



# Impact and Insight eBulletin

Your review of August 2022

**healthwatch**  
Walsall

# August engagement

- Weekly attendance at Walsall Manor Hospital public area.
- Weekly attended the Walsall Manor Hospital Discharge Lounge, Frail and Elderly Service

- 1,942 website visits
- 3,681 page views
- 17Service Feedback Centre reviews

- 28 peoples emails or telephone calls
- We made 2 escalations to service providers
- We signposted 6 times to support services

# August Issues & topics

- Patient told PPG/ PRGs no longer meeting
- Main service user issues around lack of access to GPs, treatment and care at WMH

- Concern around food and cleanliness at Walsall Manor Hospital (WMH) ward
- Concern from relative about not being involved with patient discharge destination & care

- Poor communication between hospital departments and patient records not fully updated.

# Making a difference and what we've achieved

A patient in discharge was misidentified as able to get home by pick up by relatives. Relatives' were not able so a taxi was arranged.

A patient with a number of cancelled operation appointments finally gets an appointment confirmed for operation.

Patients right to get smear test at own GP confirmed and an appointment booked where the patient chose.

## Signposting and support

Walsall Patients Advice and Liaison Service (PALS)

Local GP Practice Managers

Time2Talk (Walsall health care services customer services)

Walsall Place – Integrated Care Board (Commissioner of services)



# 6 Outreach events we carried out/ supported

At these events we speak to the public.

- Walsall Manor Hospital every Wednesday morning
- Undertook another Enter & view visit on a LD home
- We visited Walsall Manor Hospital a number of times to speak to discharge patients

## Our Summer Newsletter is out



Link: <https://tinyurl.com/4wcwj5d7>



# We attended the New Urgent and Emergency Care Centre update meeting with members of the public

Walsall Healthcare   
NHS Trust

Press release  
Monday 22 August 2022



Interesting and valuable insight for Healthwatch Walsall

"The session was really helpful - all of my questions were answered and I learnt a lot."

"The tour of the new build was well explained."

Members of Healthwatch Walsall were able to see first-hand the progress being made on the new Urgent and Emergency Care Centre at the Manor Hospital as part of an engagement session.

They have been working closely with Walsall Healthcare NHS Trust through the various stages of this exciting £40m development and last Friday's session gave an insight into how patients will be assessed and prioritised as well as a greater understanding of the layout.

Members were able to ask questions of Miss Ruchi Joshi Clinical Director – Acute and Emergency Services and Liz Slevin, ED and Acute Care Transformational Lead Nurse. Walsall North MP Eddie Hughes also attended the event.

Miss Joshi said: "I think we all got a lot out of this important session.

"We were asked about ambulance handovers, recruitment for the new build and staff training to name just a few topics. These sessions reiterate the importance of communication between our patients, the public, and the Trust and we will continue to work closely together in the coming weeks and months as we count down to the completion of this project.

"Liz and I were also extremely proud to show more detailed layout plans with 3D images so that people could see the improved environment - and those who went on the tour were really impressed at the space we're going to have."

Aileen Farrer, Healthwatch Walsall Manager, said: "This was an informative session with good engagement and the opportunity to ask lots of questions. There was good interaction and it's clear that we are all working for the good of Walsall service users."

The multi-million-pound provision includes an Urgent Treatment Centre, Emergency Department including Resus and Rapid Assessment and Treatment area, and Children's ED, co-located Paediatric Assessment Unit, Acute Medical Unit and provision for Frailty and Community Integrated Assessment services.

It also includes re-configuration of the current Emergency Department footprint, to incorporate improved Ambulatory Emergency Care and Imaging services.

Various specialist facilities are located throughout, such as an isolation room for infectious patients, bariatric provision and digital x-ray rooms. All areas have been designed specifically to enhance clinical staff efficiency, improve quality of care, improve patient experience, and improve the working environment for staff.

Healthwatch volunteer Roger Corbett added: "The session was really helpful - all of my questions were answered and I learnt a lot. I couldn't believe how big the new build is!"

Janet Jukes, is a Walsall Healthcare volunteer who covered ED pre-COVID-19 pandemic.

She said: "The tour was well explained and I found it really helpful. I'm looking forward to seeing it progress even further in the next couple of months."

