



healthwatch
Walsall

AUTUMN

Newsletter

2024

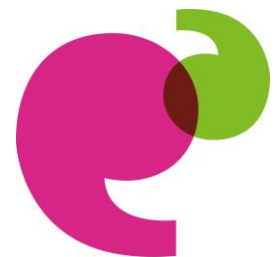


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Message from Healthwatch Manager



Welcome to our Autumn 2024 Newsletter.

As the days begin to get shorter and the weather turns colder, we hope that you are keeping well.



Healthwatch Walsall works to provide Walsall citizens with information and advice to support any health and social care needs. This Newsletter aims to keep you updated on our latest projects as well as messages from our partners.

We are delighted to have recruited a new Board member to our Independent Strategic Advisory Board. We are always looking to recruit more members so if this is something that may be of interest, please contact us. Board membership is just one of the twelve volunteer roles we have available so if anyone is considering volunteering then please do get in touch.

We are pleased to be holding our Annual Public Meeting on 26 November 2024 at Ryecroft Community Centre and would very much like to welcome you to this event. We have guest speakers in attendance to talk about primary care transformation and we will be presenting the work we carried out in 2023/2024. Further details are shown later on in this Newsletter.

Finally, we look forward to seeing you when we are out and about in the Borough and hope you all keep well during the coming months.

Aileen Farrer, Manager, Healthwatch Walsall

Our Work Programme for 2024/2025



We started our 2024/2025 work projects earlier in the year around:

Patient Experience of Cancer Services at Walsall Manor Hospital

Healthwatch Walsall are wanting to gain an understanding of the patient experience of those who have used cancer services in Walsall. We want to find out about whether service users were happy with the treatment and care they received.

We want to find out if people were treated with compassion, felt safe, were listened to and whether they were provided with support and information needed. An overall report will be produced with recommendations included and once finalised and approved this will be shared with stakeholders and partners, together with being published on our website.

To take part in this survey [Click Here](#)

Patient Experience of Urology Services at Walsall Manor Hospital

Healthwatch Walsall are wanting to gain an understanding of the patient experience of those who have used urology services in Walsall. We want to find out about whether service users were happy with the treatment and care they received.

We want to find out if people were treated with compassion, felt safe, were listened to and whether they were provided with support and information needed. An overall report will be produced with recommendations included and once finalised and approved this will be shared with stakeholders and partners, together with being published on our website.

To take part in this survey [Click Here](#)

We have also undertaken additional work contributing towards a larger project around eye care surgery being run by Healthwatch England. We were able to provide some interesting intelligence about people waiting for eye care. Healthwatch England aim to publish the overall report in January 2025 and following this, we will publish our local report which will be available on our website.

Pharmacy First

The Pharmacy First scheme was launched by the government and NHS England on 31 January 2024 to give patients quick and accessible care and ease pressure on GP services. Pharmacy First builds on previous service provision under the Community Pharmacist Consultation Service (CPCS) and enables the public to access community pharmacies and be provided with advice, prescription medication or referral to another healthcare professional by a pharmacist. There are seven common conditions that community pharmacists are now able to provide prescription medication directly to patients for when appropriate as well as the services that were provided under the previous CPCS.

Top view any of these reports please visit our website, link: <https://tinyurl.com/mr2ukcuc>

Unmet social care needs for young carers

Healthwatch Walsall are wanting to gain an understanding of whether young carers in the Borough are aware of the support available and to assess whether they have unmet social care needs.

We are hoping to speak to as many young carers as possible particularly those who have not had chance to have their voice heard from as many communities as possible. If you know of a young person providing support or care to a relative and they would like to contact us, they can do so by any of the ways shown on the last page.



Link to the reports section of our website for these and many other issued reports:

<https://tinyurl.com/5n6zyxwd>

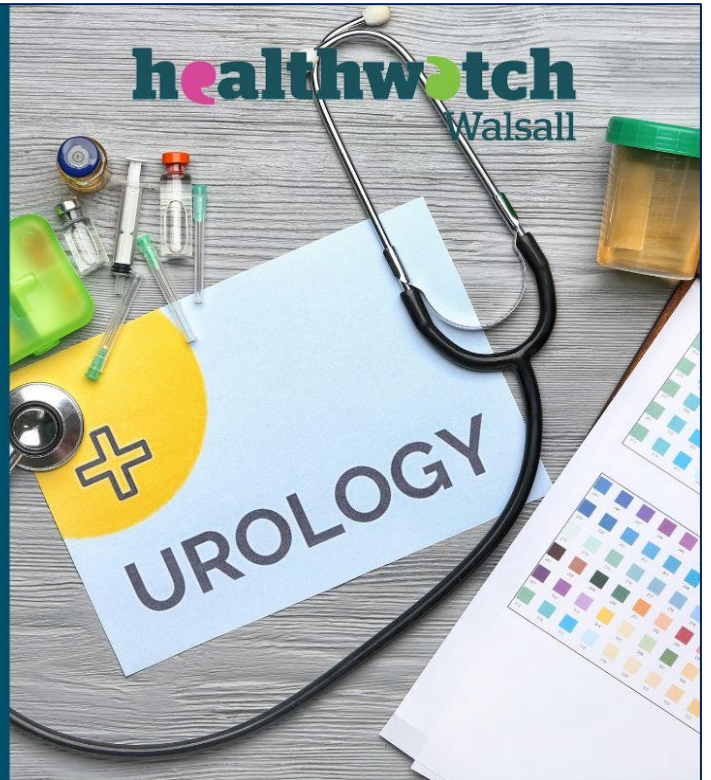
Or visit our social media platforms:

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

To take part in this survey [Click Here](#)

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



**Please take
part in a short
survey**

Use the link:
<https://tinyurl.com/y6fra8xw>

Or Use the QR code



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

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

healthwatch
Walsall

Tel: 0800 470 1660

Email: info@healthwathcwalsall.co.uk



To take part in this survey [Click Here](#)



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



<https://engagingcommunities.welcomesyourfeedback.net/zcb3hq>

Forthcoming public event opportunity you can attend!

WELCOME healthwatch to our... Walsall **ANNUAL PUBLIC MEETING**

Tuesday 26th November
from 10.00 am till 2.00pm
at the
Ryecroft Community Hub
28 New Forest Rd, Ryecroft,
Walsall WS3 1TR

We will present our Annual Report 2023/2024

'The Value of Listening'

And

A presentation Of 'Walsall Primary Care Transformation'

Guest speakers Dr. Anand Rischie

& Angela Poulton

We will have organisations that can offer you information and advice across important health and social care needs.

These are just some of the support organisations attending...

Walsall
Society for
the Blind

Walsall
Pensioners

Walsall
Palliative
Care

Walsall
SENDIASS

Bladder
and Bowel
Support

Walsall
Disability
Hub

Walsall
Carers

Rethink
Mental
Health

**BOOK
NOW**

Save your place now, Telephone: 0800 470 1660

There will be tea, coffee, water and light refreshments

Out and About in Walsall



We continue to engage with Walsall communities, speaking to individuals and groups about their health and social care experiences and needs. We talk to the public to find out what has been working well and what has not been working so well for them. When we speak to citizens, we also have an opportunity to offer signposting, advice and information about services people can access to obtain support.

Below is a snapshot of places and groups we have visited.

- Enter and View visit to Bloxwich Medical Practice
- Walsall Manor Hospital.
- Enter and View to Bescot Lodge
- Enter and View visit to The Grand Cedars Walsall
- Warm Hub at Walsall Bus Station
- Selfcare Management Event – Bloxwich Active Living
- Held 3 of our Health and Social Care information and Advice Roadshows.
- Army (Forces) evening at Walsall Bescot Stadium
- Asian Womens Coffee Morning
- The Beacon - Substance misuse support centre(s)



INVITE US TO COME AND CHAT TO YOU & YOUR GROUP ABOUT YOUR...



Health Care



Social Care



Mental Health Care



Get advice & information

healthwatch
Walsall

Tel: 0800470 1660

Email: info@healthwatchwalsall.co.uk

Enter and View update



What is Enter and View

Part of Healthwatch Walsall remit is to carry out Enter and View visits. Healthwatch Walsall Authorised Representatives carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Walsall Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Walsall Safeguarding Policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding Team will also be informed.

Our Enter and View reports in the last few months.

- Bloxwich Medical Practice – June 2024
- Bescot Lodge Care Home – August 2024
- The Grand Cedars Nursing Home – August 2024
- Richmond Hill Care Home – September 2024

For these forthcoming and more reports use the link: <https://tinyurl.com/5n6zyxwd>

Got a spare minute?
Have **YOUR** say on
**Health and Social Care
services in Walsall**

healthwatch
Walsall

Share your story

Tel: 0800 470 1660
E: info@healthwatchwalsall.co.uk
www.healthwatchwalsall.co.uk

Link to Have Your Say on our website: <https://www.healthwatchwalsall.co.uk/share-your-views>



We have 12 roles that you can choose from so there is something for everyone. If you are thinking about volunteering and would like to find out further details then please telephone us on 0800 470 1660 or email us: info@healthwatchwalsall.co.uk



As part of our ongoing recruitment drive

healthwatch
Walsall

Volunteers Needed!

