



**Local Intelligence Report  
January to February 2020**



**We Listen**

**We Note**

**We Act**

## Introduction

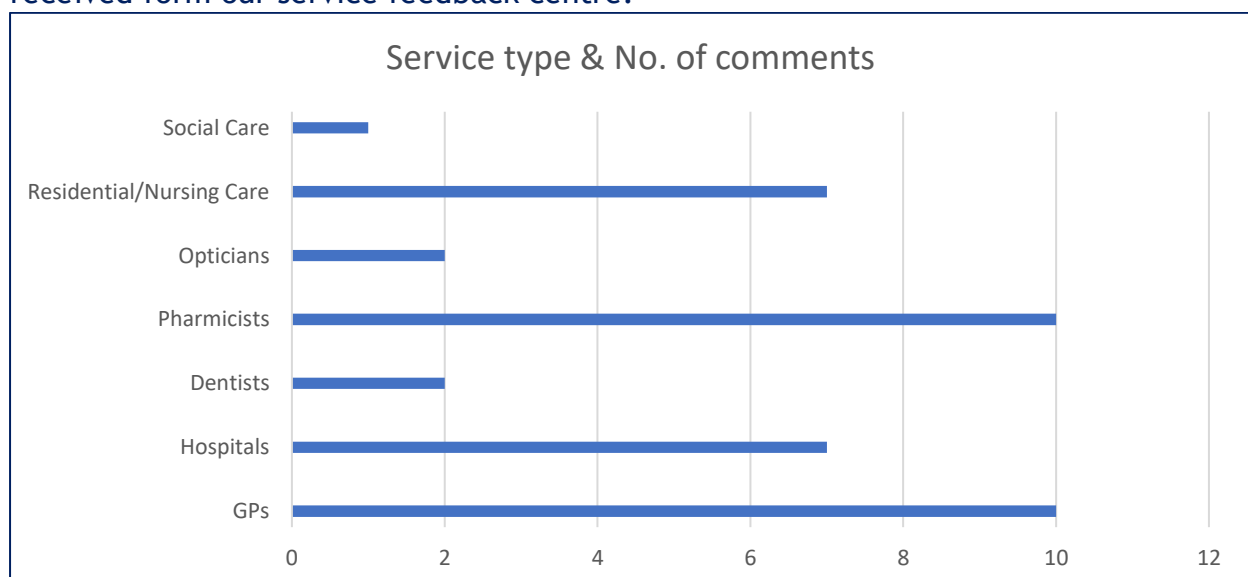
Healthwatch Walsall (HWW) is your independent consumer champion for health and social care services in Walsall. Our job is to champion the consumer interests of those using the services and give local people an opportunity to speak out about their concerns. We listen to views, concerns and compliments about services in order to help shape and improve them so that people are accessing the most quality and appropriate care.

Our office is located at the Blakenall Village Centre, 79 Thames Road, Blakenall, Walsall, WS3 1LZ. Telephone: 0800 470 1660.

During the period January - February 2020 Healthwatch Walsall have collated patient experiences into a user-friendly intelligence report. In addition, we have received service user experiences/feedback via our new web-based services 'Feedback Centre' and since its inception in late November we have received over 88 experiences/comments shared across NHS and Social Care Services. To visit the web site use the URL <https://healthwatchwalsall.co.uk/services/>

In total we have gathered 454 comments or experiences from service users in Walsall over the last two month period. The number has been collated from our outreach, online service feedback centre and surveys completed.

The graph below indicates the service type and number of comments we have received from our service feedback centre.



The table below indicates the sentiment of patients and service users when using services.

|                             | Positive | Mixed | Negative |
|-----------------------------|----------|-------|----------|
| Care/ Nursing Homes         |          |       | 1        |
| General Practitioners (GPs) | 9        |       | 1        |
| Hospitals                   |          |       | 7        |
| Opticians                   | 2        |       |          |
| Social Care                 |          |       | 1        |
| Dentists                    | 2        |       |          |
| Pharmacies                  | 9        |       | 1        |



### GP Surgeries/Services

We have received positive feedback about a number of GP practices, ranging from friendliness and efficiency of staff, to organising further tests. Those practices were: Harden Rd, Field Rd Surgery, Blakenall Family Practice, Northgate Medical Practice.

