



# Impact and Insight E-bulletin

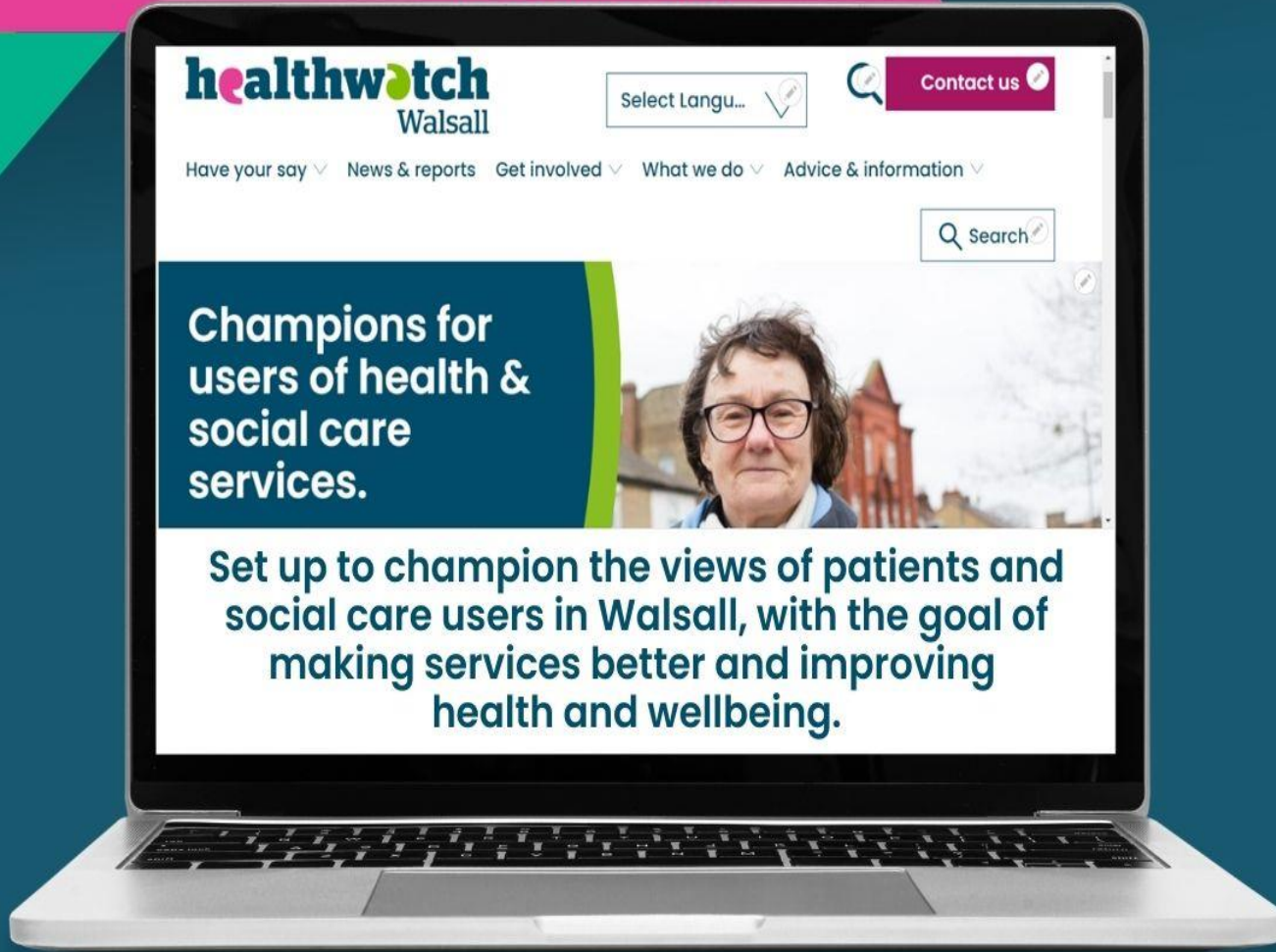
Your review of November 2022

**healthwatch**  
Walsall

# NEW

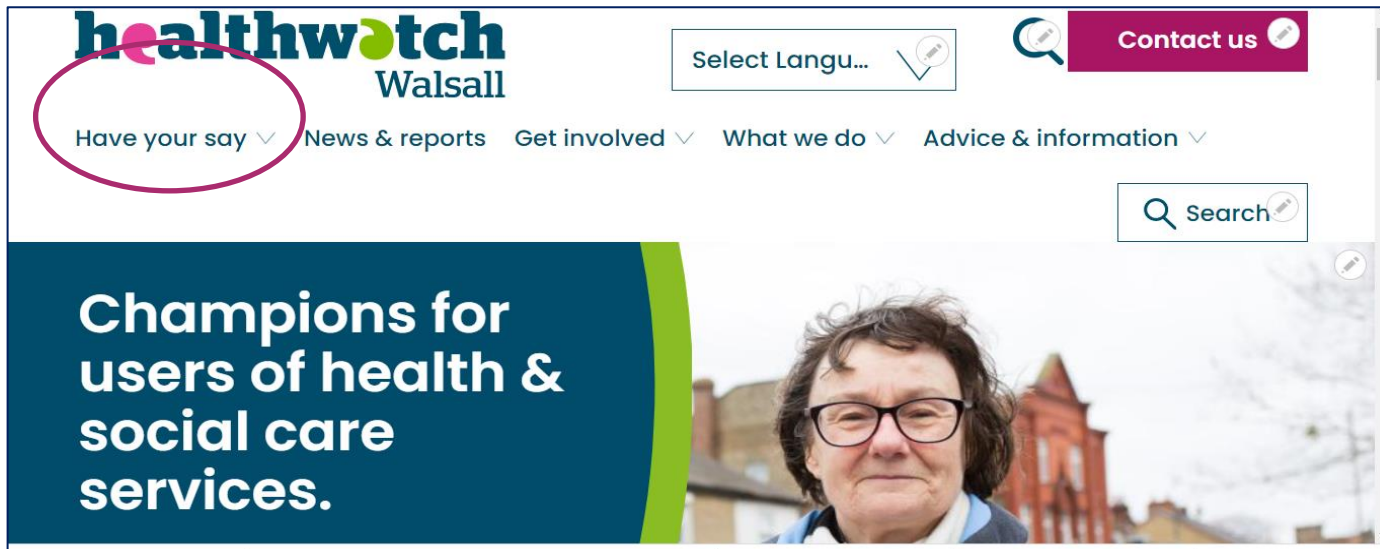
Look web site

# healthwatch Walsall





# We have launched our NEW website

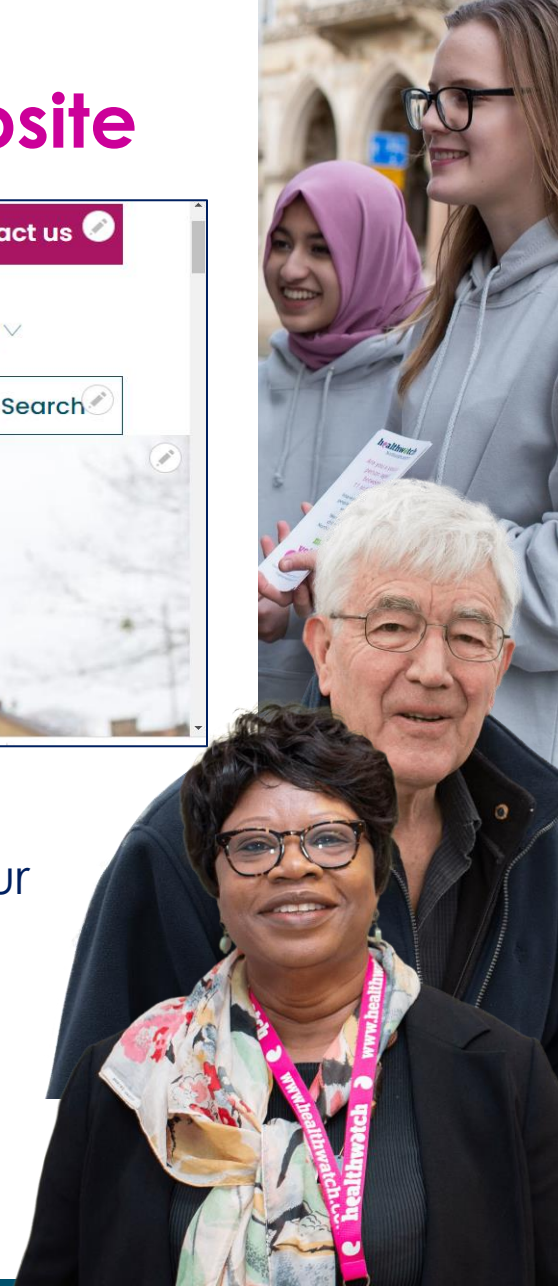


We have changed the way you share your health and social care experiences too. You can leave them at our new website section called **'Have Your Say'**.

