

4th August  
from  
10 am – 12 noon  
Blakenall Village  
Centre,  
79 Thames Road,  
Blakenall, WS3 1LZ

With a BSL Interpreter  
\*Lunch provided

healthwatch  
Walsall

# Annual Public Meeting

- Presentation of our Annual Report.
- Presentation around Social Prescribing.



Guest Speaker  
**Charlene Reece & Fatima Kasujee**  
Senior Social Prescribers

With attendance of a number of support organisations associated with social prescribing offering information and advice.

To book your space at the event  
as a member of the public

**Tel: 0800 470 1660**

or email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

\*Please let us know if you have any dietary or other specific needs.

healthwatch  
Walsall



Annual Report Presentation  
2021/2022  
Presentation about  
Social Prescribing



## Outline of meeting

- Introduction and welcome
- Meeting Etiquette
- Presentation and Q&A session
- How to get involved with Healthwatch Walsall
- Information and signposting
- Share your services experiences
- How to contact us



## Meeting Etiquette

- Please put your phones on mute
- Comments and questions can be made when asked for by presenters
- Please respect each other and raise your hand up if you wish to make a comment or ask a question

# Championing what matters to you

Healthwatch Walsall Annual Report 2021-22



## Our Annual Report presentation

### Contents

- Message from our Advisory Board Chair
- About us
- Our year in review
- Listening to your experiences
- Advice and information
- Volunteers
- Finances and future priorities
- Statutory statements
- The way we work
- How to contact us

## Our year in review

Over 300 people shared their health and social care experiences

Almost 300 came to us for information and advice

We published 16 reports throughout the year.

We had 21 volunteers who supported us to deliver our work

We engaged with almost 2,800 people in Walsall

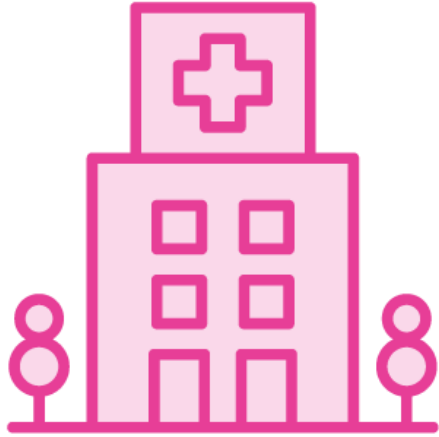
We issued and analysed 11 surveys to support intelligence gathering

We had 23,449 visitors and 42,524 page views of our website

We had 2,614 social media followers and made nearly 1,000 media posts



## Two main pieces of work from what people told us



From public intelligence gathered through 2020/ 2021 about their experiences when using Walsall Urgent Treatment Centre in Walsall Manor Hospital.  
We decided to a look at the service.  
We surveyed service users as well as collated past experiences to form a report, which we issued and is now on our website.

We decided to incorporate young people's experiences and views when using health and social care services.  
We have employed a dedicated Youth Engagement Officer to identify what services are important to young people and how they access them. But also to identify any gaps in services that may help the young people of Walsall. Work from the findings may form a piece of work for next year.



## Other work with did with the public and partners

- We continued our 1<sup>st</sup> Friday Focus meetings online
- We continued a befriending service with the socially isolated
- We delivered our Engage & Share work

We supported work such as:

- Pharmaceutical Needs Assessment
- Repeat Prescription Ordering Hub
- We produced and shared reports about Walsall GP services and Walsall Manor Hospital services

**1st Friday Focus...**  
4th March 2022  
from 10.00am  
till 11.30 am

Theme:  
**Shared Care Records**  
Guest speaker & presentation  
from:  
**Mark Taylor**  
Digital Shared Care Record  
Programme Manager



**Repeat Prescription ordering hub**



**Healthwatch Walsall**

**Engage & Share**  
Report

**PHARMACEUTICAL NEEDS ASSESSMENT**  
Report March 2022



South Street Care Home  
April 2021

**healthwatch**  
Walsall

Telephone 0800 470 1660  
Email [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

## Our work with



## Walsall Together Patient and Service User Engagement April 2021-2022

Healthwatch Walsall were commissioned by Walsall Together (WT) in 2019 as part of the patient, service user and citizen engagement around 6 priority areas: Diabetes, Cardiology, Respiratory, Mental Health, End of Life & Palliative Care, and best start in life early child. This has been to ensure that patient and service user engagement and involvement has been and continues to be at the forefront on Walsall Together priorities for changes in service delivery.







