



Welcome to the Autumn 2026 People's Panel Newsletter.

As the leaves turn and the nights draw in, we're sharing fresh stories and updates from across Staffordshire and Stoke-on-Trent — along with key national healthcare updates that matter to our communities. This season brings new projects, helpful resources, and more chances for you to have your say.

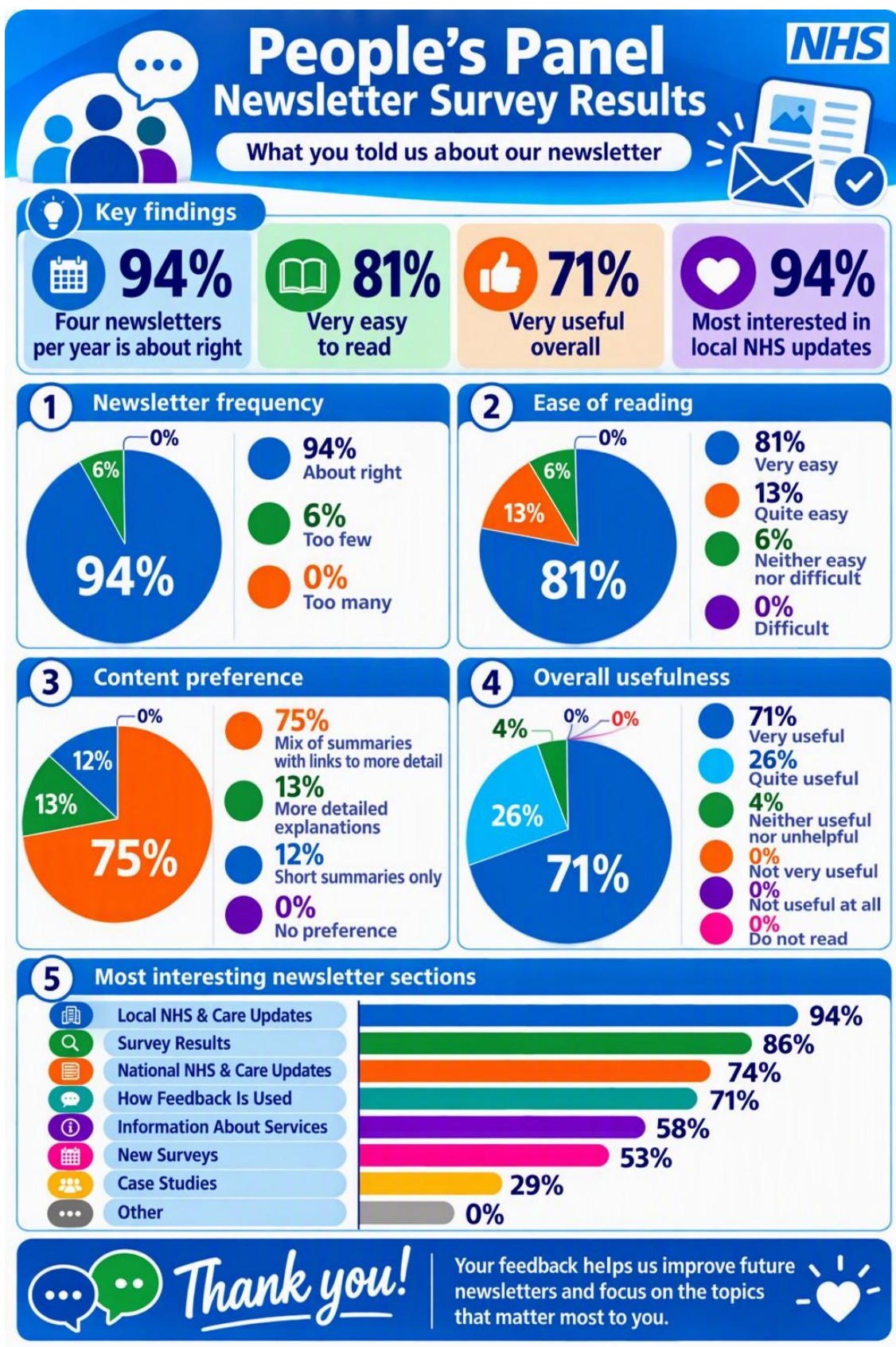
Thank you for being part of the People's Panel — your views continue to help shape better care locally and support wider improvements across the NHS.
The People's Panel Team.



