

We asked you for your services thoughts...

OUR ANNUAL PUBLIC MEETING

Held Tuesday 26th November 2024



The following is what you said...

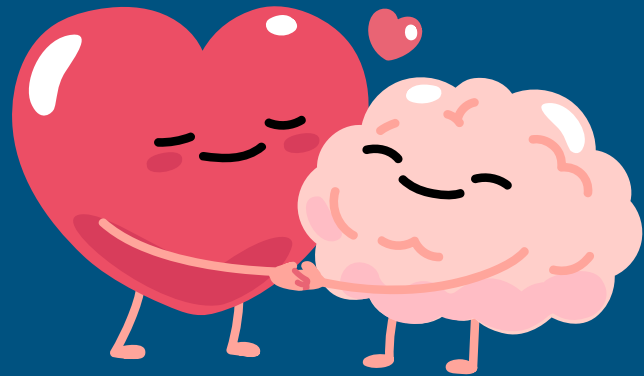
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MENTAL HEALTH



1. Burnout of hospital staff. Too many jobs for 1 person. Long hours, big medical services need to be looked at. Management/rota, high turn over of staff
2. More MH services available from local places like my GP
3. Right support at right time. Communication. No waiting to see consultant or have assessment
4. Concentrate on prevention NOT cure
5. Preventative services are key
6. Spillage on paper ... says -something then 'mental health problems from arising and more support available for less severe problems and more access to talking therapies
7. No specification just generalisation in diagnosis, usually amitryptiline and gabapentin
8. Medication is not the only answer
9. Sometimes people with mental health issues tend to struggle than people with physical illness

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SOCIAL CARE



(CARE / NURSING AND OWN HOME CARE)

1. Easier access to ask for a social care assessment.
2. More access to a range of affordable DOM care
3. More co-ordination of local services run by local not for profit groups, someone like HW as a trusted independent org to be able to signpost people
4. More info for carers assessment.
5. Support the carers to help them look after people for longer
6. More funding and co-ordination as link between social care and health care, services not be separated

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PRIMARY CARE



**(1st point of contact for medical care)
i.e. GP services**

1. More appointments for booking in advance for long term conditions take up same day demand. Manage the condition well to reduce upstream demand
2. Quicker and longer GP appointments with more information
3. Less questioning when I have a LTC and know when I need support
4. It's mission impossible to get an appointment for working people
5. Complaints concerning GP never get addressed e.g. Blakenall FP Cllrs were involved and TV - they are your building
6. Health and Well being
7. Long wait for appointment
8. Generic medications offered over verbal communication
9. Better structure / coordination of GP team roles and communication
10. Clearer explanation of the roles and services that people can access at a GP surgery
11. Shared care to be provided by all GP for ADHD medication
12. 6 weeks plus wait for general mental health appointments
13. Lack of understanding towards patients needs

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SECONDARY CARE



(2nd point of contact) i.e. Hospital

1. More connection with MXNAS app so I can see all my hospital and GP records in one place
2. More outpatients APTs held at doctors surgery or community centre - save people over crowding already busy hospitals
3. Restructure of hospital to ensure budget spent on care NOT complaints
4. Reduce delays for appointments
5. Communication not always good when waiting for results
6. Be able to access results directly after appointments
7. Reduce waiting list times
8. Referral waiting time - someone can be referred to the hospital but have to wait months and months. Due to the long wait, you often get a message asking if you still want and need the appointment

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OTHER SERVICES



Share your problems

1. Accessibility paramount to involvement/engagement
2. If I didn't work in the sector. How would I know about Healthwatch?
Something that is vital to the public
3. More advertising of services
4. Awareness in the community

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“Got something to share?”

SHARE ANY PROBLEMS



On services or issues you want to raise.

Get In Touch

Tel: 0800 470 1660

Email: info@healthwatchwalsall.co.uk

Or visit our 24/7 service review platform on our website named 'Have Your Say'

link: <https://tinyurl.com/3778j3ps>

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