Let us know what you think about our new website

**Call: 0800 470 1660**

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



# Our Engagement

We had 1,110 people visit our website and 2,367 page views during November.

We attended over 30 events out in the various communities of Walsall, and held one online event. We met the Mayor at Palfrey Health & Wellbeing event.

We have 2,917 social media followers across: Facebook, Twitter, Instagram and YouTube.



# November Issues & Topics

Slow turn around of mobility equipment

Waiting time for medication review in Mental Health services

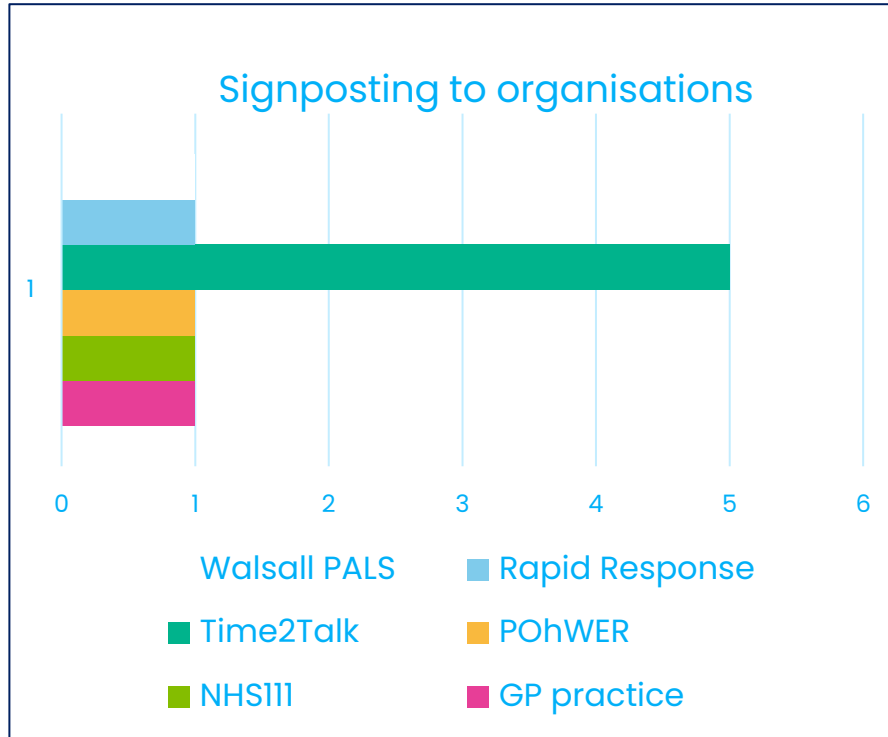
Patient hospital appointment at Walsall Manor sent with letter and text and when turned up told does not exist

