



# Impact and Insight E-bulletin

Your review of July 2023

**healthwatch**  
Walsall

# Our Engagement

**We attended over 35 events out in the various communities of Walsall and engaged with 144 people.**

**We have 3,062 Social media followers across our various social media platforms. We held 4 online events.**

**We had 1,052 visitors to our website and 1,597 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!

**ADMIT ONE** 604760

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

# Issues and themes for July

**Patient did not feel listened to by GP, had lost weight over time doctor blaming on lifestyle habits of cakes and sweets but patient doesn't have.**

**Parent having issues with change of LA Social worker/ carer support for son with complex needs. .**

**Patient going through a number of issues both medical and life issues. Given Social prescribing information**

**Patient referred to 3 hospitals for neurology issue, feels passed around no one know what to do/help..**

**Patient had good experience of care at local Walsall Manor dental hospital.**

**Patient with hospital at appointment at Walsall Manor having difficulty finding as appointment letter with route on not where the clinic is, moves.**





## Get involved... take part in our surveys

We have a number of projects we are currently working on which you may be able to offer important feedback. From your, your family and friends experiences.

Please share, so that we can gather as much information as possible. We will publish our findings in a public report and recognise good working practice and identify any need for service change/improvement

### **NHS 111 work project**

NHS 111 triages peoples medical needs to enable them to access the appropriate services, or to provide advice on self-care where relevant. We want to know if this process is working for you, and understand your experiences of using the service.

To take part in a short questionnaire [Click Here](#)

### **The Accessible Information Standard**

This survey is part of a campaign to make people aware of the Accessible Information Standard. The Accessible Information Standard is a law that says all health and care services have to: communicate in different ways for people with different needs and provide information that is clear and easy for people to understand.

To take part in a short questionnaire [Click Here](#)

### **Long COVID work project**

We were not sure how 'long COVID' suffering Walsall patients were supported by Walsall services so we decided to take a look and encourage those patients or relatives and carers to share their experiences of long COVID support. This is an opportunity to find out what's out there? What works? and What extra support, if any? is needed.

To take part in a short questionnaire [Click Here](#)

### **NHS dental care/treatment work project**

Healthwatch Walsall wants to know if dental patients are still getting NHS treatment and care? We are also looking to find out what people who cannot access NHS dentistry are doing to meet their dental needs and if this was affected by the recent rise in NHS dental care pricing. Please take part in this short survey if you have recently tried to access Walsall NHS dental care. We want to hear from you and thank you for taking the time to participate.

To take part in a short questionnaire [Click Here](#)



## Get involved... take part in our surveys

### **NHS dental care/treatment work project**

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### **Access to Walsall Maternity, Neonatal and Post-Natal Care for Black and Asian Women**

Healthwatch Walsall want to speak to women from Black and Asian backgrounds. We want services to be more accessible, inclusive and for service users to have the highest quality of care. By taking part in this survey you can tell us what could be better and what works well.

To take part in a short survey [Click Here](#)

We can send paper copies if you wish or we can assist if you would like to take part over the telephone. Call 0800 470 1660.

Our projects data are analysed and a report is drawn up and shared with service providers, service commissioners and of course you the public.

To view or download any of our reports then visit our website 24/7

Link: <https://tinyurl.com/5n6zyxwd>



**Champions for  
users of health &  
social care  
services.**



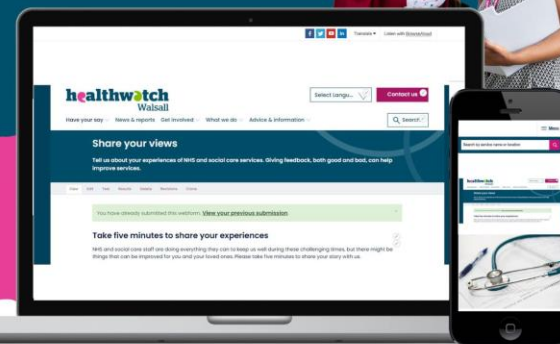
## Have Your Say

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** or call  
Walsall 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/>

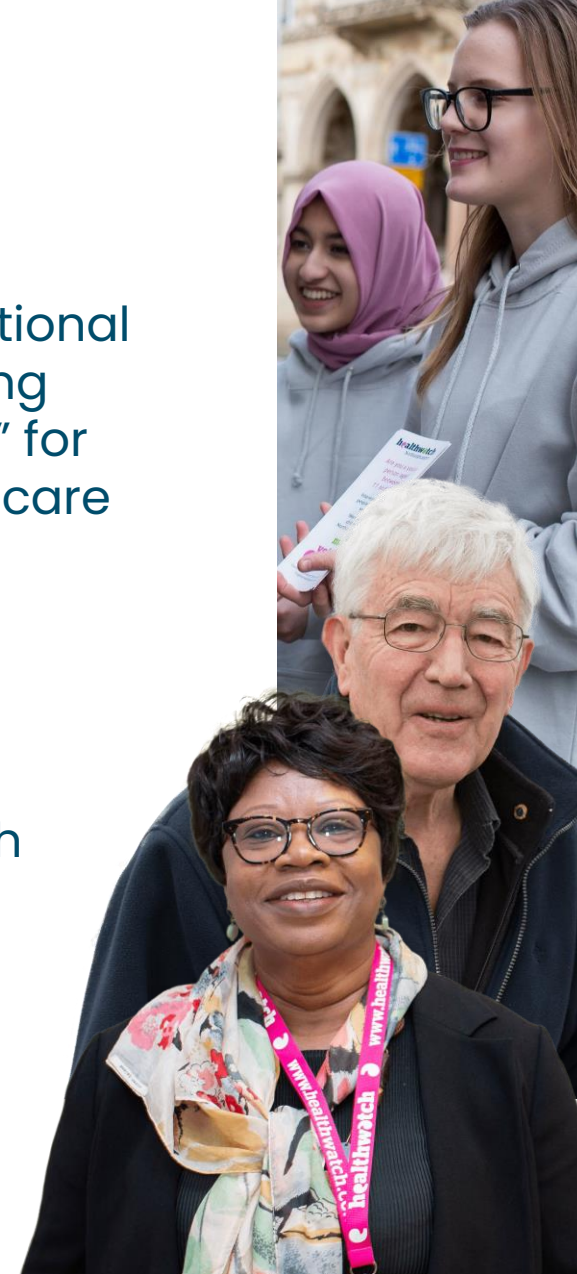
## Or get involved as one of our Frontline Volunteer

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

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

- 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

Twitter: @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020