We did receive a more negative experience from a relative of a recently deceased patient that felt that the GPs did not follow up results timely and it may have led to treatment for their relative and a different outcome.



### Hospitals

We have received comments from relatives about the quality of care and communication on hospital wards at Walsall Manor Hospital. We are monitoring this closely to identify any emerging themes.

A patients' relative contacted HWW about a patient who was referred for scans and tests around a possible cancer diagnosis. A number of appointments and scans were cancelled giving concern about diagnosis and treatment.

***HWW escalated this matter to the Trust and the patient was contacted and given confirmed dates to move things forward.***

Also, a patient relative shared that they now visit New Cross Hospital Wolverhampton due to a misdiagnosis that was given at Walsall Manor Hospital. The patient did not complain through the Patients Advice and Liaison Service (PALS).

***HWW offered the opportunity for the patient still to raise the concern if they wished to via POHWER, NHS complaints advocacy service.***

Another patient attended a pre-booked appointment at the hospital only be told that it had been cancelled and not been informed. They then complained about the newly installed parking system.

*HWW are aware of other such cancellation practices at the hospital and this is something that HWW are monitoring closely to see if themes develop in particular departments or calendar based?*

We have received several comments about the newly introduced parking system and machines. The comments were negative and sited the operation of only two machines as the issue. There have been suggestions to introduce more parking payment machines to reduce the wait time.

*From a strategic meeting between the Chair and Chief Executive with HWW we have been advised that an additional payment machine is being installed.*



### **Social Care**

We received a call from a social care user who had requested extra support/hours on their care package. It had been refused and they wanted advice on the next steps to appeal or have it looked at again. We advised the service user to ask their social worker for an advocate if they are eligible for one. Their needs then may be looked at/ re-assessed?

*HWW advised to ask social worker for an advocate for the service user.*



### **Enter and View Visits**

Visits continue as part of the Healthwatch Walsall work programme and recent visits have taken place at social care settings and primary care settings (GP):

#### **Social Care Settings**

##### **Stanbrook Care Home (January 2020 Visit)**

We attended with a small team to observe delivery and to speak to residents, relatives, carers and staff.

#### Some recommendations:

- To hold regular Resident/Relative meetings to enable people to have their views heard.
- We recommend a visual/physical check of equipment and fittings in all areas
- To replace the floor covering in the empty room/bathroom.
- We recommend speaking with Public Health regarding support around odours within the home.
- We recommend that condiments are made available for people to use and that this is monitored inconspicuously.
- We recommend speaking with Dementia Team to take advice on size and colour of plate to aid people with dementia.

## **Parklands Court Bloxwich (January 2020 Visit)**

We visited 5 units that offered differing types and levels of care: Marlborough, Samuel, Elmore, Collins and Harrison units.

We attended with a team of 6 to observe delivery and to speak to residents, relatives, carers and staff.

Reports are with the provider and we are awaiting feedback, once received, these reports will be published on our website and shared with commissioners, stakeholders and the public.

## **Primary care Settings**

### **Collingwood Family Practice (February 2020)**

We attended with a team of 3 to observe delivery and to speak to patients and staff.

Reports are with the provider and we are awaiting feedback, once received, these reports will be published on our website and shared with commissioners, stakeholders and the public.

Reports can be found on our website: <https://healthwatchwalsall.co.uk/enter-and-view-reports/>



### **Dentists**

We received two positive comments from patients regarding an Aldridge dental practice, commending staff on being patient and understanding.

There is still an issue for residential and nursing care due to the lack of dental visits and treatment provided in care/ nursing homes.

HWW are considering this as a larger piece of work for the forthcoming work programme.



### **Pharmacies**

We have received mainly positive comments from the public about the pharmacies they use. Those highlighted were Co-OP, A Karims, Boots and Lloyds Pharmacies all citing good service and friendly staff.