## **In addition:**

- We held more than 15 virtual workshops to capture patients lived experiences
- We engaged with over 200 people through our workshops and engagement
- We tabled 3 reports on living with and managing respiratory and heart conditions and end of life and palliative care
- Presented several patient/service user stories to Walsall Together Partnership Board to ensure that the patient voice is listened to and acted upon at the highest level

## We finally got out and about

- Diabetic Awareness events
- International Cycling-Women's event
- Walsall Manor Hospital weekly
- Jumped on the Thrive Bus
- Visited a number of community partners events





# Volunteers

This year our volunteers:

- Helped people have their say from home, carrying out telephone and online.
- Carried out telephone reviews for local services on the provide and assessing their accessibility.
- Promoted Healthwatch to other members of their community could share their health & social care experiences.



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Being a volunteer you can get involved in many ways like helping us out at events or undertaking Enter and View opportunities, to playing a strategic role guiding Healthwatch to meet the needs of Walsall people.

Every volunteer brings skills and something different to our Healthwatch. We thank them for that.

**Roger**  

 I have been using the services provided by the NHS all my life. I have had a number of health problems which have been addressed excellently by the NHS. I was convinced that everyone enjoyed the same very high quality of service that I and the members of family have received throughout our lives. Roughly 15 years ago I was instructed by my GP to attend a public meeting on a new medical centre. I attended the meeting and came away totally shocked. I discovered that not everyone enjoyed the same high quality of service that my family and I had received. I heard for the first time, stories of the poor quality of the health services others had received. As a result, I became involved with the statutory voluntary groups which were supposed to help and improve the quality of the services. Almost nothing was achieved until the present management of Healthwatch Walsall took over. I am classed as a 'volunteer' and have undertaken 'Enter and View' training. Prior to the pandemic I undertook a number of visits. Even during the pandemic, I have followed the work up. The 'First Friday' services in Walsall are a great example of what can be achieved. There is an excellent known across a route for channel the. The latter one this have I to the.

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**Mark**  

 Healthwatch Advisory Board Member  
 I found that commencing as a volunteer Board member during the pandemic rather difficult, as all the meetings were virtual, which was not ideal for a newcomer. I was not always sure what was expected of me, and had some confusion around role expectations. However, I was a clarifying induction and support from Aileen, and my first "real" meeting in Blakenall, I feel better prepared. I would certainly recommend the role of Healthwatch board member to anyone who is motivated, and feels that they might be able to fulfil the role. I happen to have a health background, although this is not essential by any means. It is satisfying to know that one is contributing to maintaining standards and excellence in local health and social care, which are crucial to us all.

**Do you feel inspired?**  
 We are always on the lookout for new volunteers, so please get in touch today.  
[www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)  
 0800 470 1660  
[info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

**Befriending Service**  
 During COVID-19 lockdown and restrictions we have reached out to socially isolated individuals via our befriending service. We continue to run the service and stay in touch with people. Naturally, we are always interested when they have accessed health or social care services.

**Testimonials:**

- "I look forward to being called weekly. I speak once in a while to family, so my call is important to me and I'm never let down not having it. I can ask any questions I need to and we talk about anything I bring up. I feel its like having a pen pal. I can also get information I need".
- "Just wanted to let you know how brilliant you are and you've helped me all this time I've known you. It's great talking to you about anything lol we can talk for hours. I'm so thankful I've got you Lynne specially through my hard times in bad health. Keep up the good work Lynne like I said before, I got my voice back talking to you every week you are a true friend, thank you for helping me and being there to listen to all my problems. Thank you my friend".



