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Welcome to the People's Panel Winter 2025/26 Newsletter



Staffordshire and
Stoke-on-Trent
Integrated Care Board

Dear Panel Member

Happy New Year! As we step into January, we're excited to share updates, insights, and opportunities for YOU to help shape health and care services across Staffordshire and Stoke-on-Trent.



🌟 Over 2,500 voices strong — and growing! Your input is making a real difference.

Phil, Alex, Terry, Ruby, Sue, and Ruth.

The People's Panel Team



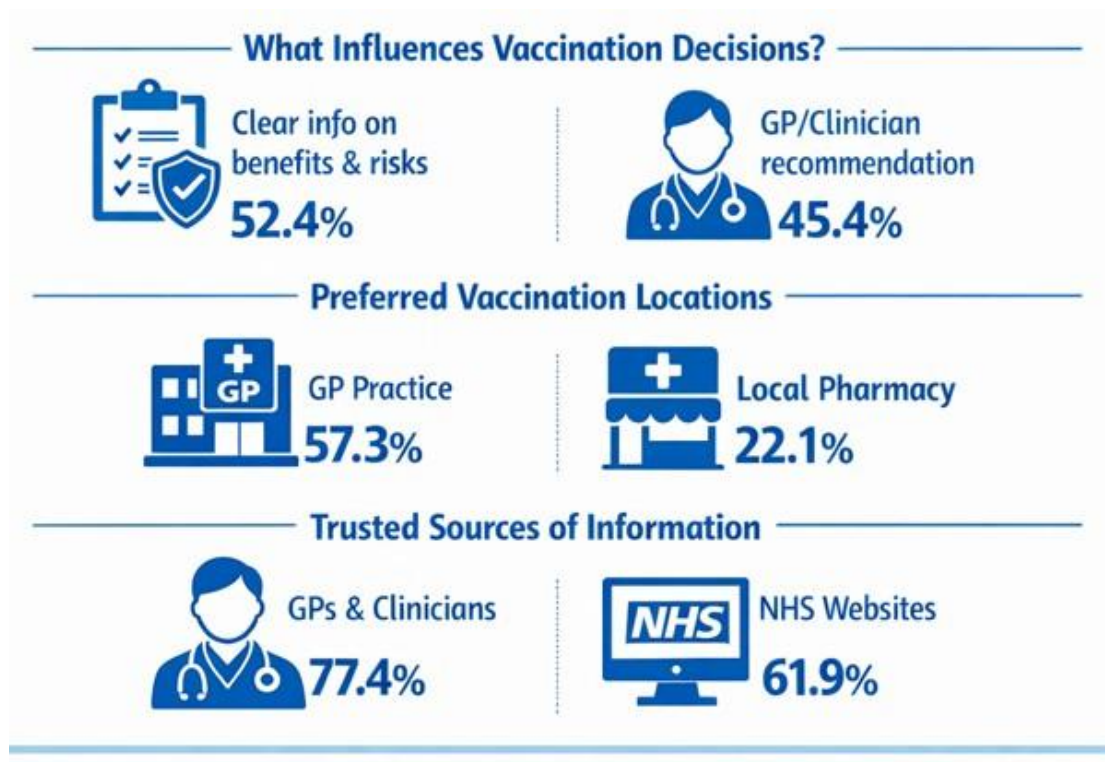
Thank you for completing the NHS App and Vaccinations surveys

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

A summary of the findings for the two surveys can be seen below. You can download the full survey reports from the link below.

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

Vaccinations survey summary



NHS App survey summary

People's Panel member usage of the NHS App.