The one negative comment we received was around medication not being available after a patient had waited for this for a few days.

## Update from Healthwatch Walsall Work Programme



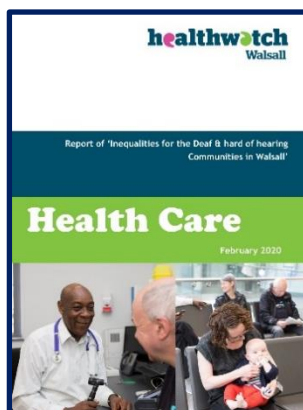
### Young Peoples Project

From the work we have done over the year, many young people shared their experiences and views around health and social care.

They also shared their understandings around neglect and some of the issues they face are daily and have concerns about.

The work undertaken has highlighted potential further areas of focus, which will be considered as a future work area.

Link to download report: <https://tinyurl.com/w69udlv>



### Inequalities Report - Deaf and hard of hearing community

This report has now been issued. We will continue to distribute the card HWW developed to various deaf groups and individuals.

We shall drop into the Borough wide coffee meetings and general meetings when we can.

One impact from this work is that members of the Deaf community were invited to the Walsall Hospital Trust focus group on the redesign of the A&E department.

Link to download report: <https://tinyurl.com/vf9fxmz>

## Work Currently Underway

### Transforming Care

The work is around collation of people with learning disabilities and/or autism and their parents/carers experiences in relation to care and support services. The work has been undertaken by a mixed methodology of survey and focus groups. The results and findings of our work will be presented at our “Spotlight On...” event being held on Tuesday 31<sup>st</sup> March 2020.

## Maternity Services

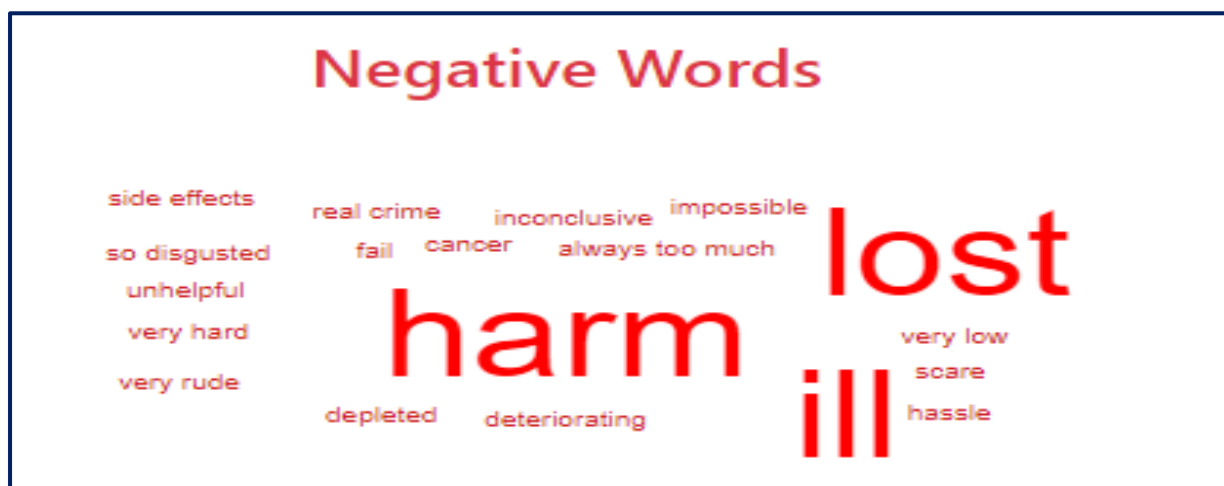
This work is around obtaining the views of services users around community maternity services. Many groups have been attended and the work is being carried out by a mixed methodology of surveys and focus groups. The report will be completed by 31 March 2020 and published in line with all other HWW reports.



This has been a Borough wide focus and many contacts have been made through the outreach and engagement.