Delivered medication from pharmacy to patient home open on arrival

Out of area patient wanted to know how to access Walsall GP services

Parking notice issues on parked cars at Walsall Manor Hospital

# How we have helped



## Signposting and support

Walsall Patients Advice and Liaison Service (PALS)  
Time2Talk (Walsall health care services customer services)  
Extra GP Appointments  
NHS111

Continued to point people to the right places to raise a complaint or raise a concern

We attended community and specialist events and told people about services.

We have told people about Extra GP appointments, NHS111, Local support organisations and simply listened when someone needed to talk.

# Get involved by taking part in our surveys & focus groups

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.

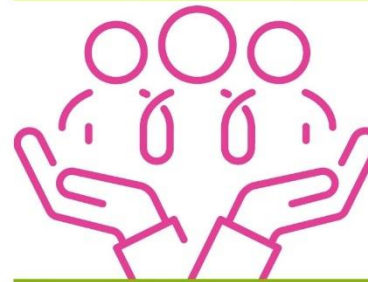
**healthwatch**  
Walsall  
Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

your voice counts

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

**Are you age 65+ or caring for someone who is?**

**Have you had contact with social workers in Walsall?**



**We want to understand how social work can help improve older people's lives.**

We need people like you to join our local advisory group and share your thoughts and experiences of social care. Meetings are online or in Walsall, with a fee for participation.

Contact Laura at University of Birmingham ([l.noszlopy@bham.ac.uk](mailto:l.noszlopy@bham.ac.uk)) or Aileen at Healthwatch Walsall ([aileen.farrer@healthwatchwalsall.co.uk](mailto:aileen.farrer@healthwatchwalsall.co.uk) or call 0800 470 1660) for more info.



**healthwatch**  
Walsall



# We have launched our Young Persons Communication Campaign

Looking to find out how young people interact and communicate with health and care professionals across many services in Walsall.

We want young people to share what works, doesn't work and what's needed to help them access and navigate health and care services.

Survey link:  
<https://tinyurl.com/zdmmawyz>

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## Young Persons Communication Campaign

A campaign for and by young people in Walsall

Have you had an issue communicating with a professional?  
Have you had issues accessing health services?

Have your say by taking part in our short survey at  
<https://tinyurl.com/zdmmawyz>

Or scan this QR code



For more info, contact us on  
t: 07732 683449  
e: [loretta.higgins@healthwatchwalsall.co.uk](mailto:loretta.higgins@healthwatchwalsall.co.uk)





6 Get involved by taking part in our surveys & focus groups

**COST OF LIVING CRISIS**  
How do you cope?

Fuel Bills  
Shopping  
Mortgage costs  
Inflation  
Transport costs

**Healthwatch Walsall**

**Tell us!**

Is the high cost of living affecting you or your family members' well-being?

Healthwatch Walsall would like to know what is affecting you and your family, how you are/will be planning to manage and to find out what support you need?