# Our Volunteers

Its been a difficult time during COVID19 to offer volunteering roles. But we have asked volunteers to keep safe, spread the word about Healthwatch Walsall and when they can take part in and promote any surveys.

A small cohort of volunteers have still been involved with projects over the phone, and by spreading the work we do in their communities.

If you are interested in volunteering with us then come and chat with us.

## Our work for 2022/ 2023

Walsall Manor  
Hospital  
Discharge to  
home and other  
care venues

A young peoples  
piece of work  
about a service  
that affects  
them

Walsall Manor Hospital

# HOSPITAL DISCHARGE

PAINT A PICTURE  
OF WHAT IT'S LIKE?

Take part in a survey about  
your or your relatives discharge  
to home, a care or nursing home.

Link: <https://tinyurl.com/33bmpzxx>




Or use a QR code

Or call .  
**Tel: 0800 470 1660**  
We can help you fill it on by phone

**healthwatch**  
Walsall

Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)


**your  
voice  
counts**



# 100%


of people voted  
health and social care in Walsall  
could be improved!

We want Walsall young  
people to get the best  
health and social care  
access possible!



So if you are 14 - 24 , take  
part in a short survey. Tell  
us how you feel about the  
services in Walsall. Use the  
link.

<https://tinyurl.com/2p98zku4> Or use the QR code



**youth  
healthwatch**  
Walsall

If you want to join our  
youth healthwatch team  
then call 07732 683449  
today!

# Finance

## Finance and future priorities

To help us carry out our work we receive funding from our Local Authority under the Health and Social Care Act 2012.

Income		Expenditure	
Funding received from Walsall Local Authority	£190,450	Staff costs	£136,901
Additional funding	£63.	Operational costs	£13,082
B/F 20/21	£17,156	Support and administration	
<b>Total income</b>	<b>£207,669</b>	<b>Total expenditure</b>	

We ended 2021 with a balance brought forward of £22,707. This is being used to fund a 12 month Youth Engagement Officer Post to help us get the voices of young people heard.

### Top two priorities for 2022-23

1. Discharge from Walsall Manor Hospital – to residents own homes or nursing care.
2. Young persons project to be defined by young people and delivered as part of the year 2022/23.

### Next steps

The pandemic has shone a stark light on the varying levels and conditions of access, testing, diagnosis and treatment of many conditions, as well as existing inequalities when using health and care services. Highlighting and championing the voices of all and importantly those who often have the least voice.

Over the coming year, our goal is to make sure Walsall peoples' decisions are not influenced by the barriers people face, regardless of where people live, differing levels of education, differing levels of income and indicate health inequalities.

#### Young Healthwatch

Our Youth Engagement Officer is carrying out a young people project to engage young volunteers to obtain service experiences and views of young people in Walsall.

These experiences and views will be analysed and will lead to improvements in our project

Income	
Funding received from Walsall Local Authority	£190,450
Additional funding	£63.
B/F 20/21	£17,156
<b>Total income</b>	<b>£207,669</b>

Expenditure	
Staff costs	£136,901
Operational costs	£13,082
Support and administration	£34,979
<b>Total expenditure</b>	<b>£184,962</b>

We ended 2021 with a balance brought forward of £22,707. This is being used in 2022/23 to fund a 12 month Youth Engagement Officer Post to help us get the voices of young people heard.

# INVITATION TO LEARN HOW YOUR NEW BUILD

# A&E BUILDING WILL WORK

Meeting At Walsall Manor Hospital  
**Friday, 19th August**  
**10.00 am till 12 noon**

This is an opportunity for you the public  
to learn how your New Build A&E building  
will be used.

## **NOTE: BOOKING ONLY EVENT**

So if you wish to attend contact Healthwatch Walsall to book your  
space.

Tel: 0800 470 1660 or

Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)



Special Invitation to the Walsall public to attend a presentation and a guide around the NEW A&E build soon to open in Walsall.

