



# Impact and Insight E-bulletin

**healthwatch**  
Walsall

Your review of July 2024



# Our Engagement figures for July 2024

People engaged with Face2face: 72

Website visitors: 1,041

Page Views: 1,733

New, site users: 592

Number of social media posts: 95

Number of social media followers: 3,086



# Issues and Themes for July 2024

- Elderly patient could not get appointment for continuing medication over a week tried to get in touch with GP.
- Former NHS employee horrified at the quality of care provided to relative whilst on ward at Walsall Manor Hospital.
- Patient had 3 appointments cancelled by pain management service.
- Recent web issues affecting electronic ordering or medication for patient.
- Partner not allowed to attend with patient at Walsall Urgent and Emergency Care Centre.
- Social worker (out of Walsall borough) enquired if any advocacy provision in Walsall.



**healthwatch**  
Walsall

We are your health and social care champion. We make sure National Health Service (NHS) leaders and other decision makers hear your voice and use your feedback to improve care.

Visit our website to leave a service review  
<https://tinyurl.com/3778j3ps>

Use the QR code to review a Walsall service



Or talk to us and share those health and care experiences and see if we can help. We can offer free advice and information that may meet your need.

**Tel: 0800 470 1660**

Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)  
Website: [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)



# Get involved with our work projects

If you have experience of these Walsall services then take part!



## The Patient Experience of Cancer Services in Walsall

Have you accessed cancer services in Walsall? We want to hear your feedback about the treatment and care you received.

Do you think hospital staff did their best to take care of you?  
Did you have full confidence and trust in the team looking after you?

These are just some of the things we want to hear about. Help us to improve patient experiences by sharing your thoughts with us.

Our project will give patients the chance to talk about the treatment and care they received, waiting times, communication and more.

If you want to get involved and share your thoughts on cancer services in Walsall, either scan the QR code, use the link below or contact our project lead: Loretta Higgins via phone, email, text or voice note on: 07732 683 449 / [loretta.higgins@healthwatchwalsall.co.uk](mailto:loretta.higgins@healthwatchwalsall.co.uk)



## If you have used Walsall Urology Services in the last 18 months we would like to hear from you?



We will also arrange focus group meetings to listen to your service experiences. So get involved!



Tel: 0800 470 1660  
Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

## Please take part in a short survey

Use the link  
<https://tinyurl.com/2b9ad9n2>  
Or Use the QR code



Or if you need help completing the survey call us on 0800 470 1660.



Link to survey: <https://tinyurl.com/y3wap3f9>

Link to survey: <https://tinyurl.com/y6fra8xw>

# We have roadshows!



## Health and Care Information & Advice Roadshow

This partner event brings important health and care information and more to the Walsall public.

Health & Wellbeing checks available

Organisation representatives from:

Walsall Black Sisters Collective, Be Well Walsall, Cancer Awareness, Dementia Awareness. Self Care Management, Walsall Society for the Blind, Walsall Carers Hub and more... are signing up to support the coming events.



**Wednesday 28th August**  
**from 1.00 pm to 4.30 pm**  
**at**  
**Ryecroft Community Hub**  
**28 New Forest Rd, Walsall**  
**WS3 1TR**

**Walk In, No booking required**

**For more information**  
**telephone 0800 470 1660**



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Organisation representatives from:

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**Tuesday 17th September**  
**from 1.00 pm till 4.30 pm at**  
**Brownhills Community**  
**Association**  
**Pelsall Rd, Brownhills, Walsall**  
**WS8 7JS**

**Walk In, No booking required**

**For more information**  
**telephone 0800 470 1660**



We are going on the road to different venues and communities in Walsall to bring health and care advice from professional and support organisations to the public.

Each month there will be a range of professionals that Walsall people can access to help themselves, their family or someone else in their community. It is a walk in event so no need to book. All welcome.



# Volunteer with us

Independent Strategic 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!



Engaging  
Communities  
Solutions

**TALK TO US!**



**VOLUNTEER**



**GET  
INVOLVED!**



# 6 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.





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



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)

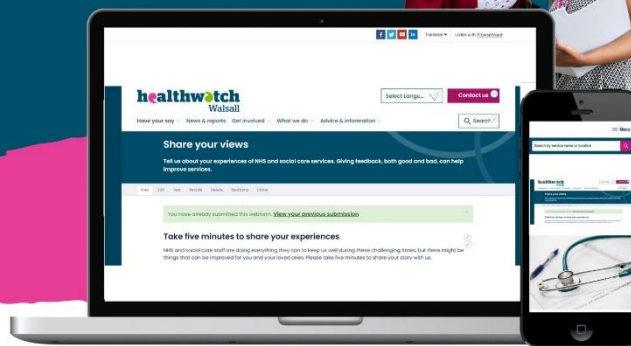
## Have Your Say

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



**Committed  
to quality**

We are committed to the quality of our information. Every three years we perform an in depth audit so that we can be certain of this.

## 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