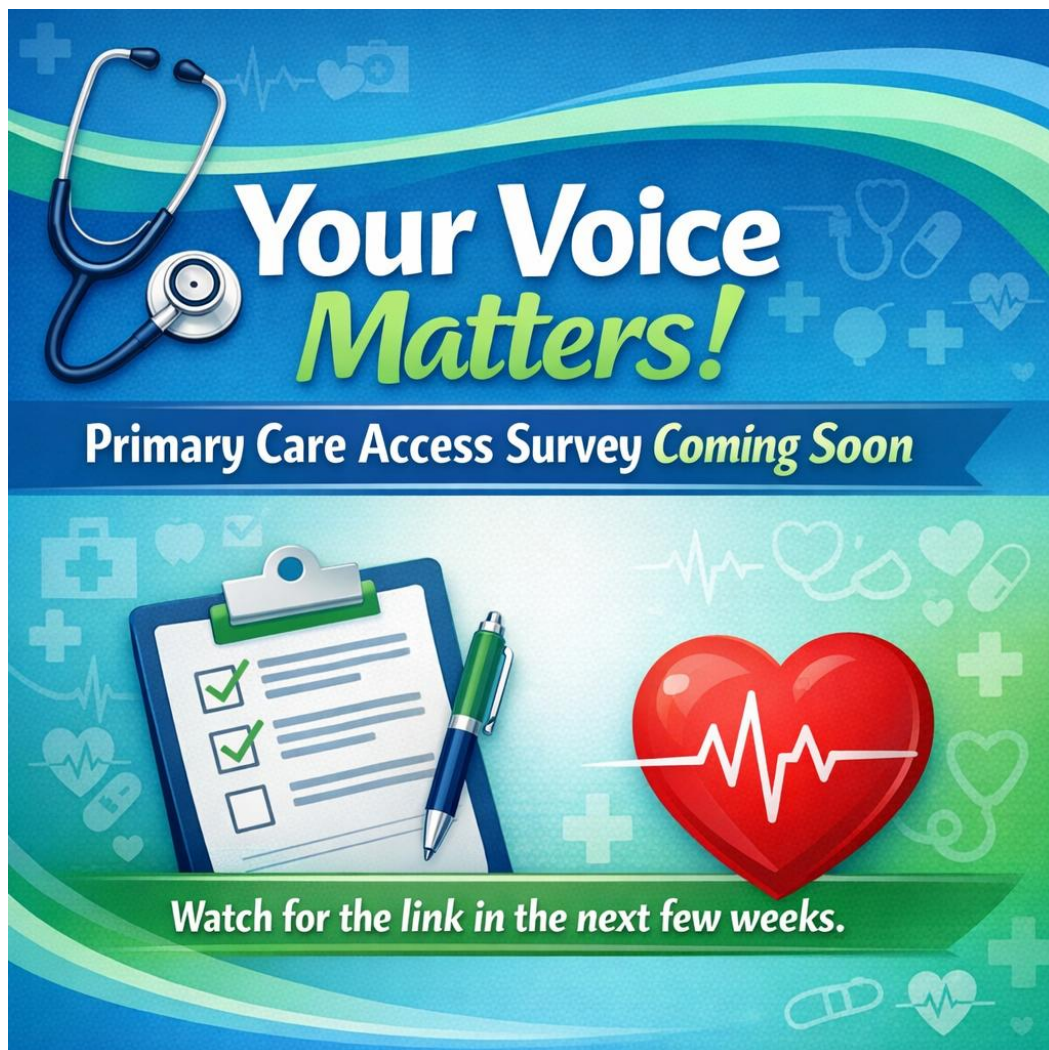


Survey prize draw winners announced!

We're delighted to congratulate our prize draw winners for the Vaccinations and NHS App surveys:

-  **Lynn from East Staffordshire**
-  **Jane from Staffordshire Moorlands**

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



24/7 mental health support by text

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 – 07507 330605
- North Staffordshire and Stoke-on-Trent – 07312 263117



24/7 mental health support text services available for residents across Staffordshire and Stoke-on-Trent

**South Staffordshire Text
07507 330605**

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

Partnership initiatives support more than 6,000 people in three years



The Falls Response team was launched on 7 December 2022 and has provided live service every day since.

As of September 2025, they have been called to 2,802 falls.

The majority of patients this team visit are elderly, and 83 per cent of the time, the patient is assisted and has no injuries. Crews also offer a home fire safety visit when they attend, further reducing any risk to the individual.

The second initiative, the Home from Hospital team, sees patients from the Royal Stoke University Hospital being collected and taken to their homes when they are discharged. There, they are given personalised care and attention, to make sure that they're protected in their own homes and offered support.

It was launched on 4 December 2023 and as of September 2025, has helped 3,433 people.

You can find out more [here](#).