This follows on from some work we did last year arranging focus groups from various communities in Walsall such as the Blind/visually impaired, Deaf/hard of hearing and people with additional needs and members of the Walsall public.

**BOOKING EVENT ONLY. SO Please  
book today or very soon!**

# Social Prescribing Service Walsall Primary Care Network (PCN)

Charlene Reece – Senior Social Prescriber – North, West 1 and West 2

Fatima Kasujee – Senior Social Prescriber – South 1, South 2, East 1 and East 2





# What is the Social Prescribing Service?

- ▶ According to the NHS in 2019 up to 1/3 of GP appointments did not need to be with a Doctor (NHS, 2019).
- ▶ To help reduce the pressures on doctors in primary care additional staff/roles are being recruited as part of the personalised care model within NHS England's Long Term Plan (NHS, 2019), This includes the recruitment of social prescribers.
- ▶ The purpose of the Social Prescribing is to support patients with their non-clinical needs (Physical, Mental, Financial, Educational and Social) and work with them using a “what matters to me” approach so they can be connected to the right services and support to help meet their needs.



# Walsall Social Prescribing Service

Primary Care Networks



- ▶ In April 2020 OurNet Health Services Ltd employed 8 Social Prescriber Link Workers to work in partnership and support the 52 G.P practices in the 7 PCN Localities within the Walsall borough.
- ▶ To date (July 2022) the number of Social Prescriber Link Workers has now expanded to 14 with a view for further recruitment to meet the increased demand for the service from patients living in the Walsall area.

# PCN - Locality - GP practices

Primary Care Networks



## South 1:

**Social Prescribers covering this area:**  
(Currently recruiting)

- ▶ Little London Surgery
- ▶ Beechdale Health Centre
- ▶ Saddler's Health Centre
- ▶ Brace Street Surgery (Brace Street Health Centre)
- ▶ Dr Kumar & Singh (Brace Street Health Centre)
- ▶ Dr Mahbub's Surgery (Brace Street Health Centre)
- ▶ Forrester Street Modality Group Sai Medical Centre
- ▶ Pleck Health Centre
- ▶ Ambar Medical Centre

## South 2:

**Social Prescribers covering this area:**  
Fatima Kasujee and Kate Evans

- ▶ Lichfield St Surgery
- ▶ Sycamore House Medical Centre
- ▶ The Limes Medical Centre
- ▶ St Peters Surgery
- ▶ Broadway Medical Centre
- ▶ Palfrey Health Centre



# PCN - Locality - GP practices

Primary Care Networks



## East 1:

**Social Prescribers covering this area:**  
**Brenda Hodgetts and Kathryn Sasaru**

- ▶ Parkside Medical Practice
- ▶ St John's Medical Centre
- ▶ Streets Corner Surgery
- ▶ Chapel Street Surgery
- ▶ New Road Medical Centre
- ▶ Holland Park Surgery
- ▶ High Street Surgery
- ▶ Walsall Wood Health Centre

## East 2:

**Social Prescribers covering this area:**  
**Gurdip Sahota, Michelle Barton and Sharon Roadnight**

- ▶ Blackwood Health Centre
- ▶ Collingwood Family Practice
- ▶ Northgate Practice
- ▶ Portland Medical Practice
- ▶ Rushall Medical Centre



# PCN - Locality - GP practices

Primary Care Networks



## West 1:

Social Prescribers covering this area:  
Minaz Bi and Alison Yates

- ▶ Kingfisher Berkely Practice
- ▶ Stroud Practice
- ▶ New Invention Health Centre
- ▶ Modality Darlaston
- ▶ Darlaston Family Practice
- ▶ Dr Khan's and Qureshi

## West 2:

Social Prescribers covering this area:  
Jaz Seehra and Tanya Graham

- ▶ Sina Health Centre
- ▶ Lockfield Surgery
- ▶ Lockstown Practice
- ▶ Croft Surgery
- ▶ Moxley Medical Centre
- ▶ Rough Hay Surgery
- ▶ Birmingham St Surgery
- ▶ The Keys Family Practice