Link to take part: <https://tinyurl.com/7s9542u5>

# 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/>

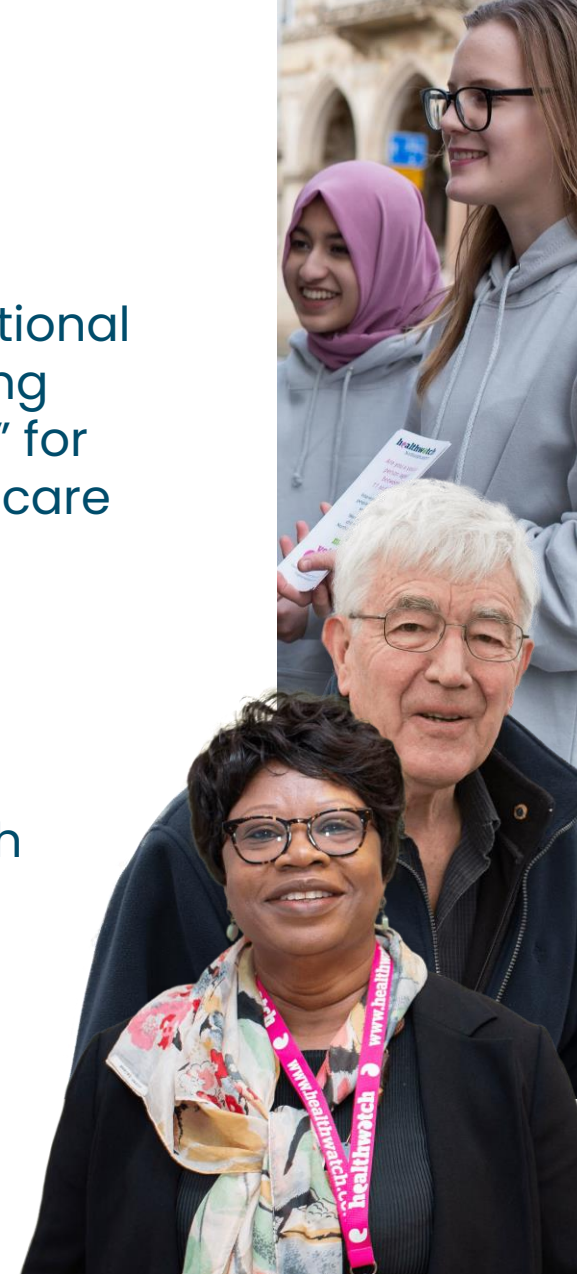
## Or get involved as one of our Frontline Volunteer

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](mailto: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](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!



# 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 who take their own lives then commit, 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 life lost 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: [jo@samaritans.org](mailto:jo@samaritans.org) Web: [www.samaritans.org](http://www.samaritans.org)

SANDEE: 0500 304 7000. Provides mental health information and support between 4 pm – 10 pm

city: <http://www.sandee.org.uk>

C.A.M.: 0800 58 58 58. National helpline for men to talk about any issues they are facing.

Engine and technology open to men only. Visit our site: <http://www.themachinestherapy.com>

Rethink Advice and Information Service: 0300 5009927. Opening hours are 9am to 4pm

Monday to Friday <https://www.rethink.org>

Paynes UK: 0800 068 41 41 (under 25) HCP@PAYNES.UK. Is open 24/7. Text: 07860 039667

Email: [paynesuk@paynesuk.org](mailto:paynesuk@paynesuk.org) Paynes UK is a UK Prevention Project of the Royal Society for Public Health

Stay Alive App: The Stay Alive app, developed by Crisis Text Line, is a suicide prevention resource for the UK, packed full of useful information and tools

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 088 5516. This service offers a free 24/7 helpline for people in the Black Country who

need support on urgent mental health concerns. Text message 07800 025 283.

Rethink Mental Health Walsall: Guidance & Recovery Service: 0332 888979. We have a telephone helpline open to anyone living in

Walsall who needs support/guidance. We are mainly a 9am-5pm 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, Blithwick, Walsall WS3 2EX. Open evenings 5 – 10 pm on weekdays including bank holidays

Saturday and Sunday 12pm-12pm. The hub is a safe and friendly place you can go to access support from our local usual 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 to share and chat. The group meets on Wednesdays from 8.30-10 am at Blackley Community Hub. For information

contact Richard - 07943 091695 or Martin - 07483 33371

Black Country Support after Suicide Service: Email: [blackcountrysupportaftersuicide@rethink.org](mailto:blackcountrysupportaftersuicide@rethink.org) Call: 0800 008 5516

Walsall Bereavement Support Service: Offers support for those bereaved by suicide. <http://www.walsall.gov.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.





## 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

Twitter: @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020