



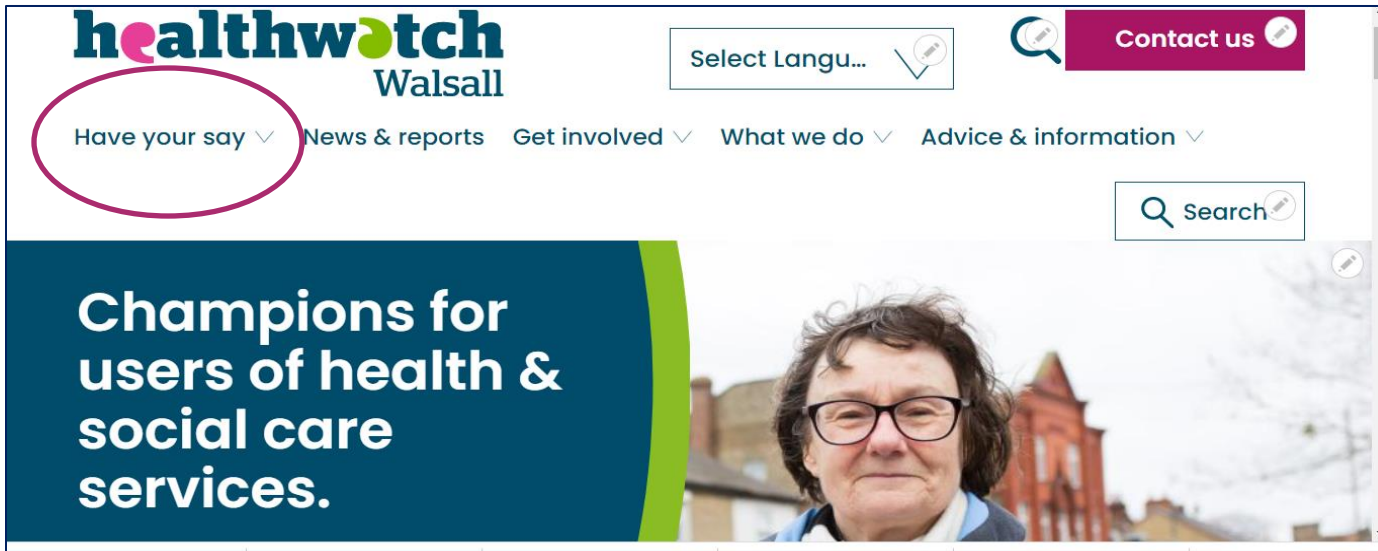
Impact and Insight E-bulletin

Your review of February 2023

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'. Link: <https://tinyurl.com/29e3uscn>

Let us know what you think about our new website!

Call: 0800 470 1660

Email: info@healthwatchwalsall.co.uk



Our Engagement

We attended over 22 events out in the various communities of Walsall and held 2 online events.

We have 3,126 social media followers across our various social media platforms.

We had 665 visitors to our NEW look website and 1,525 page views.

**INVITE US
TO YOUR
MEETINGS OR
EVENTS**

healthwatch Walsall

Are you holding a meeting or have you got an event coming up and would like Healthwatch Walsall to take part or attend?

We would love to talk with you, your group or support a public event you are holding. So get in touch!

Having a funday, fayre, fete or group event?
CONTACT US NOW
T: 0800 470 1660

February Issues & Topics

Patient has 6 hospital appointments cancelled back to back.

Visually impaired patient has difficulties with NHS information.

Patient attended A&E told no fracture but got phone call 4 hours later and told does have a fracture.

Compliment to Walsall maternity services on services delivered to their daughter.

If you wish to share your service experiences then visit our website 'Have Your Say'

The screenshot shows the Healthwatch Walsall website. At the top, there is a navigation bar with the Healthwatch Walsall logo on the left, a 'Select Language' dropdown menu, and a 'Contact us' button on the right. Below the logo, there are several menu items: 'Have your say', 'News & reports', 'Get involved', 'What we do', and 'Advice & information'. A search bar is located on the right side of the navigation bar. The main content area features the heading 'Share your views' and a sub-heading 'Take five minutes to share your experiences'. Below this, there is a paragraph of text: 'NHS and social care staff are doing everything they can to keep us well during these challenging times, but there might be things that can be improved for you and your loved ones. Please take five minutes to share your story with us.' At the bottom of the page, there is a small note: 'To understand how we will use your information read the 'How we use this information' at the end of the page.'