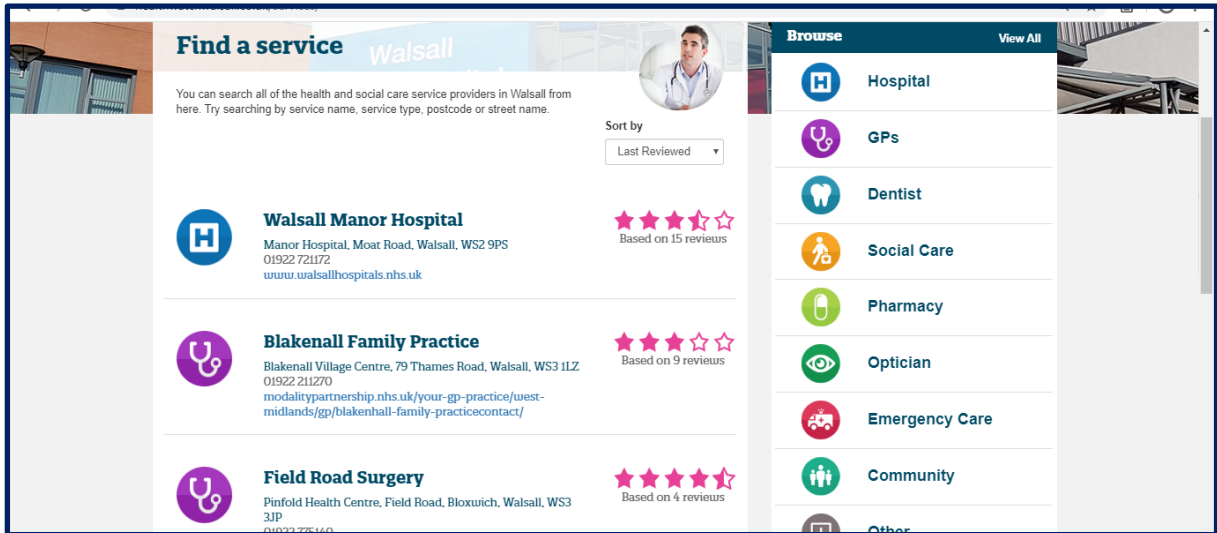
It seems that most service users feel that the information they were given at the start of their journey was satisfactory. However, when new parents come home from hospital more support and information for example breast feeding is needed, especially from first time mums.

Positive and negative comments from our service feedback centre, patient experiences.

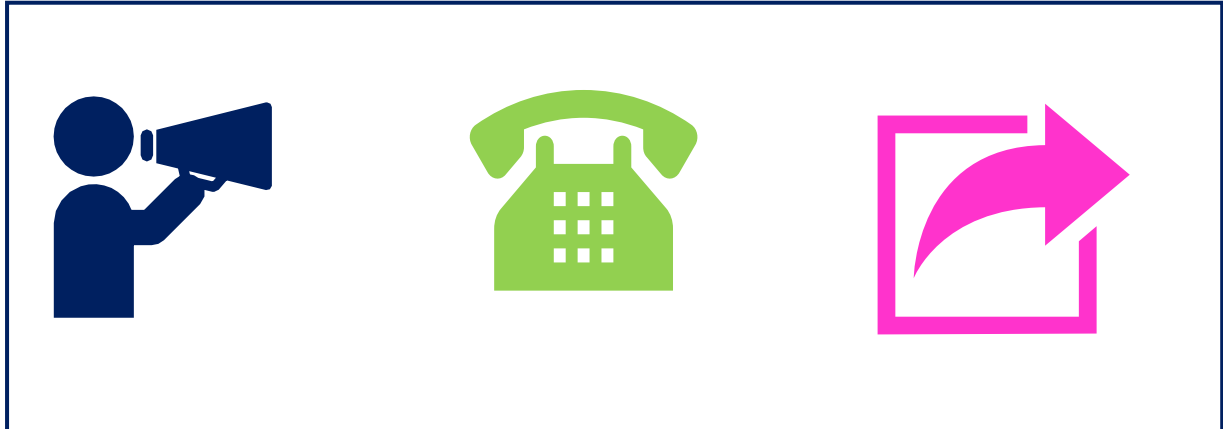


To leave a review about your experience(s) when you using health and social care services in Walsall visit: <https://healthwatchwalsall.co.uk/services/>

It is important to share your experiences from compliments, concerns or if you wish to complain. We can help.



