

Impact and Insight E-bulletin

Your review of December 2023

Our Engagement

We attended over 35 events out in the various communities of Walsall and engaged with 196 people.

We have 3,390 Social media followers across our various social media platforms.

We had 661 visitors to our website, of which 494 were new visitors, 1,049 page views in total .



Our Winter Newsletter can be read or downloaded link: <http://tinyurl.com/3cenw8nd>

Issues and Themes for December

Waiting times in New Emergency Care and Urgent Treatment Centre is long. No information for patients in department on waiting times.

Patient attended NEW Emergency and Urgent Treatment Centre, nursing staff got name of patient mixed up for medication.

Person has type 3c Diabetes but not widely known or recognised. Wants to know how to get recognised.

Good treatment and care at Walsall Dentistry practice.

Care home resident unhappy with care home and surroundings. Possible health hazard.

Residents requesting optician checks at local care home. Also some attention to resident personal care needed.



Get involved
Take part in these important surveys...

Share your experiences with us
 Visit our website: <https://tinyurl.com/m2maw8k8>



Take part in a short survey either online or call 0800 470 1660.

Attending A&E/Urgent Treatment Centre?
 Please take part in a short survey and tell us your experience



Part 1 survey

This survey is about your arrival, first impressions, being listened to, being involved, etc. Please complete both parts so we get the big picture.

link:
<https://tinyurl.com/yc8dceb4>



Scan the QR code

Part 2 survey

This survey is about your waiting times and communication with you. Please complete both parts so we get the big picture.

link:
<https://tinyurl.com/5n6jc7kx>



Scan the QR code

Your comments will be anonymous & will be used in a report that will be published & shared. It may recognise good practise and highlight opportunities to improve patient experience

Engaging Communities Solutions **Tel: 0800 470 1660**
info@healthwatchwalsall.co.uk

If you or a loved one has attended the NEW Emergency & Urgent Care Centre, let us know how it went?

Link: <http://tinyurl.com/m2maw8k8>



NHS 111

How does it work for you?

Take part in our short survey and let us know?

Use the link: <https://tinyurl.com/2s3fs3c9>
 Or if you wish to take part over the phone Telephone: 0800 470 1660



Or use the QR code



your voice counts

If you or a loved one has used NHS 111, let us know how it went? Was it a simple to use and effective service?

Link: <http://tinyurl.com/5bsk7rer>





Get involved... take part in our surveys

We have a number of projects we are currently working on which you may be able to offer important feedback. From your, your family and friends experiences.

NHS 111 work project

NHS 111 triages peoples medical needs to enable them to access the appropriate services, or to provide advice on self-care where relevant. We want to know if this process is working for you, and understand your experiences of using the service.

To take part in a short questionnaire [Click Here](#)

The Accessible Information Standard

Now closed a draft report is being written and findings will be published shortly

Long COVID work project

Now closed a draft report is being written and findings will be published shortly

New Emergency and Urgent Care Treatment Centre

We have just launched our look at the New centre to understand how it is working for patients that use it. The survey is in two parts.

Part 1 link: [Click Here](#) looks at your initial communication with staff, the facilities and experience whilst waiting

Part 2 link: [Click Here](#) looks at you whole waiting time and any communication you received

Our projects data are analysed and a report is drawn up and shared with service providers, service commissioners and of course you the public.



Champions for
users of health &
social care
services.



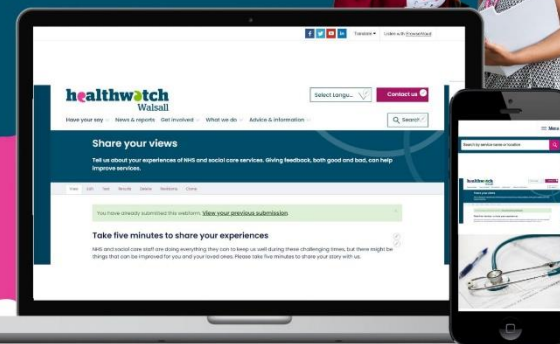
Have Your Say

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

Visit our webpage:

www.healthwatchwalsall.co.uk

click on the tab 'Have Your Say'



healthwatch or call
Walsall 0800 470 1660

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

6 Volunteer with us

Healthwatch Advisory Board members

Healthwatch Walsall is now looking to recruit additional Board members who have a passion for developing Healthwatch Walsall as the “consumer champion” for NHS, public health and adult and children’s social care services across the Borough.

Link to role: <https://healthwatchwalsall.co.uk/job-vacancies/>

Or get involved as one of our Frontline Volunteer

Do you want to help communities to access health & social care services and help make peoples voices count?

Choose from a number of roles to make that difference

Call: 0800 470 1660

Email: info@healthwatchwalsall.co.uk





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
or call/text us on 07732 683449

All are welcome!

Have
your
say



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



Engaging
Communities
Solutions

TALK TO US!



VOLUNTEER



GET
INVOLVED!





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.



Dear Walsall Residents

Merry Xmas!

Happy New Year

2024

FROM ALL THE STAFF AT

healthwatch

Walsall



Engaging
Communities
Solutions

We look forward
to working
with you
in 2024



Contact Us

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Blakenall Village Centre

79 Thames Road

Blakenall

Walsall WS3 1LZ

www.healthwatchwalsall.co.uk

t: 0800 470 1660

e: info@healthwatchwalsall.co.uk

Social Media

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020