We got mentioned in a CQC report

Walsall Manor Hospital was recently inspected by the CQC and a report on their findings was issued on 25 January 2023. Here is the mention...

Healthwatch Walsall had regular contact with the Trust and in 2021/22 provided feedback reports on patient views regarding communication and end of life care. The report on communication was shared with the patient experience team and changes were made to the telephone system within the Patient Advice and Liaison Service (PALS) to accommodate concerns regarding call handling.

A member of the Healthwatch team sat on the Trust Learning Matters editorial group throughout 2021/22 and contributed via independent scrutiny to the inclusion of articles that shared learning from feedback and actions arising from complaints, incidents and mortality reviews.

Link to full report:

<https://www.healthwatchwalsall.co.uk/sites/healthwatchwalsall.co.uk/files/CQC%20inspection%20manor%20hospital.pdf>

Get involved by taking part in our surveys & First Friday Focus meetings



healthwatch
Walsall

2023 /
2024



use the QR code to go to survey.

Take part in our listening survey

TELL US WHAT HEALTH & SOCIAL CARE SERVICES IN WALSALL WE SHOULD LOOK AT.

Use the link <https://tinyurl.com/3r3bbtaz>
or call 0800 470 1660 to take part

Take part in our 'Listening survey'
Tell us what Health & Social Care services in Walsall we should look at for our work for 2023/ 2024.

link to take part:

<https://tinyurl.com/3r3bbtaz>

Other surveys to get involved with...

Shape the service offered by Walsall's Midwifery-Led Unit (MLU)

Link: <https://tinyurl.com/46j89va5>

Are you aged 12-24 & living in the Black Country?

Link: <https://survey.zohopublic.eu/zs/UVB8Ur>



We attended the pre-opening of a new facility



We attended a pre-opening tour of the NEW 'Urgent and Emergency Care Centre' at Walsall Manor hospital.

Valuable input was given by our network of contacts from the visually, hearing and physically impaired groups/persons.

The new tech laden facility should help NHS staff and Walsall patients achieve the best outcomes possible in a shorter time.