We are looking for people to help us as we work to hear from even more people in Staffordshire and Stoke-on-Trent, by participating in a new recruitment campaign we are planning – you can find out more and register your interest via this [link](#).



A big thank you to the 184 People's Panel members who shared their views through our Summer Newsletter survey. Your feedback is helping to shape future newsletters, and the results show what information panel members find most useful and interesting. The survey findings are shown below.





How your feedback is being used

Thank you to everyone who took part in the Health Letters Survey. The feedback and insights provided are already helping to shape work locally and nationally.

The Report of Findings has been shared with programme leads across Staffordshire and Stoke-on-Trent, as well as colleagues in Shropshire, Telford and Wrekin. **The findings are being used to help inform improvements to patient-facing information and communications**, supporting local health and care systems to become more health literate and **making information easier for patients to understand**.

The findings have also been shared more widely with Integrated Care Board colleagues from across England as part of ongoing discussions between NHS England and local systems about improving health literacy and communication with patients.

As a result of your feedback, programme teams are using the survey findings to help shape future work and identify opportunities to improve how information is presented and communicated. The Health Literacy team's "You Said, We Did" update will also be refreshed to demonstrate how feedback from the survey has influenced ongoing improvements.

Your feedback is making a difference, helping to ensure that NHS letters and other patient information are clearer, more accessible and easier to understand.

You can view the full report of findings on the People's Panel webpage (scroll down to survey reports) [here](#).



How your feedback will be used

Thank you to everyone who took part in the survey. The responses received have provided valuable insights into people's experiences of receiving NHS appointment letters and the impact that delays can have.

We have already **received interest from NHS trust partners while the survey has been live**. Once the Report of Findings has been completed, it will be **shared with health and care partners, including NHS trusts, GP practices and other healthcare organisations**, to help them better understand people's experiences and the key themes identified.

The findings will support local organisations in considering what improvements they can make to their appointment letter processes and communications. Any actions taken will be determined by the individual organisations responsible for these services.

We will continue to work with partners to understand how the survey findings are being used and will share updates through the "You Said, We Did" section of the People's Panel page on the ICB website.

Your feedback is helping to highlight what matters most to patients and will contribute to improving communication across local NHS services.

The Report of Findings is currently being finalised and will be available on the [People's Panel webpage](#) in the next few weeks.



More than 130,000 local people used the NHS App to order prescriptions in June

The NHS App is becoming an increasingly popular way for people to manage their healthcare, with **130,687 residents** using the app to order prescriptions in June across Staffordshire and Stoke-on-Trent.



Over 700,000 NHS App accounts were registered across Staffordshire and Stoke-on-Trent as of June



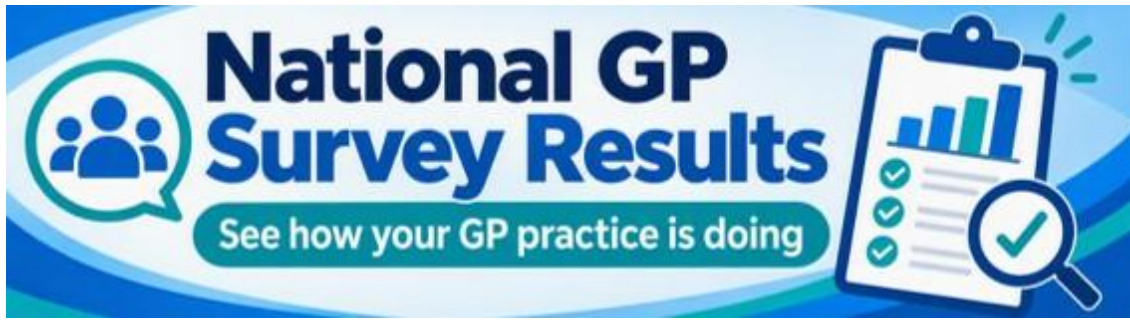
Source: NHS England Digital. NHS App Statistics, accessed September 2026. Available at: <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-app-statistics>



In June 2026, GP practices across Staffordshire and Stoke-on-Trent delivered **605,969 appointments**, with 88.2% attended successfully. Face-to-face appointments remained the most common type of contact, alongside telephone, video/online and home visit appointments, demonstrating the range of ways patients can access primary care services.