Stay well this winter

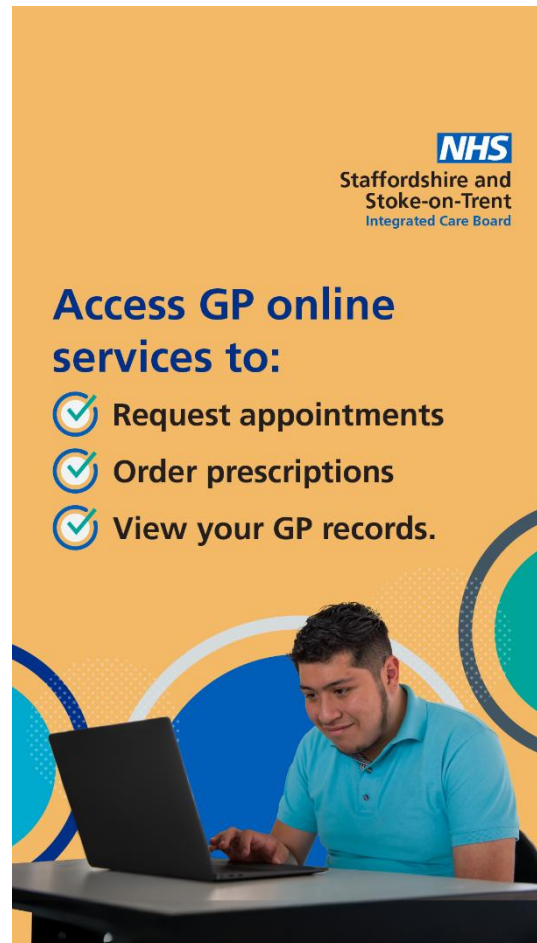
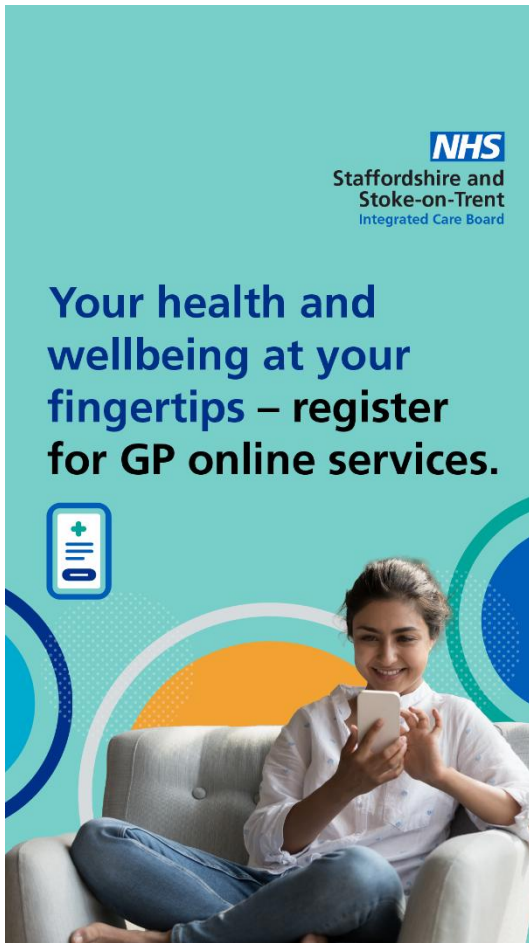
We're here to help you stay well this winter



Winter conditions can worsen existing health problems, especially for people aged 65 and over, or those with heart disease, kidney disease, chronic obstructive pulmonary disease (COPD), asthma or diabetes. Being cold can also cause your blood pressure to rise, potentially increasing the risk of strokes and heart attacks.

But, there are lots of things you can do to stay well this winter. You can view and download the guide [here](#).

Primary care digital access



GP practices are often the first-place people go for health advice or treatment. We know it's not always easy to get an appointment when you need one, so improving access is a key priority.

The Integrated Care Board (ICB) has launched a local campaign to help people understand the different ways they can contact their GP practice and get the right help more quickly. By promoting use of digital options, the campaign aims to educate local people around the ways they can access their GP practice digitally, if they are willing and able to. This should help to reduce pressure on phone lines, ease the 8am rush for appointments, and make access to care simpler and more convenient for patients.

To support this, there are now a range of digital options available to help you access healthcare:

- [NHS App](#) – a simple and secure way to access a range of NHS services and information on your smartphone or tablet. You can order repeat prescriptions, access appointment information or manage your hospital appointments (see below for information on support available to help you get started with the NHS App).
- [Online Consultation](#) – you can contact your GP practice to request help with admin tasks, ask about a medical problem or medication or access trusted NHS health advice.
- GP online services – this service lets you request medical help or an appointment once you have been triaged by the team, order repeat prescriptions or view your GP medical record.

The campaign encourages patients to choose the option that best suits their needs, helping GP practices provide faster, more efficient care for everyone. You can find out more about the new digital options and this campaign on our [primary care digital access webpage](#).

NHS App support from local libraries

The NHS App is an easy and convenient way to access your healthcare from your smart phone or tablet. However, if you're not sure how to download the NHS App, are struggling to get started with the app, or just need some extra support, you can now visit your local participating library to get support and advice about downloading and using the NHS App.

Visit our [NHS App webpage](#) to find out more about this service, including which libraries across Staffordshire and Stoke-on-Trent can help you.

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.](#)

You and your GP

NHS England has created a new set of guidelines called “You and Your General Practice” (YYGP) for patients and GP practices. You can view the guidelines [here](#).

The guidelines set out ways in which GP practices can support you, such as making reasonable adjustments. In return, it looks at how you can do your bit by being on time and prepared for your appointments, and by avoiding wasted appointments by cancelling early if you cannot make it.

More information is available on the ICB [website](#).

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/>

Healthy Choices Quiz



**No wrong answers,
just the
right start.**

Search
**Healthy
Choices Quiz**

**Better
Health** Let's
do this



The Healthy Choices Quiz is free, quick, and designed to help you take small steps towards lasting changes.

It can help you eat well, move more, sleep better, and feel more in control of your health.

You can access the quiz [here](#).

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.

What does it mean to be part of the People's Panel?

- **Share Your Voice** – Everyone has experience of using health and care services, and we want to hear your opinions.
 - **Regular Surveys** – Receive short, interesting online surveys by email that are quick to complete.
 - **Drive Real Change** – Your feedback gives health and social care partners vital insights to improve services.
 - **Community Collaboration** – The People's Panel is one way we work with local people before making any changes.
 - **Your Privacy Matters** – Your identity, contact details, and opinions will be kept completely confidential.
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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:

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