Service providers have the right to reply to comments. To do so contact Healthwatch Walsall and share your details so that we can enable your right to reply process.



## Forthcoming “Spotlight On...” event

**Transforming Care - 31 March 2020, Blakenall Village Centre.**

The event is open to the public to attend and guest speakers and stall holders are being arranged.



# Transforming Care

Learning Disabilities and or Autism

We will be holding a "Spotlight On..."  
event on Tuesday 31st march  
10.30am till 12.30pm

To present our findings about how? when? and if  
people can access services when they need them?



**BOOK NOW**  
**SPACES AVAILABLE**

To be held at Blakenall Village Centre  
79, Thames Road, Blakenall, Walsall  
WS3 1LZ.

Book your place now. Phone: 0800 470 1660  
Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

Don't forget our range of volunteering opportunities. From Advisory Board Members to on the ground front line promotion and marketing volunteers and for those with a questioning and observation mind set why not become one of Enter and View Authorised Representatives.



## Become a Healthwatch Walsall Volunteer

Volunteers play a crucial role in helping to ensure that we can raise the profile of issues that matter when it comes to improving our health and social care services.

The roles available are:

- **Enter and View Representative**
- **Events and Engagement**
- **Marketing and Promotions**
- **Researcher**
- **Reading panel member**

For more info or if you are interested in becoming a volunteer, please get in touch with us on **0800 470 1660**, email **info@healthwatchwalsall.co.uk** join us in giving local people a voice in health and social care services across Walsall and make a difference.

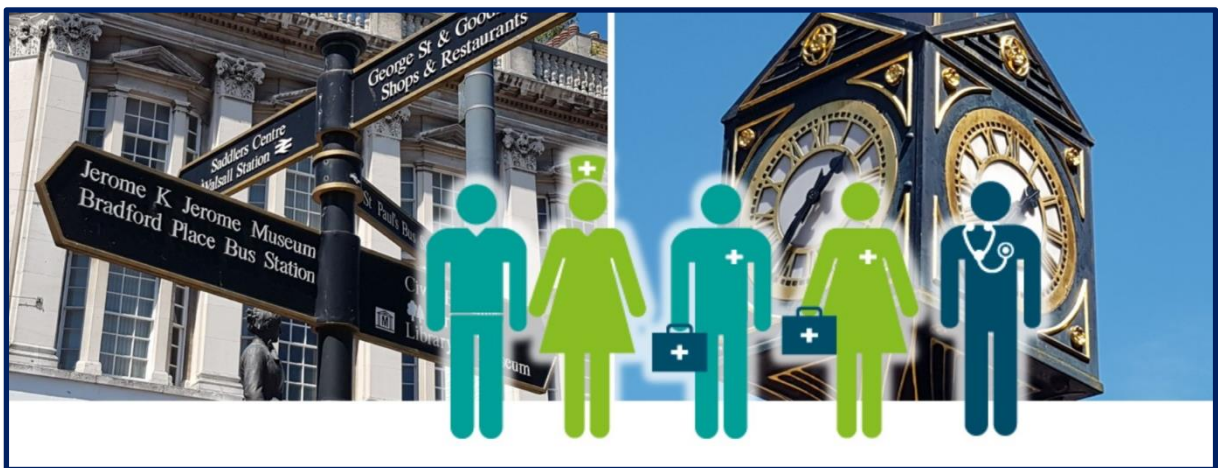
**healthwatch**  
Walsall



**Engaging Communities**  
Inspiring Change, Improving Outcomes

## DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



**healthwatch**  
Walsall

To share your patient experiences contact us on Telephone: 0800 470 1660  
Visit our new Feedback review page: <https://healthwatchwalsall.co.uk/services/>  
Or Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

Part of Engaging Communities Staffordshire

**Engaging  
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