Source: NHS England, *Appointments in General Practice*, accessed September 2026. Available at: <https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice>



The latest National GP Survey Results are now available, giving patients an opportunity to see how their GP practice performed across a range of measures, including overall experience, access to appointments, communication with healthcare professionals and patient satisfaction.

Residents can search for their own GP practice and compare results with local and national averages using the GP Patient Survey website. The survey provides valuable insight into patients' experiences of primary care services and helps practices identify areas for improvement.

You can find your GP practice results from the link below:

[!\[\]\(e10773081adcaeab632f9dd4c8931cd5_img.jpg\) GP Patient Survey](#)



A summary of the Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) Five Year Plan is now available to read.

The Five Year Plan sets out how health and care services will work together to improve outcomes for the 1.18 million people who live in Staffordshire and Stoke-on-Trent. It outlines the key challenges facing our communities, the priorities for the coming years, and how the NHS and its partners will work together to deliver better, more joined-up and sustainable services. You can read the summary [here](#).



Nearly **£5 million** is being invested in palliative and end of life care across Staffordshire and Stoke-on-Trent, helping more people receive personalised support in the place they call home.

The funding will strengthen local services, improve access to specialist care, support families and carers, and help reduce unnecessary hospital admissions through a more joined-up neighbourhood health and care approach. You can find out more [here](#).



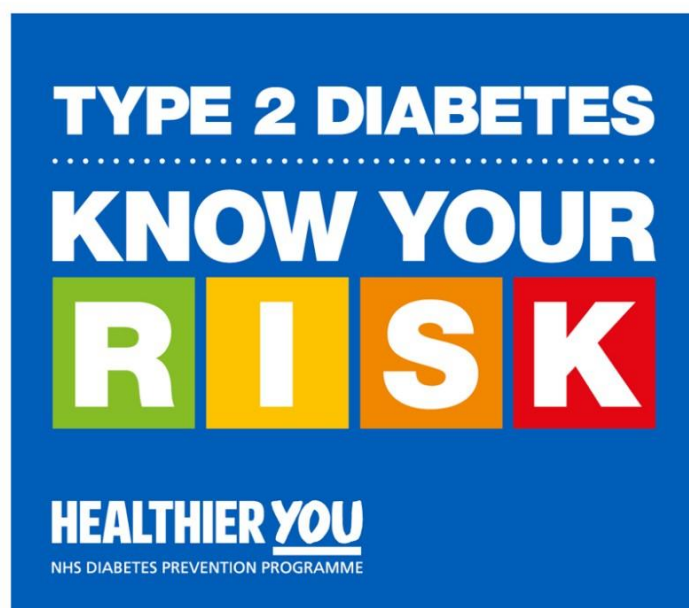
Amparo offers practical and emotional support for anyone bereaved by suicide in Staffordshire and Stoke-on-Trent.

Amparo can support you following a suicide in a range of ways:

- One to one individual support
- Help with any media enquiries
- Practical support when dealing with the Police or Coroner
- Help overcoming feelings of isolation
- Putting you in touch with local services that can help

