



# Impact and Insight E-bulletin

**healthwatch**  
Walsall

Your review of August 2024



# Our Engagement figures for August 2024

People engaged with Face2face: 104

Website visitors: 1,153

Page Views: 6,309

New, site users: 726

Number of social media posts: 138

Number of social media followers: 3078



# Issues and Themes for August 2024

- Deaf service user checked if had BSL interpreter booked by Walsall Manor Hospital for appointment. They checked, but had not booked one.
- Patient waiting 12 months for knee operation.
- Relative trying to find personal care support such as nail cutting but finding it difficult to identify simple service.
- Patient removed as NHS patient at their local dentist without knowledge/consent.
- Waiting times for Bariatric surgery 12 months plus.
- Patient at Walsall Manor Hospital waiting a number of months for contact from GP referral/



**healthwatch**  
Walsall

We are your health and social care champion. We make sure National Health Service (NHS) leaders and other decision makers hear your voice and use your feedback to improve care.

Visit our website to leave a service review  
<https://tinyurl.com/3778j3ps>

Use the QR code to review a Walsall service



Or talk to us and share those health and care experiences and see if we can help. We can offer free advice and information that may meet your need.

**Tel: 0800 470 1660**

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

**Website: [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)**



# Get involved with our work projects

If you have experience of these Walsall services then take part!



## The Patient Experience of Cancer Services in Walsall

Have you accessed cancer services in Walsall? We want to hear your feedback about the treatment and care you received.

Do you think hospital staff did their best to take care of you?  
Did you have full confidence and trust in the team looking after you?

These are just some of the things we want to hear about. Help us to improve patient experiences by sharing your thoughts with us.

Our project will give patients the chance to talk about the treatment and care they received, waiting times, communication and more.

If you want to get involved and share your thoughts on cancer services in Walsall, either scan the QR code, use the link below or contact our project lead: Loretta Higgins via phone, email, text or voice note on: 07732 683 449 / [loretta.higgins@healthwatchwalsall.co.uk](mailto:loretta.higgins@healthwatchwalsall.co.uk)



## If you have used Walsall Urology Services in the last 18 months we would like to hear from you?



We will also arrange focus group meetings to listen to your service experiences. So get involved!



### Please take part in a short survey

Use the link  
<https://tinyurl.com/2b9ad9n2>  
Or Use the QR code



Or if you need help completing the survey call us on 0800 470 1660.



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



Link to survey: <https://tinyurl.com/y3wap3f9>

Link to survey: <https://tinyurl.com/y6fra8xw>

We have roadshows  
So join us!



**YOU'RE INVITED** **healthwatch** Walsall  
to our... & Partners present...

# Health and Care Information & Advice Roadshow

This partner event brings important health and care information and more to the Walsall public.

Health & Wellbeing checks available

Organisation representatives from:

Walsall Black Sisters Collective, Be Well Walsall, Cancer Awareness, Dementia Awareness, Self Care Management, Walsall Society for the Blind, Walsall Carers Hub and more... are signing up to support the coming events.



**Tuesday 17th September**  
**from 1.00 pm till 4.30 pm at**  
**Brownhills Community Association**  
**Pelsall Rd, Brownhills, Walsall**  
**WS8 7JS**  
**Walk In, No booking required**

For more information  
telephone 0800 470 1660



# INVITE US TO YOUR MEETINGS OR EVENTS

## healthwatch Walsall

Are you holding a meeting or have you got an event coming up and would like Healthwatch Walsall to take part or attend?

We would love to talk with you, your group or support a public event you are holding. So get in touch!



Having a funday, fayre, fete or group event?

**CONTACT US NOW**  
**T: 0800 470 1660**

We are going on the road to different venues and communities in Walsall to bring health and care advice from professional and support organisations to the public.

Each month there will be a range of professionals that Walsall people can access to help themselves, their family or someone else in their community. It is a walk-in event so no need to book.

All are welcome.





# Youth Healthwatch is recruiting

To find out more than call  
Loretta Higgins on:  
0800 470 1660 or 07732 683449.



are you a young person looking for work  
experience?

## JOIN OUR YOUTH INITIATIVE

contact us at  
[youthhealthwatch@healthwatchwalsall.co.uk](mailto:youthhealthwatch@healthwatchwalsall.co.uk)  
or call/text us on 07732 683449

**Have  
your  
say**

**All are welcome!**



At Youth Healthwatch Walsall we  
want to make health and social  
care better for young people, we  
can only do this with your help!



**TALK TO US!**

**VOLUNTEER**

**GET INVOLVED!**



# 6 Local support in Walsall

- Mental Health support: <https://tinyurl.com/4j34w4x2>
- Children & Young People: <https://tinyurl.com/jcab6399>
- Walsall Living Directory: <https://tinyurl.com/72zmtsxu>
- Visit our useful link page: <https://tinyurl.com/5n8svnjw>
- Extra GP appointments 01922 501999

Our own suicide support information now available under our useful links section of our website.

Link: <https://tinyurl.com/mr2298kt>

As well as much more useful links and contacts to health and social care services and support should you or someone you know need help.



**Champions for  
users of health &  
social care  
services.**



We have changed the way you share your health and social care experiences too.

You can leave them at our website section called...

**'Have Your Say...'**

Link: <https://tinyurl.com/29e3uscn>

Call: 0800 470 1660

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

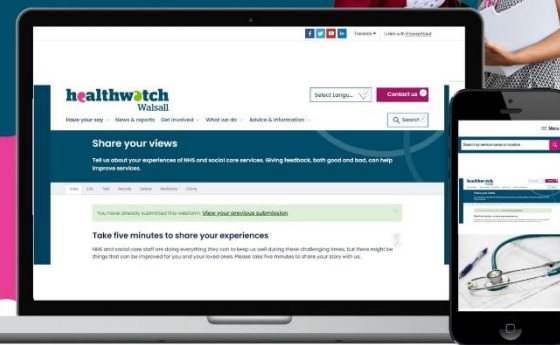
## Have Your Say

Share your Walsall health & social care services experiences on our website or use your mobile phone.

Visit our webpage:

[www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)

click on the tab 'Have Your Say'



**healthwatch** or call  
Walsall 0800 470 1660





## Contact Us

Healthwatch Walsall

Blakenall Village Centre

79 Thames Road

Blakenall

Walsall WS3 1LZ

[www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)

t: 0800 470 1660

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

## Social Media

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020