# PCN - Locality - GP practices

Primary Care Networks



## North Practices:

**Social Prescribers covering this area:  
Charlene Reece, Holly Pointon and  
Rebekah Millington**

- ▶ Birchills Health Centre
- ▶ Blakenall Village Family Practice
- ▶ Leamore Health Centre (Harden)
- ▶ Lower Farm Health Centre
- ▶ Mossley & Dudley Fields Surgery
- ▶ Pinfold Health Centre Practices - 5 in total under 1 building.

## Pinfold Health Centre:

- ▶ Pinfold Medical (previously known as All Saints Surgery /Field Road Surgery)
- ▶ Bloxwich Medical Practice
- ▶ Khan Medical Practice
- ▶ St Luke's Surgery
- ▶ St Mary's Surgery



# Access Criteria for the Walsall Social Prescribing Service



- ▶ Patient must be registered with a Walsall G.P
  
- ▶ Patient must be aged 18+ who would benefit from non-clinical support, this could include:
  - ❖ Carers (informal carers - caring for relatives/Family/friends etc.)
  - ❖ Those who are socially isolated
  - ❖ Those with a history of mild to moderate mental health conditions that interfere with daily function
  - ❖ Those with long term conditions who are not responding well to medical interventions
  - ❖ Those who have the capacity to self-manage with community-based support
  - ❖ Those who frequently attend their GP surgeries for non-medical reason
  - ❖ Those living with Chronic pain

# List of reasons patients have been referred to the Walsall Social Prescribing Service:

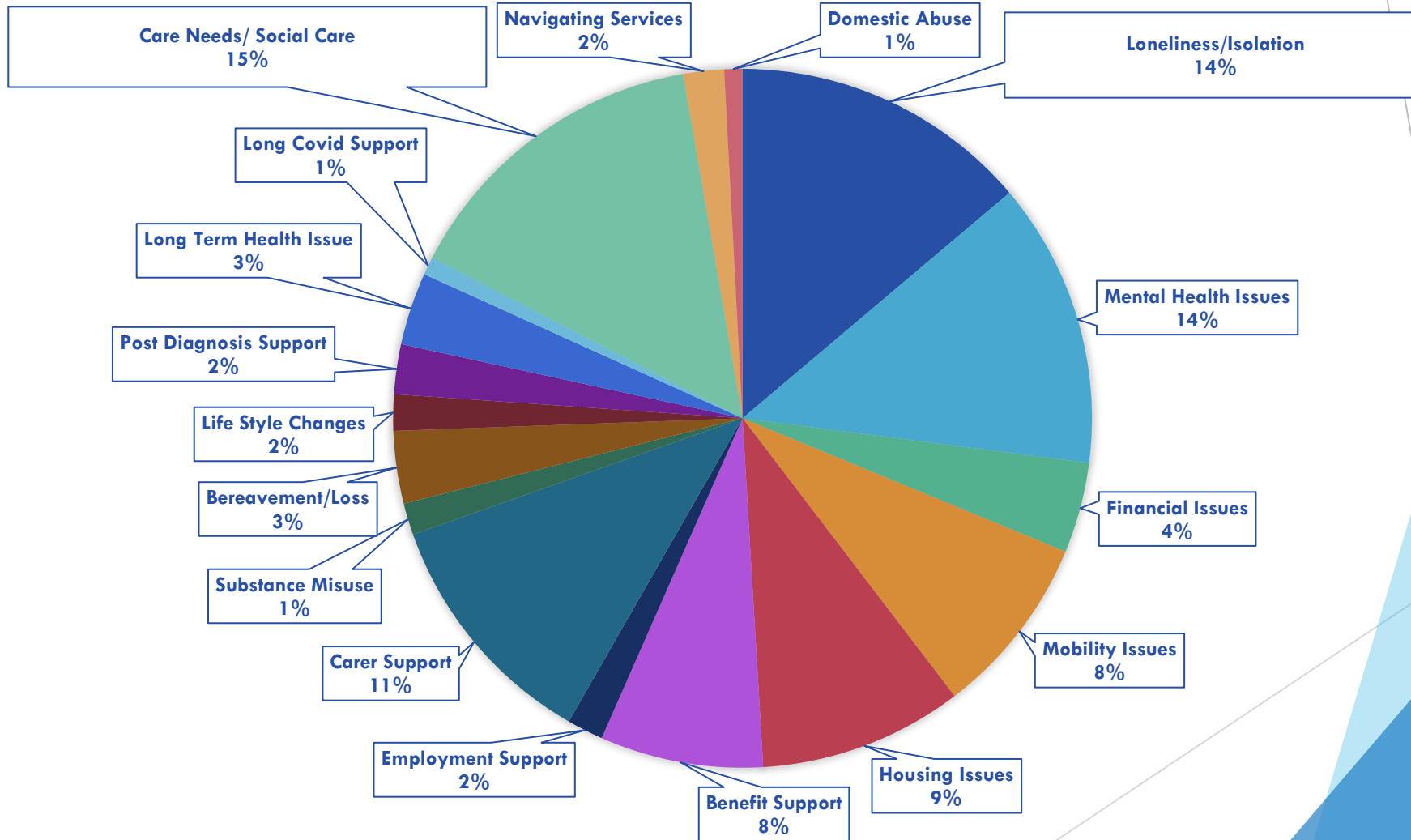
- ▶ Loneliness & Isolation
- ▶ Health & Lifestyle choices
- ▶ Mental Health (Anxiety, Depression, Stress)
- ▶ Carer/relative with concerns
- ▶ Living with Long-Term Health conditions (Diabetes/Fibromyalgia/Dementia)
- ▶ Bereavement & Loss
- ▶ Housing issues
- ▶ Money worries
- ▶ Employment support
- ▶ Education access
- ▶ Access to services who can support with Independent living
- ▶ Access to local community groups and services





