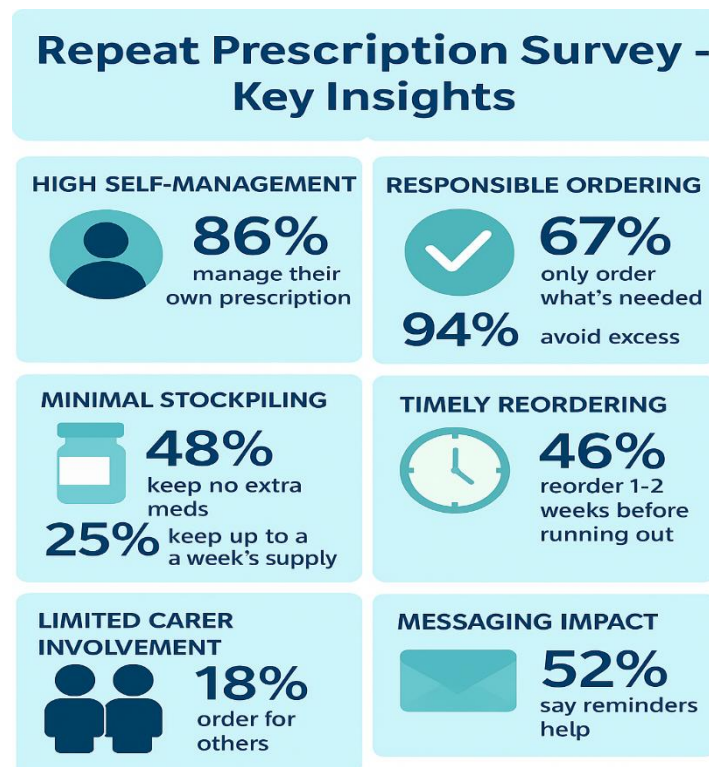


📢 A big thank you to the 828 panel members who completed the August survey about Repeat Prescriptions and Learning Disabilities, Down's syndrome or Autism awareness.

Keep an eye on the People's Panel section of our website for the full survey report, which will be published shortly:

👉 <https://staffsstoke.icb.nhs.uk/get-involved/peoples-panel/>

🔑 Key findings from the August survey can be seen below. 🖱️



Learning Disability, Down's syndrome or Autism Awareness Survey – Key Insights

Building inclusive services in Staffordshire and Stoke-on-Trent

Over the past year, the Integrated Care Board (ICB) has worked with partners to make services more inclusive for people with Learning Disabilities, Down's syndrome, and Autistic people. Insights from the 2025 Awareness Survey show encouraging progress in communication, staff awareness, and confidence in accessing support—especially in social care and education.

These findings guide future improvements, emphasising the need for inclusive design, staff training, and stronger cross-sector collaboration.

The image below shows year-on-year survey changes from 2024 to 2025, highlighting improvements in communication, disability awareness, safety perceptions, and accessibility of feedback channels across local services.

These positive changes reflect the real impact that feedback from People's Panel members is having on shaping and improving local healthcare and services.



Communication Improved

- Local Authority +15,9 %
- Police +10,9 %
- Schools +11,0 %



Awareness of Disabilities Increased

- Housing +22
- Local Authority +18
- Hospital Services +14



Safety Perceptions Strengthened



- Social Care +14
- Educational Settings +12
- Home Environments +18
- Public Spaces after dark – 8



Feedback Channels More Accessible

- Ambulance Service +15
- Police +13
- Local Authority +13

Thank you for completing the NHS App and Vaccines surveys!


We are grateful to all panel members who recently completed the surveys on vaccinations  and the NHS App . Your input will be considered to help shape future improvements

We are currently analysing the data and will publish the findings in the People's Panel section of our [website](#) in the coming weeks.

 <https://staffsstoke.icb.nhs.uk/get-involved/peoples-panel/>

Survey prize draw winners announced!

We're delighted to congratulate our prize draw winners for the Repeat Prescriptions and Learning Disability Awareness Survey. :

-  **Ann from Stoke**
-  **Dawn from Newcastle-under-Lyme**

Each winner received a **£50 Love2Shop voucher** as a thank-you for sharing their views.

We'll announce the winners of the vouchers from the NHS App and Vaccines survey in the next newsletter.