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





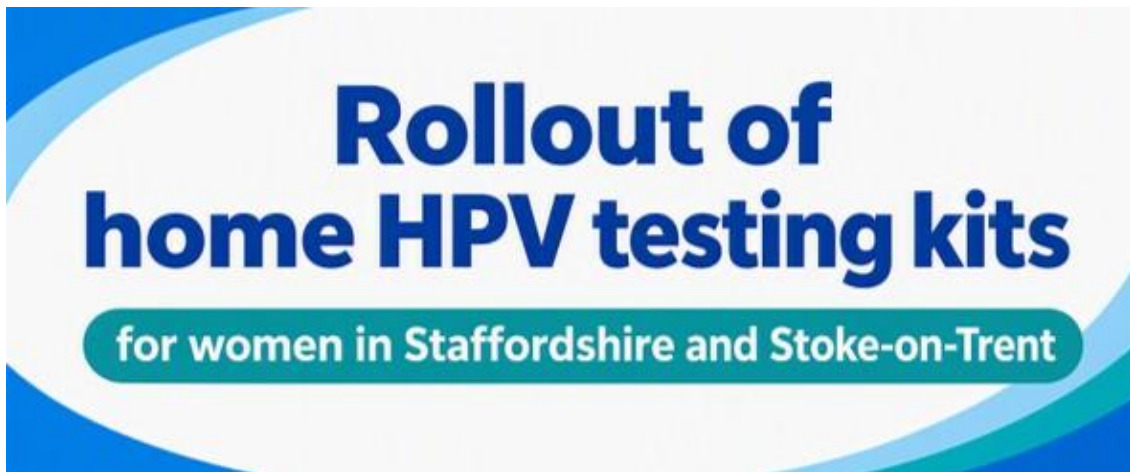
Find out your risk of type 2 diabetes

You can get help to make positive changes to your diet, weight and physical activity to significantly reduce your risk of developing type 2 diabetes.

Find out if you're at risk of developing type 2 diabetes by doing any of the following:

- Answering a few simple questions on the '[Know Your Risk](https://riskscore.diabetes.org.uk)' tool at riskscore.diabetes.org.uk
- Taking up the offer of a free NHS Health Check to assess your risk of type 2 diabetes, cardiovascular disease and other conditions such as high blood pressure (available for those aged 40-74)
- Asking your GP Practice to check if you are at risk.

If you are at risk, you may be eligible for referral to the Healthier You NHS Diabetes Prevention Programme by your GP Practice.



In August, NHS England announced the rollout of free HPV home testing kits for women in England.

The kits are intended to encourage women who have not attended screening appointments, to complete their potentially lifesaving test at home.

Women can take a simple swab and post it back for free testing, checking for high-risk HPV, the virus linked to most cervical cancers.

Women who are eligible in Staffordshire and Stoke-on-Trent will start receiving invitations via the NHS App, text message, email or letter, and once invited they will be able to order a free kit through the NHS App or their NHS online account.

If high-risk HPV is found, women will be invited for a follow-up screening.

Winter vaccine eligibility



Who is eligible for the flu vaccine this year?

- pregnant women
- 2- and 3-year-olds (age on 31 August 2026)
- school aged children (from reception to year 11)
- people aged 65 and over
- people with certain long term health conditions, from 6 months to under 65s
- people living with somebody with a weakened immune system due to a medical condition or treatment
- people sleeping rough or in hostels/shelters
- care home residents
- carers (receiving carer's allowance, or the main carer of an older or disabled person)
- frontline health and social care workers

Speak to your local GP practice, pharmacist or maternity service if you're not sure if you're eligible.

Book your flu vaccination

If you are eligible for a flu vaccination this winter, you can use the NHS online booking service to book, change or cancel your appointment quickly and conveniently.

Book or manage your flu vaccination appointment [here](#).

The service allows you to find available appointments at participating pharmacies and vaccination sites, helping you get protected ahead of the winter season.

Find out if you're eligible

If you are unable to view the eligibility information in the image, you can check who is eligible for a free flu vaccination this winter by visiting the GOV.UK guidance below:

Flu vaccination: who should have it this winter and why. Find out [here](#).

The guidance explains which groups are eligible for a flu vaccine, why vaccination is recommended, and how it helps protect both individuals and the wider community during the winter months.

Walk-in vaccination clinics

COVID-19 vaccination walk-in clinics available in Staffordshire and Stoke-on-Trent are listed below. If you're eligible you may also be able to get your flu vaccine at the same time. No appointment needed.