**For more information please contact Communications on: 01922 721172 ext: 2469/2470.**

Link to the full press release: <https://tinyurl.com/nbdnwsmsw>



# Get involved by taking part in our surveys



Walsall Manor Hospital  
**HOSPITAL DISCHARGE**  
PAINT A PICTURE OF WHAT IT'S LIKE?

Take part in a survey about your or your relatives discharge to home, a care or nursing home.

Link: <https://tinyurl.com/33bmpzxx>



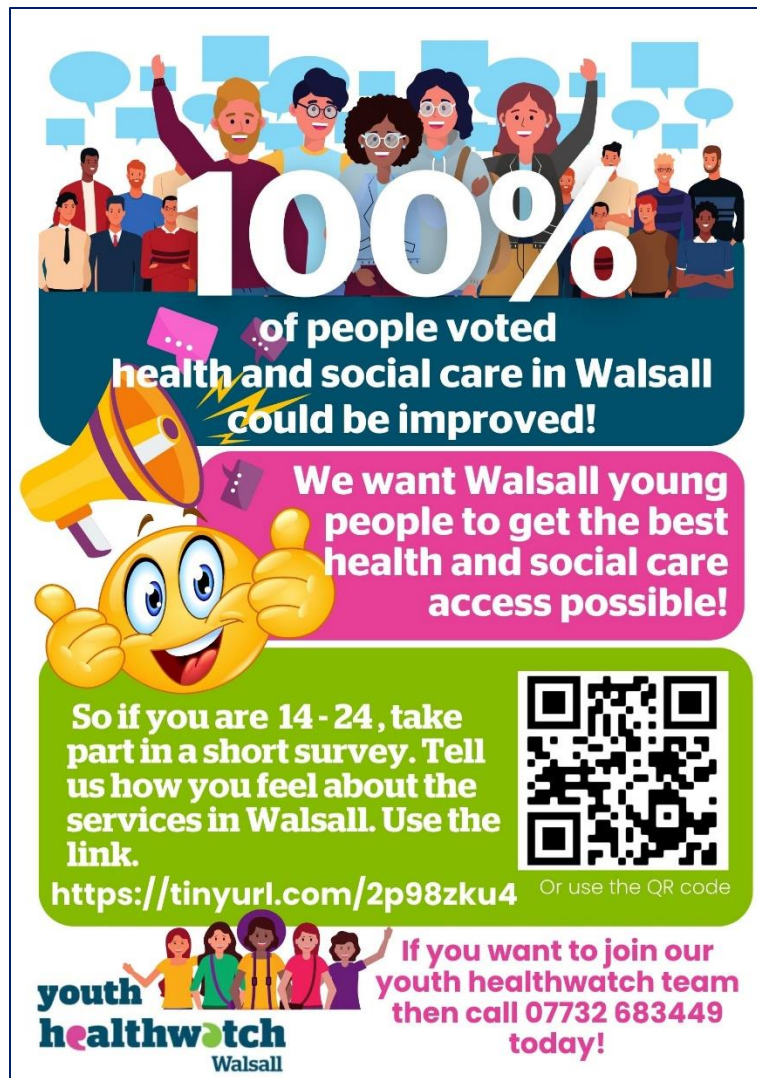
Or call  
**Tel: 0800 470 1660**  
We can help you fill it on by phone



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




Or use a QR code




**100%** of people voted health and social care in Walsall could be improved!

We want Walsall young people to get the best health and social care access possible!

So if you are 14 - 24 , take part in a short survey. Tell us how you feel about the services in Walsall. Use the link.



<https://tinyurl.com/2p98zku4> Or use the QR code



Walsall

If you want to join our youth healthwatch team then call 07732 683449 today!



# 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

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!





# Forthcoming health related awareness days/month for September

- Migraine Awareness Week
- Urology Awareness Month
- Childhood Cancer Awareness Month
- World Alzheimer’s Month 2022
- Blood Cancer Awareness Month
- Gynaecological Cancer awareness Month
- Vascular Disease Awareness Month
- Sexual Health Week
- Rheumatoid Arthritis Awareness Week
- National Eczema Week
- Youth Mental Health Day
- National Eye Week
- Organ Donation Week
- National Non-Speaking/Nonverbal Awareness Day





# Local support in Walsall

- Autism & Learning disabilities: <https://tinyurl.com/6ts9c87h>
- Mental Health support: <https://tinyurl.com/22wx8555>
- Children & Young People: <https://tinyurl.com/ys7ct263>
- Walsall Living Directory: <https://tinyurl.com/72zmtsxu>
- Visit our useful link page: <https://tinyurl.com/5n8svnjw>
- Extra GP appointments 01922 501999

## Let's Talk about... Suicide Prevention

Suicide is preventable – if you or someone you know is having suicidal thoughts, this information can help you to get the right support.