24/7 Mental health support by text

Round-the-clock help is just a message away.

Anyone across Staffordshire and Stoke-on-Trent can now access 24/7 mental health support by text with the launch of two new free text services across the area.

Individuals can text the following numbers to receive support for their mental health at any time of the day or night:

South Staffordshire: Text 07507 330605

North Staffordshire and Stoke-on-Trent: Text 07312 263117



Over 40? Time to check your blood pressure

High blood pressure can lead to stroke, heart disease, and kidney problems. A quick 10-minute check today could prevent serious issues tomorrow.

Find your nearest pharmacy **for a free check** - <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy/>



**Early detection and treatment
of high blood pressure
can help you live a longer,
healthier life.**

If eligible, trained pharmacy staff can check your blood pressure for free. You do not need to see a GP.

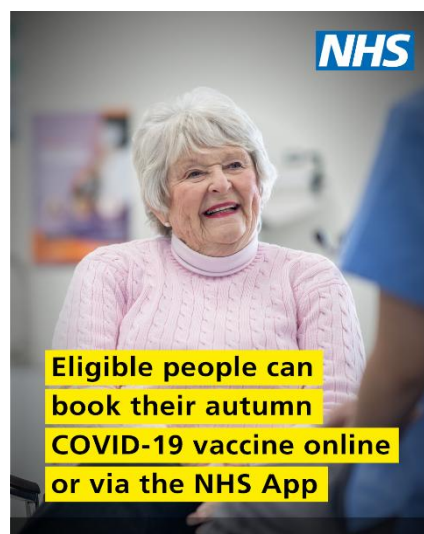


Stay Protected: Your NHS Vaccination Guide

Vaccinations are one of the most effective ways to protect yourself and your loved ones from serious illness. The NHS offers a range of free vaccinations at different stages of life—from childhood through to older age.

To find out which vaccines are recommended and when to have them, including advice for carers, visit the vaccinations guide:

[Vaccinations and Immunisations - Staffordshire and Stoke-on-Trent, ICS](#)



Help Reduce Medicine Waste – Only order what you need




Only order  what you need


**Speak to your pharmacist if you have any questions.
Thank you.**


Did you know large amounts of medicines are wasted in Staffordshire and Stoke-on-Trent each year? We need your help to reduce this.

Check what medicines you have at home before you order your repeat prescriptions. If you have enough, only request the medicines you need this time. You will still be able to order the others again in future.

Here are some tips to help you only order what you need:

 **Try keeping all medication in one place at home** so you can see what you have left and what you need to reorder.

 **For each prescription, take medication from one pill packet at a time** so that you can keep track of what you've taken and what you have left.

 **Make a note on your calendar 7–10 days before your prescription due date** to go through your medication and see what is left. Being organised in this way means that if bank holidays or weekends are coming up, you will have planned enough for these dates too.

Speak to your pharmacy team if you have any questions about how to change your prescription request.

Visit the campaign webpage page on the ICB website to find out more:

staffsstokeics.org.uk/only-order-what-you-need

Think Pharmacy First



NHS

Think pharmacy first

Earache? Your pharmacist can now provide treatment or some prescription medicine, if needed, for seven common conditions, without you seeing a GP.

Subject to age eligibility, including 1-17 years old for earache prescription medicine. Service available at majority of pharmacies.

See your
pharmacist **Help us
help you**

Did you know that you can go to your local community pharmacy for a vast range of healthcare needs?

You can get help and advice for lots of different things, and now, pharmacists can even give medication where needed for seven common conditions. All this,

without needing to wait for a GP appointment.

And because there are over 230 community pharmacies across Staffordshire and Stoke-on-Trent, you're probably always near to one. Not only this, but community pharmacies have longer opening hours, including weekends, making it quick and easy to visit for help and advice, and you can go at a time that suits you.

If you have any of the below problems, you can speak to a pharmacist for advice. The pharmacist will assess you and they will also be able to give you medication if you need it. The seven common conditions that pharmacists can prescribe for are:

- Urinary tract infections (if you are aged between 16 and 64)
 - Shingles (if you are 18 and over)
 - Impetigo - a skin infection that starts with red sores or blisters (for adults and children over 12 months old)
 - Infected insect bites and stings (for adults and children over 12 months old)
 - Sore throat (for adults and children over 5)
 - Painful sinuses - sinusitis (for adults and children aged 12 and over)
 - Some ear infections - acute otitis media (for children aged 1 – 17 and adults)
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Need Urgent Dental Care? **Help is now easier to access**



Need urgent dental treatment?