We are looking for people who want to make a difference in their community and identify opportunities for health and care services changes or improvements.



Get in touch now

WE NEED HELP & CAN OFFER UP TO 12 INTERESTING VOLUNTEERING ROLES!

To contact us call 0800 470 1660 for a brief chat about what we have to offer.



visit: <https://www.healthwatchwalsall.co.uk/volunteer>



Black Country Integrated Care Board

**Black Country
Connected**
For a Healthier Future

Healthier Futures
Black Country Integrated Care System

Do you wish you could use the internet but don't have a computer or smartphone?

Maybe you need a bit of help getting online and knowing how to get the best out of your device?

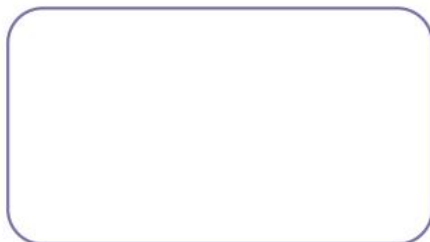
Black Country Connected is an NHS-run programme that can lend you a Geobook laptop for three months, so that you can get online and:

- Access healthcare information and appointments
- Explore education and employment opportunities
- Do your shopping or banking
- Stay connected to others through social media and email.

Our computer experts will give you the training you need to use the device and explore the internet. If you decide you want to learn more, we can give you details of free IT courses offered by colleges across the Black Country as well as online courses to help improve your digital skills.

If you get on well with your device during the loan period, you may be able to keep it. All we ask in return is that you answer some questions to help us understand people's digital skills/usage better, so we can provide further opportunities in the future to assist people to engage with services/get online.

Want to find out more? Call our programme lead Emma Sharman on 07977 948 895, email emma.sharman@nhs.net or visit blackcountryconnected.co.uk



**Black Country
Connected**
For a Healthier Future

Healthier Futures
Black Country Integrated Care System

Do you wish you could use the internet but don't have a computer or smartphone?

Visit blackcountryconnected.co.uk to find out how we can help you



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Brownhills Community Association

Don't forget, the Let's Chat Bus will be at [Brownhills Community Centre and The Lamp](#) tomorrow and every Wednesday until December 4th, 9.15am-12pm Come along and "lets chat"! The Thrive bus can support with financial concerns, including debt, employment, housing, benefit advice, wellbeing and much, much more.



Rethink
Mental
Illness.



Black Country Healthcare
NHS Foundation Trust

Sanctuary Hubs

Feeling lonely, overwhelmed or that things are too much for right now? **The Sanctuary Hubs are here for you.**

The Hubs are open for you to drop-in every **Monday - Friday 6.00pm to 11.00pm** and **Saturday and Sunday 12(noon) to 11.00pm**. If you can't visit a Sanctuary Hub you can self-refer or be referred with your consent by contacting the Black Country 24/7 Helpline by phone or text.

**Dudley
Sanctuary Hub**

DY1 Community Centre, Stafford Street
Dudley, DY1 1SA

**Sandwell
Sanctuary Hub**

Hope Place, 321 High Street
West Bromwich, B70 8LU

**Walsall
Sanctuary Hub**

1 Queen's Parade, Bloxwich
Walsall, WS3 2EX

**Wolverhampton
Sanctuary Hub**

84 Salop Street, Wolverhampton,
WV3 0SR

If you need urgent help with your mental health or you are struggling to cope, please call NHS 111 and selection Option 2.

You can also access this service by
texting 07860 025 281



Peer support group for Bladder and Bowel conditions.

NEW

Rest Room Sessions

BLADDER OR BOWEL AFFECTING YOUR LIFE ?

Drop in!
11 am- 12.30pm

Join us here!

Brownhills Community Centre
via Pelsall Rd (car) WS8 7JE
Brownhills High Street
WS8 7JE

Peer Support

"It's not just you"

Free refreshments

Join the group

 Café area

Stay as long or little as you wish

Continence

Nurse

Specialist

Clinic

No
appointment required

Thursday 10th October
Thursday 7th November
Thursday 5th December
2024

 07751 508924
peer2peerWS@gmail.com

Wellspect
SelectTM

NEW
Rest Room
Sessions

BLADDER OR BOWEL
AFFECTING YOUR LIFE ?