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



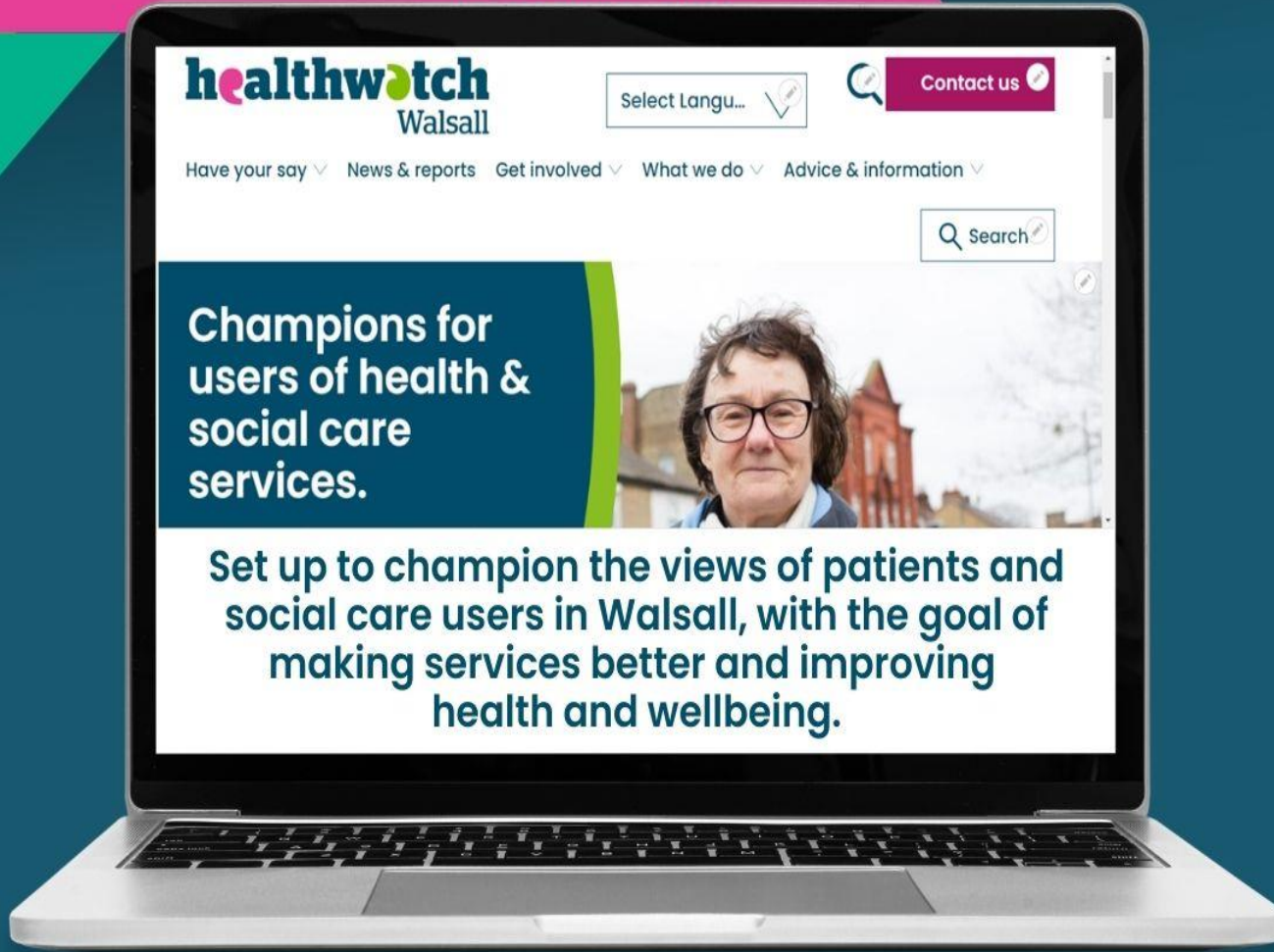
**GET
INVOLVED!**



NEW

Look web site

healthwatch Walsall



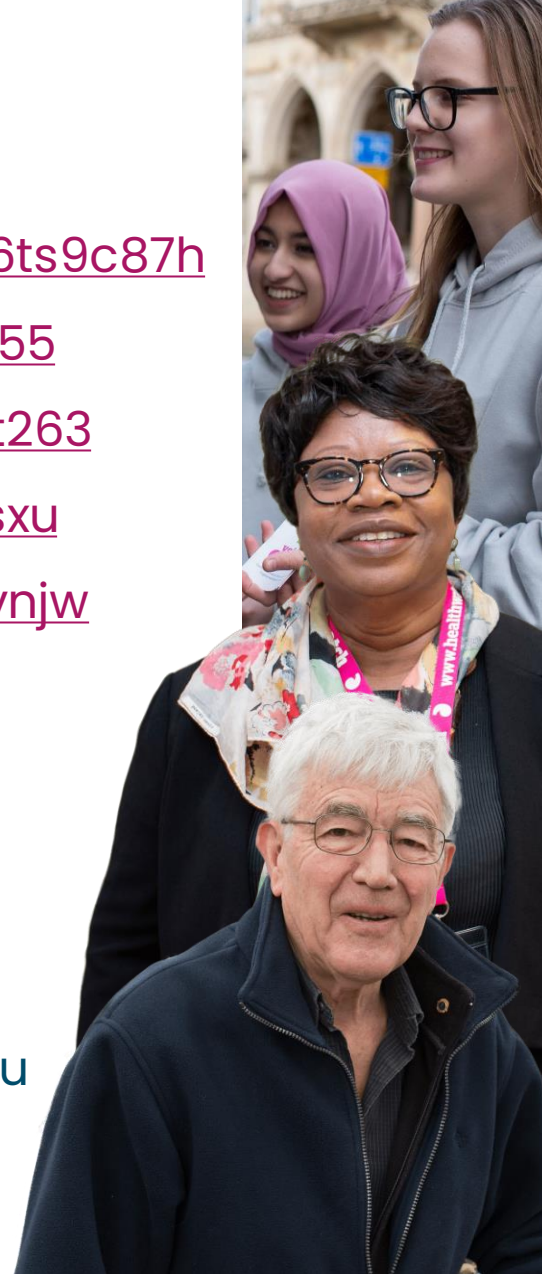
6 Local support in Walsall

- 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

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

t: 0800 470 1660

e: info@healthwatchwalsall.co.uk

Social Media

Facebook: @HealthwatchWSL

Twitter: @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020