# Referral Reasons April 2021 – March 2022

Information is collated across all North PCN Practices



# Case Study 1

## **Reason for referral**

Patient was referred by GP for low mood and anxiety

## **Issues Identified**

- ▶ Unhappy in her current employment
- ▶ On a period of sick leave and receiving basic Statutory Sick Pay
- ▶ Unable to afford rent so moved in with partner's family causing friction in relationship; escalating anxiety

## **Support provided**

- ▶ Given time to discuss issues she was experiencing and a care plan developed
- ▶ Referred to 'Thrive into Work ' for support with retaining current but also finding new employment
- ▶ Referred to counselling service offered by local charity whilst waiting for Talking Therapies on the NHS
- ▶ Referred to peer support for BAME communities struggling with their sexuality

## **Benefits to patient**

- ▶ Encouraged to explore triggers impacting her mental health
- ▶ Supported by Thrive Into Work' to secure a new job role which she stated was 'much more fulfilling'
- ▶ Able to move back into her own property
- ▶ Able to access supplementary counselling whilst on a waiting list
- ▶ Reduction in GP appointments due to engagement with other streams of support

# Case Study 2

## Reason for referral:

83 years old Patient - Patient requesting support with Housing Situation which was impacting on mental health and physical health.

## Issues Identified:

- ▶ Patient (Pt) talked through current housing issues and desire to move from current property - lived in house for over 40 years, rough area but has slowly gotten worse over the past 12 months, Pt's spouse died in 2017 some financial difficulties following this, Pt is main carer for son (48) who has a Mental Health diagnosis and is unable to live on their own, Pt's Neighbour/friend died a year ago and their property has been left vacant since and looks derelict, Pt stated as a result of the Property looking derelict there has been an increase of strange people approaching the neighbours property and Pt's (Pt has CCTV around their property). Pt stated that the vacant property has also been attracting vandals who have broken into the property and set fire to the back garden which also set fire to the Pt's fence. Patient stated that due to recent break-in and concerns that her own property may now be targeted they have having difficulty sleeping at night which is having an impact on their mental health and their physical health which is impacting on Activities of Daily Living (ADL's). Pt stated they feel like a prisoner in their own home as no longer feeling safe to leave the property.
- ▶ Pt has already been supported by Granddaughter to apply online for WHG properties – Pt is gold banded but not priority move list and identified on account as being able to apply for flat's but unless ground floor they would be unsuitable and would benefit from a bungalow. Pt's Granddaughter has also contact Local MP for support with ant-social behaviour in the area and to see if they can support in getting moved but no help available. Pt has a WHG support worker who has advise them to contact police if strangers seen around property - Pt did not want to call the police due to fear of retaliation from the vandals in the area if they see the police at their property.

## Support provided:

- ▶ Pt was referred to Occupational Therapy service (O.T) with consent - following OT assessment re-housing report completed and equipment provided to Pt for ADL's
- ▶ Social Prescriber contacted Adult Social Care – following discussion Pt and son would be unable to move to Sheltered accommodation or Extra Care facility together due to criteria but could access separate facilities to have needs met – Pt did not want this.
- ▶ Social Prescriber contacted WHG to discuss additional support needs of vulnerable Pt and identified issues discussed with Pt – including banding.
- ▶ Social Prescriber and Pt discussed options for contacting police for support – informed about 101 to report any suspicious activity, request plain clothed officer to attend to reduce Pt anxiety over retaliation – Pt stated not aware of this so will contact them for support as and when needed
- ▶ Social Prescriber and Pt discussed benefits that Pt and their son could access to help with financial worries (Attendance allowance) – Pt unaware of benefit so will ask granddaughter to support to apply.

## Benefit to Patient:

Patient was supported over a 2 month period with 4 calls to Pt and 3 calls to other professionals - Following the support and information provided through the Social Prescribing Service, and services contacted on their behalf or referred into for support, Pt was moved to the priority move list on Gold banding for WHG's and informed they would be next on the list for a 2 bedroomed bungalow which the Pt was really happy with as they could move with their son. Pt's Granddaughter supported Pt to apply for benefit's discussed and accessed the WHG financial and advice service who also helped the Pt access the fuel payment benefit currently available. Pt decided not to contact 101 at this point as she was still very anxious about retaliation but happy to know she can call them if needed.

# How to access the Walsall Social Prescribing Service



- ▶ You can contact your G.P practice and request a referral into the Social Prescribing Service directly through the reception team.
  - ▶ You do not need to book an appointment with a clinical team member but you will need to provide the receptionist with information relating to the issues or concerns that you require support with.
- ▶ You may be visiting your G.P Practice for a clinical/health issue and mention to the G.P or other clinical staff member that you require support regarding a non-clinical matter. The G.P/clinical staff member may complete a referral to our service, with your consent, to allow us to support you with the non-clinical/non-medical issue or concern..

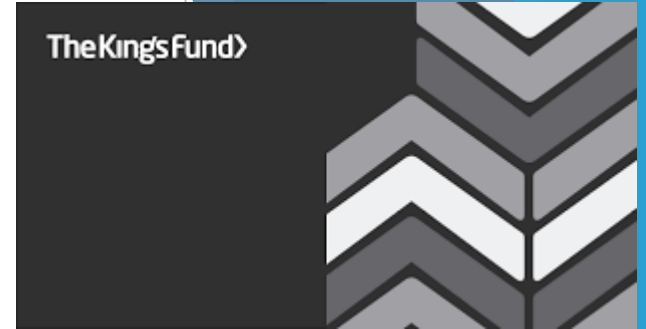
# What to expect from your Social Prescribing Service...