Drop in!
11 am - 12.30pm

Join us here!
STAN BALL CENTRE
Abbots Street, Bloxwich
WS3 3AZ

Peer Support **Continence**
Nurse

"It's not just you"

Free refreshments



Specialist

Join the group



Café area

No

Clinic

Stay as long or little as you wish

appointment required

- Wed 18th September
- Thursday 24th October
- Wed 20th November

07751 508924
07523687132
peer2peerWS@gmail.com



NEW
Rest Room
Sessions

BLADDER OR BOWEL
AFFECTING YOUR LIFE ?

Drop in!
11 am - 12.30pm

Join us here!
Darlaston Town Hall
Victoria Road,
Darlaston
WS10 8AA

Peer Support **Continence**
Nurse

"It's not just you"

Free refreshments



Specialist

Join the group



Café area

No

Clinic

Stay as long or little as you wish

appointment required

- Thursday 12th September
- Thursday 17th October
- Thursday 14th November 2024

07751 508924
peer2peerWS@gmail.com





The Bereavement Journey at Aldridge Methodist Church, Anchor Road, Aldridge, Walsall, WS9 8PT on Mondays from 2pm to 4pm on November 4th, 11th, 18th, 25th & December 2nd, & 9th with an optional faith session on December 16th.

What is The Bereavement Journey?

The Bereavement Journey is a 7-session series of films and discussion groups that gently guides bereaved people through the most common aspects of grief and bereavement to help them process their loss. Facilitated by volunteers, any person bereaved at any time is helped to consider for themselves the implications of their bereavement and to discern the next steps. For most people The Bereavement Journey provides the tools they need, either to process their loss without one-to-one professional assistance or to identify where further support might help.

Why is The Bereavement Journey important?

Bereavement is one of the most stressful times in life and loss needs to be processed. The Bereavement Journey provides a safe space for bereaved people to talk with others who understand the pain of grief, to explore the impact of their loss and consider ways they might resolve issues they are facing, for a healthy and positive future.

Who is The Bereavement Journey for?

Any bereaved person 18 years and over, bereaved of anyone at any time, by death, and will also help those who are in anticipatory grief. Many people attend The Bereavement Journey in the months following the death, but others may find their grief surfacing from an unprocessed death from years beforehand or want to explore how a past bereavement might have affected them.

How much does The Bereavement Journey cost?

We ask for a donation of £10 per person, which includes the Guest Manual. But we would not want cost to prevent someone attending.

Share your Walsall health and social care services experiences
on our online 24/7 platform

‘Have Your Say’

Link: <https://www.healthwatchwalsall.co.uk/share-your-views>



The Bereavement Journey

A place to talk

Are you grieving the death of a loved one or struggling with the long-term effects of loss? Then join us for this six-session course, **The Bereavement Journey**, being run by the Hidden River Methodist Circuit.

Topics include:

- Attachment, separation and loss
- The impact and pain of bereavement
- Adjusting to change
- Anger and guilt
- Coping with others' reactions
- Moving on healthily

Each session involves two short filmed talks followed by the opportunity to share in conversation.

We will be meeting at Aldridge Methodist Church, Anchor Road, Walsall, WS9 8PT on Monday afternoons from 2pm-4pm on 4 November, 11th November, 18th November, 25th November, 2nd December, 9th December with an optional faith session on 16th December 2024

If you would like more information or would like to book a place, please don't hesitate to get in touch:

Email: bereavementjourneywalsall@gmail.com

Or call Bev Boden on 07970808819



DEMENTIA CARERS TOGETHER

Starts October 2024 at Community Engagement Centre, Ford Street, Walsall WS2 9BW

**Are you caring for someone living with dementia in Walsall?
We can provide information and advice in a friendly, group setting:**

- ◆ An opportunity for carers to regularly meet and share experiences
- ◆ Find out about local and national initiatives
- ◆ Group activities

GET IN TOUCH TODAY!

