

# Impact and Insight E-bulletin

Your review of February 2024



# Our Engagement for February 2024

**We attended 46 events out in the various communities of Walsall and online and engaged with 270 people.**

**We have 3,128 Social media followers across our various social media platforms.**

**We had 1,053 visitors to our website, of which 771 were new visitors, 4,022 page views in total .**



# Issues and Themes for February 2024

**Escalations around possible social care issues reported to Local Authority and Integrated Care Services.**

**Patient compliment about care staff on Ward 14 at Walsall Manor Hospital.**

**Waiting times in NEW Emergency Care & treatment centre up to 10 hours.**

**Patient compliment to Ophthalmology department at Walsall Manor Hospital.**

**Patient admitted to ward at Walsall Manor Hospital thought care was excellent.**

**Continued patient access to appointments . Waiting times on phone issues.**

Champions for  
users of health &  
social care  
services.



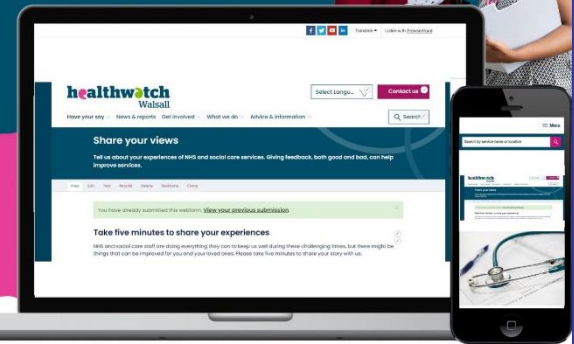
# Have Your Say

Share your Walsall health & social care services experiences on our website or use your mobile phone.

Visit our webpage:

[www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)

click on the tab 'Have Your Say'



**healthwatch**  
Walsall

or call

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](mailto: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/>

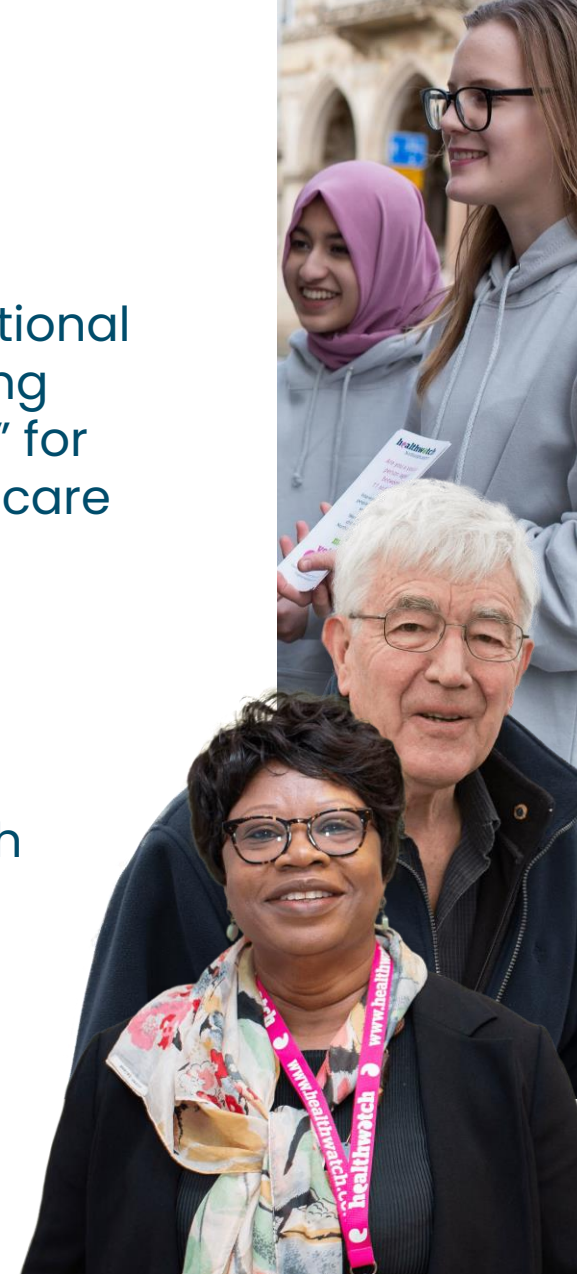
## Or get involved as one of our Frontline Volunteer

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](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

**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!



**TALK TO US!**

**VOLUNTEER**

**GET INVOLVED!**



## 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.





## 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

X (formerly Twitter): @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020