Every year over 6,000 people in the UK take their own lives, with over nearly three times as many as take their own lives than women, one reason for this is that men are less likely to ask for help or express depressive or suicidal feelings. Many other people will also attempt to kill themselves, or experience suicidal thoughts. Each time the loss to a suicide is a tragedy and represents a person who is in tremendous emotional pain. Suicide has a devastating impact on family, friends and colleagues. There are multiple risk factors, including financial difficulties, emotional and relationship problems, physical illness or disability, mental health problems such as depression, social isolation and a history of substance misuse. Without suitable support people can become overwhelmed by the issues that they face.

We can help prevent deaths by suicide in Walsall by supporting people who are in severe distress. Helping them get to appropriate services is their first step towards hope and recovery.

Help and support is available if you or someone you know are having suicidal thoughts or feel like harming yourself

If you need urgent support: Go to your nearest Accident and Emergency department (A&E) or Call 999 if you are at risk of harming yourself or others.

For non-emergency situations: Visit your GP

### National support and helplines

Samaritans: Tel: 116 123 Offering emotional support 24 hours

Email: [info@samaritans.org](mailto:info@samaritans.org) Web: [www.samaritans.org](http://www.samaritans.org)

SANDEW: 0300 304 7000. Provides mental health information and support between 4 pm – 10 pm

City: [http://www.sandew.co.uk/what\\_we\\_do/support/](http://www.sandew.co.uk/what_we_do/support/)

CALM: 0800 58 58 58. National helpline for men to talk about any issues they are facing, including and not limited to men's mental health. Call free on 01603 025 281

Rehisk Advice and Information Service: 0900 5000 927. Opening hours are 9.30am to 4pm Monday to Friday <https://www.rehisk.org>

Paynes UK: 0800 068 41 41 (Under 25s) HCP/ELNUR: is open from 11am – midnight. Tel: 07460 033967

Email: [info@paynes-uk.org](mailto:info@paynes-uk.org) Paynes UK is a charity providing support for young people aged 16-25

Stay Alive App - The Stay Alive app, developed by Crossroads Suicide Prevention, is a suicide prevention resource for the UK, packed full of useful information and links to help you stay safe in crisis. Download the Stay Alive app from your app store.

Local support available in the Walsall area

Black Country 24/7 urgent mental health line: 0800 008 8516. This service offers a free 24/7 helpline for people in the Black Country who require support or urgent mental health services. Tel: 01922 426 281

Rehisk Mental Health Walsall Counselling & Recovery Service: 01922 686479. We have a telephone helpline open to anyone living in Walsall who needs support/guidance. We are mainly a team sign Monday-Friday service, although we can work in the evening/weekends if there is demand, so please check with staff if you would like support, please call us.

The Sanctuary Hub: 1 Queens Parade, Blithfield, Walsall WS2 2JX - Open evenings 5 – 10 pm on weekdays including Rehisk helpline days Saturday and Sunday 12pm-12pm. The hub is a voluntary and friendly place you can go to access support from our local mental health services hours, feeling unable to cope? Lonely or isolated? If you're feeling overwhelmed and don't know where to turn to get mental health support and your usual source of support is closed, come to the Sanctuary Hub. Enquiries: 0800 802 2288

Men with Anxiety and Depression Support Group: A place where men from Walsall suffering from Depression, Anxiety, low mood etc. can meet up for a brew and a chat. The group meets on Wednesdays from 3.30 – 5 pm at Pavey's Community Hub. For information contact Richard - 07943 021595 or Martin - 07483 33371

Black Country Support after Suicide Service: Email: [blackcountrysupportaftersuicide@btethink.org](mailto:blackcountrysupportaftersuicide@btethink.org) Call: 0800 008 8516

Walsall Bereavement Support Service: Offers support for those bereaved by suicide. <http://www.obss.walsall.org.uk> 01922 724811