Contact the local dental service on 0300 123 0981 to arrange an urgent appointment



If you're in pain or experiencing an urgent dental issue, NHS urgent dental appointments are now available across Staffordshire and Stoke-on-Trent.

As part of the Government's national commitment to deliver [700,000 additional urgent dental appointments](#), Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) is expanding access to urgent dental care in your local area. This is part of the ICB's Local Dental Plan to improve dental access, address workforce challenges, and support better oral health for all communities. This means that:

- Over 16,000 new urgent dental appointments will be made available each year across Staffordshire and Stoke-on-Trent.
- The new appointments will be provided in addition to existing NHS urgent dental care services.

These urgent slots are reserved for patients in need of immediate care, such as:

- Severe dental pain or swelling
- Infections or dental trauma
- Bleeding or urgent post-treatment issues

You'll be signposted to available urgent appointments by contacting the [Staffordshire and Stoke-on-Trent Dental Advice Line \(via Community Dental Services\)](#).

Appointments are offered based on clinical need and availability at local dental practices who have signed up to provide additional urgent care slots.

The ICB has launched a local public information campaign to raise awareness about how to access urgent dental services, and the support available to patients. [Find out more information about the campaign here.](#)

The Staffordshire and Stoke-on-Trent Down's syndrome forum

The Staffordshire and Stoke-on-Trent Down's syndrome forum is a space for people with Down's syndrome to come together and influence change for Health, Social Care, Housing and Employment services locally.

If you, or someone you know, has Down's syndrome and would like to join, register your interest at <https://staffsstokeics.org.uk/downs-syndrome/>


Welcoming Ian Green OBE as new Chair of the ICB Cluster



We're pleased to announce that Ian Green OBE will be joining us as Chair of the newly formed cluster between NHS Staffordshire and Stoke-on-Trent and NHS Shropshire, Telford and Wrekin ICBs.

Ian brings over 15 years of senior NHS leadership experience, including roles at Salisbury NHS Foundation Trust and South-Central Ambulance Trust.

He steps into the role on 1 November 2025, following the retirement of David Pearson MBE. Ian shared: "I'm looking forward to supporting both systems as we work together to improve health and care for our communities."

 Read the full announcement


<https://staffsstokeics.org.uk/new-chair-appointed-to-icb-cluster/>

Welcoming Simon Whitehouse as new Chief Executive Officer of the ICB Cluster



Simon Whitehouse has been confirmed as the Chief Executive Officer of the Integrated Care Board (ICB) Cluster for NHS Staffordshire and Stoke-on-Trent and NHS Shropshire, Telford and Wrekin.

Simon currently serves as Chief Executive Officer for NHS Shropshire, Telford and Wrekin, a role he has held since 2022. With over 30 years of experience in the NHS, Simon brings a wealth of expertise from clinical practice, as a physiotherapist, and senior leadership roles.

 Read the full announcement

<https://staffsstoke.icb.nhs.uk/chief-executive-officer-for-icb-cluster-confirmed/>



Can you help promote the People's Panel?

The more panel members, the greater our voice in having a say on how health and care services are run in our area.

If you are a part of a group or organisation and would like to help us to promote the People's Panel, please get in touch with a member of our team if you would like any of the following promotional materials:

- Graphics for use on social media
- Leaflets and posters to distribute among your organisation or community

Tel: 0800 0996 422

Email: [Click here](#)

If you know someone who may be interested in joining the People's Panel, please send them this newsletter.

You can also send this link - [People's Panel - Staffordshire and Stoke-on-Trent, Integrated Care Board](#) to join the panel.

 [Forward this newsletter](#)

You are receiving this email because you are a member of the People's Panel.

Our mailing address is:

NHS Staffordshire and Stoke-on-Trent Integrated Care Board People's Panel

10 Queen Street

Newcastle, Staffordshire ST5 1ED

United Kingdom