Book your place or find out more. Contact **Pat Roberts** on **01922 638825** or **pat.roberts@greensquareaccord.co.uk** or **Gina Gardner** on **07971 808837** or **gina.luczkiwicz@nhs.net**



Follow us on Facebook: @HealthAndIndependence

Follow us on Twitter: @Healthindepend



Black Country and West Birmingham Clinical Commissioning Group

Foodbanks

Walsall North Food Bank

Pelsall Methodist Church, Chapel Street.
Open Tuesdays, 11am - 1pm, and Fridays 1pm - 3pm. Telephone: 07582 869895.
Website: walsallnorth.foodbank.org.uk

Bloxwich and Blakenall Food Bank

Blakenall Village Centre, Thames Road, Blakenall, Walsall, WS3 1LZ. Open Thursdays 11am - 1pm. Telephone: 07747 301374.
Website: bloxwichblakenall.foodbank.org.uk

Humanity First

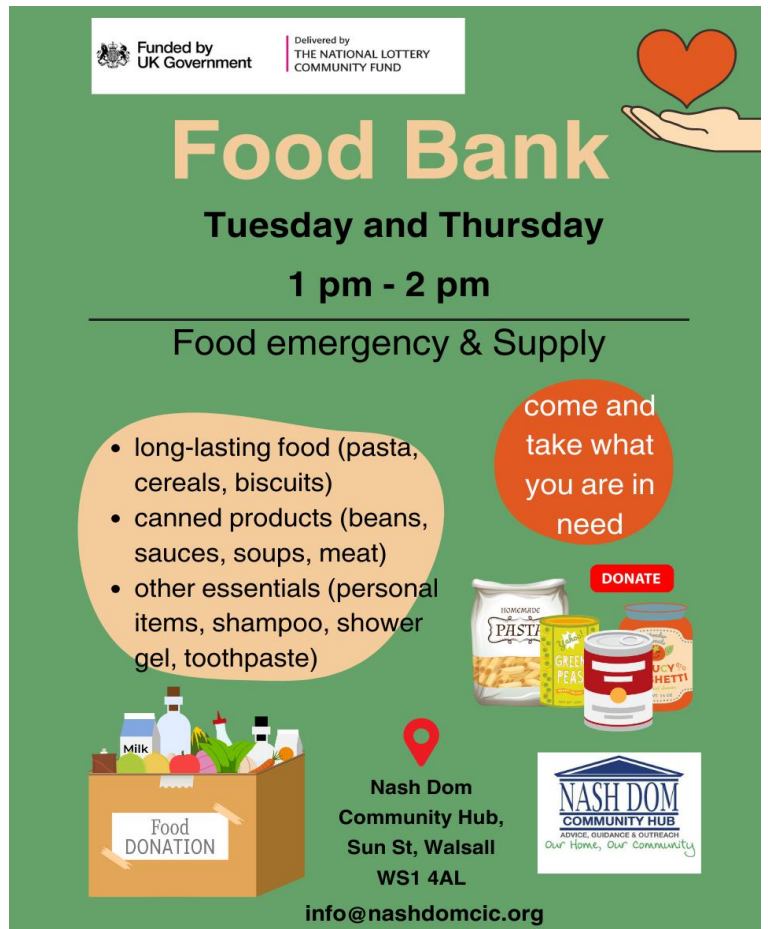
Saddlers Centre Walsall Town Centre

Walsall Community Food Pantry

Inside the Potter's House Church, 29 - 31 Freer St, Walsall WS1

Black Country Foodbank

Central Hall, Ablewell Street, Walsall, WS1 2EQ
Telephone: 01922 639700



Funded by UK Government | Delivered by THE NATIONAL LOTTERY COMMUNITY FUND

Food Bank

Tuesday and Thursday
1 pm - 2 pm

Food emergency & Supply

come and take what you are in need

- long-lasting food (pasta, cereals, biscuits)
- canned products (beans, sauces, soups, meat)
- other essentials (personal items, shampoo, shower gel, toothpaste)

Food DONATION

Nash Dom Community Hub,
Sun St, Walsall
WS1 4AL
info@nashdomcic.org

NASH DOM COMMUNITY HUB
ADVICE, GUIDANCE & OUTREACH
Our Home, Our Community

Our Socials

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

Instagram: Healthwatchwsl

YouTube: Healthwatch Walsall 2020

Young Healthwatch

Facebook: YouthHealthwatch Walsall

Instagram: YouthHealthwatch Walsall



**Engaging
Communities
Solutions**

The contract to provide Healthwatch Walsall is held by Engaging Communities Solutions C.I.C.
www.weareecs.co.uk Tel: 01785 887809
Email: contactus@weareecs.co.uk
@EcsEngaging



**Committed
to quality**

We are committed to the quality to our information. Every three years we perform an in depth audit so that we perform so that we can be certain of this.

healthwatch

Walsall

Contact us

Office at:

Blakenall Village Centre

79 Thames Road

Blakenall, Walsall WS3 1LZ

Telephone: 0800 470 1660

Email: info@healthwatchcwalsall.co.uk