It's OK not to be OK – Make that call and get the help that is there for you

healthwatch Walsall

For more information visit <https://healthwatchwalsall.co.uk/useful-links/>

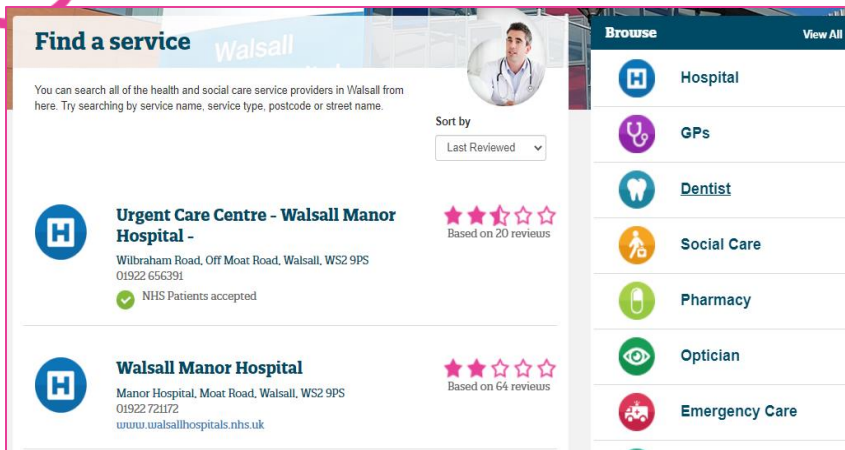
Our own suicide support information now available under our useful links section of our website.

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.



# 24/7 Service Feedback centre



Share your health & social care experiences 24/7 with our online review centre.

Link:

<https://tinyurl.com/4b52dv32>

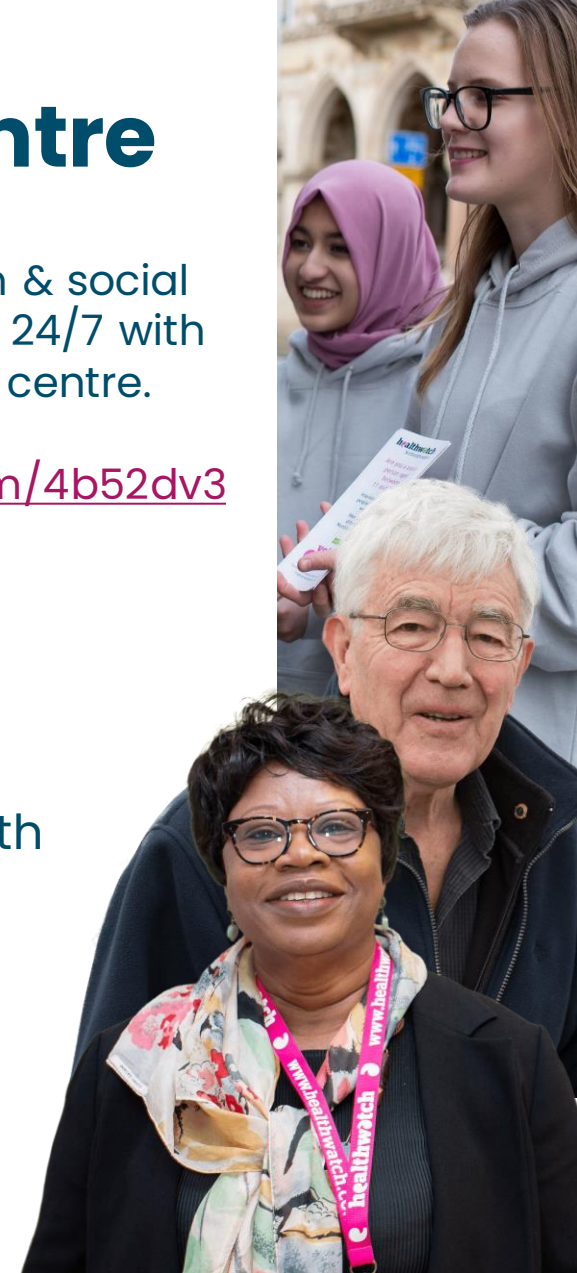
## Volunteer with us

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

Then why not volunteer with us a choose from a number of roles to make that difference

**Call: 0800 470 1660**

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





## Contact Us

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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

Twitter: @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020