## Your Link Worker is ...

- ▶ Someone who will give you time to speak through your issues and concerns
- ▶ Someone to talk to confidentially
- ▶ Someone to work with you to develop a personalised support plan focusing on “**what matters to you**” and provide ongoing support that meets your individual needs and enables you to achieve your goals.
- ▶ Someone who can help you find and visit activities, services or therapies of your choice.
- ▶ Someone who can support you along the way to feel more comfortable, confident and help you to overcome barriers and work towards a brighter future



# Social Prescribing Evaluation



- ▶ According to the Kings Fund in 2020 “there is a growing body of evidence that social prescribing can lead to a range of positive health and wellbeing outcomes” whilst they acknowledge further work is needed to strength the evidence base.
- ▶ Kings Fund detail an evaluation of a social prescribing programme in Shropshire between 2017-2019 which found people reported statistically significant improvements in wellbeing, patient activation and loneliness. At three-month follow up it also found GP consultations among participants were down 40% compared to a control group (Kings Fund, 2020).

# Thank You

- ▶ Any Questions?



Primary Care Networks



**Walsall PCNs**  
*Together for Better Health*

**NHS**  
*England*

# Referencing

- ▶ Kings Fund (2020) What is Social Prescribing? (online) available from: [https://www.kingsfund.org.uk/publications/social-prescribing?gclid=EAlaIQobChMI9fO\\_8aaA8gIVvwWiAx1EUQDuEAAYASAAEgldZ\\_D\\_BwE](https://www.kingsfund.org.uk/publications/social-prescribing?gclid=EAlaIQobChMI9fO_8aaA8gIVvwWiAx1EUQDuEAAYASAAEgldZ_D_BwE) (accessed on 26/07/2021)
- ▶ NHS (2019) New Ways of Working to Free Up Doctors as part of NHS Long Term Plan (online) available from: <https://www.longtermplan.nhs.uk/new-ways-of-working-to-free-up-doctors-as-part-of-the-nhs-long-term-plan/> (accessed on 26/07/2021)
- ▶ NHS (n.d.) Personalised Care (online), available from: <https://www.england.nhs.uk/personalisedcare/what-is-personalised-care/> (accessed on 26/07/21).
- ▶ NHS (n.d.) Social Prescribing (online). Available from: <https://www.england.nhs.uk/personalisedcare/social-prescribing/> (accessed on 26/07/21)





## Get Involved

- Take part in any of our patient/ service user surveys.
- Spread the word about Healthwatch Walsall to other people family and friends.
- Share your experiences and views of health and social care services in Walsall to try and make a real difference to them.
- Volunteer with us in one or more of our volunteer roles available.



## Information, Advice and Signposting

In addition to ensuring that the voices of service users, patients and the public are heard by decision makers in Walsall, we also provide an information and signposting service to the public about accessing services when they need them.



## Share your Service experiences

Visit our online Service Feedback Centre review platform.

<https://healthwatchwalsall.co.uk/services/>

Or call 0800 470 1660

Or Email:  
[info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

The screenshot displays the Healthwatch Walsall website interface. At the top, there is a search bar with the text "Find your service by name or location" and a magnifying glass icon. Below this, a banner image shows a building with "Walsall Healthcare NHS Trust" signage. The main content area is titled "Find a service" and includes a search instruction: "You can search all of the health and social care service providers in Walsall from here. Try searching by service name, service type, postcode or street name." A "Sort by" dropdown menu is set to "Last Reviewed". On the right, a "Browse" sidebar lists service categories: Hospital, GPs, Dentist, Social Care, Pharmacy, Optician, and Emergency Care. The main results list two services: "Walsall Manor Hospital" (1 review, 3.5 stars) and "LloydsPharmacy - Brownhills Medical Centre" (1 review, 5 stars).





# healthwatch

Walsall

By Telephone: 0800 470 1600

By Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

Via our website contact form:

<https://healthwatchwalsall.co.uk/contact/>

Via our Service Feedback Centre:

<https://healthwatchwalsall.co.uk/services/>

## Social Media

- Facebook : [@HealthwatchWSL](#)
- Twitter: [@HWWalsall](#)
- Instagram: [hwwls](#)
- YouTube: [Healthwatch Walsall 2020](#)