You can view the locations, days and times [here](#).

If you're unsure about which vaccines you're eligible for, want to find out more

information before booking a vaccine, or want to ask questions, the Staffordshire and Stoke-on-Trent Vaccine Confidence Network is available for anyone to access. The Network provides trusted information, practical resources and shared learning, alongside free online Vaccine Confidence training from Support Staffordshire, and resources to support communities.

You can find out more and join the network at <https://staffsstokeics.org.uk/your-health-and-care/vaccinations-and-immunisations/vaccine-confidence-network/>.



Stoptober: Quitting smoking support, tools and tips

Support is available if you are thinking of quitting smoking. Every time you try to quit smoking brings you closer to quitting for good. With the right support, you have a much better chance of quitting for good this Stoptober.

You can find out about local quitting services, which are available on the [Stop Smoking - Staffordshire and Stoke-on-Trent, ICS website](#). You can also find tips and tricks, and progress-tracking tools on the NHS Quit Smoking App – search for it in your app store.



Confirm your decision to be an organ donor.

Visit organdonation.nhs.uk



Each September marks the annual **Organ Donation Week**, between 21 and 27 September, when we try to raise awareness about the importance of organ donation and the need for more donors to join the register.

By joining the organ donation register, you would be helping those waiting for a transplant, and two minutes now could save up to nine lives.

The waiting list has never been higher with over 8,000 people currently in need of a transplant to save or improve their lives.

If you're already a member of the Organ Donation Register, you can [confirm your decision](#), and if you're not yet a member, you can [join today](#). It's the best thing you'll do today. You could also mention it to friends, family, or colleagues, to see if they would like to join.



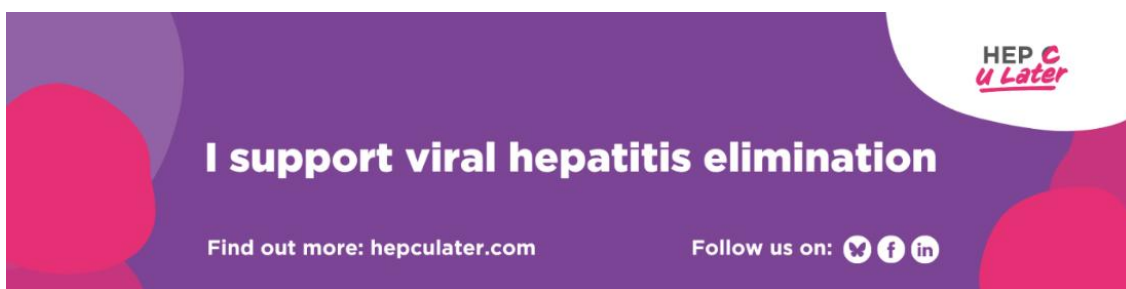
Are you registered with a GP in the Black Country, West Birmingham, Shropshire, Telford, Wrekin, Staffordshire or Stoke-on-Trent? If so, we would like to ask you about One Health and Care.

We would like to know:

- How much you already know about One Health and Care?
- How you feel about your information being used for planning purposes?
- If you have any feedback on how these changes, including the process for requesting that your details aren't shared, are being communicated?

Please complete our survey, which closes on Friday 20 November.

Have your say [here](#).



Hepatitis C is a blood borne virus which can cause serious damage to your liver.

If left untreated, it can lead to life-threatening harm.

The virus is spread through exposure to infected blood and the symptoms can go unnoticed for many years.

There are just a few steps you need to take to say 'HEP C U LATER'

- Get tested
- Get treated
- Get cured.

You can find out more, including how to order a free test on the HepCULater website [here](#).



If you're already a member of the People's Panel you can quickly tell us about any changes to your contact details, interests or personal circumstances. Keeping your information current means we can stay in touch and send you surveys and opportunities that match your interests.

You can access the member update form [here](#).

You only need to update the sections that have changed since you joined. If you'd prefer to refresh everything, you can complete the full update form instead.



[Join Now](#)

Please feel free to share this newsletter.



Forward