



Pharmacy

Mental Health

Hospital care

Hospital Discharge

GP

Emergency

& Urgent

Treatment

Social Care

Care & Nursing

Homes

Home Care

Impact and Insight E-bulletin

Monthly updates and information for you the public

Your review of December 2024

Our Engagement figures for December 2024

People engaged with face to face: **148**

Website visitors: **793**

Page Views: **3,342**

New site users: **635**

Number of social media posts: **70**

Number of social media followers: **3,090**

Link: to our Winter Newsletter: <https://tinyurl.com/5b9jv4b7>



Welcome to our
**Annual
Public
Meeting**

Tuesday 26 November 2024



We held our Annual Public Meeting at Ryecroft Community Hub. It was well attended with 14 support organisations offering information and advice. A presentation was made by Dr. Anand Rischie and Angela Poulton around 'Primary Care Transformation'

We presented our work form the past year 2023/2024 as well as asking the public to share their Walsall services experiences for the coming 2024/2025 work.

A short video of what you told us is on YouTube.

Link: https://youtube.com/shorts/P5DJ5x_ibKY

Issues and Themes for December 2024

- Waiting times for Urology appointment over two months.
- Person moved into Walsall area wanting NHS Dentist. Unable to find practice taking on new NHS patients.
- Patient awaiting scan results unable to eyesight their GP practice. When contact made, issue with staff attitude.
- Patient attending Walsall Manor Hospital allegedly told by healthcare professional to 'Man Up'.
- Couple suffering with deteriorating eyesight seeking local support.
- Parent requiring to contact virtual wards but no response from contact number.

'Have Your Say'

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>

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
Website: www.healthwatchwalsall.co.uk

Use the QR code to review a Walsall service





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

**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!



Engaging
Communities
Solutions

TALK TO US!

VOLUNTEER

**GET
INVOLVED!**



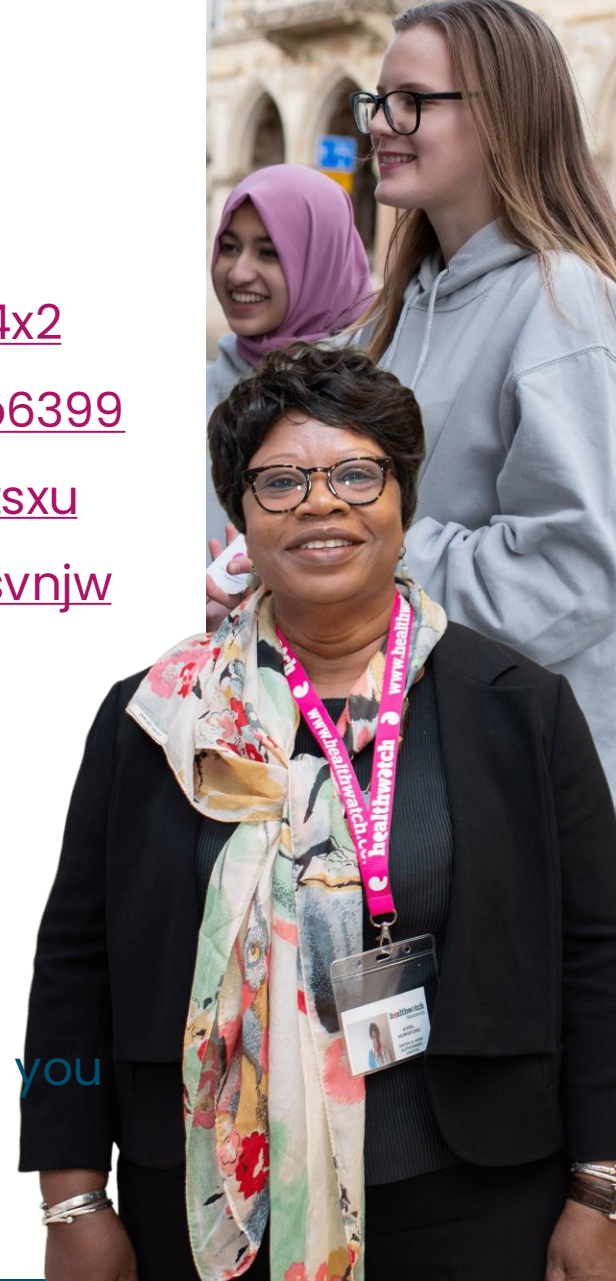
6 Local support in Walsall

- 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.**

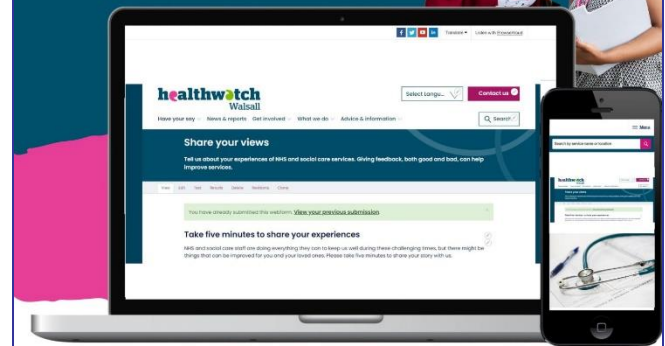


Have Your Say

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



Contact Us

Healthwatch Walsall
Blakenall Village Centre

79 Thames Road

Blakenall

Walsall WS3 1LZ

www.healthwatchwalsall.co.uk

t: **0800 470 1660**

e: info@healthwatchwalsall.co.uk



**Committed
to quality**

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

Social Media

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020