



# Impact and Insight E-bulletin

Your review of June 2023

**healthwatch**  
Walsall

# Our Engagement

**We attended over 27 events out in the various communities of Walsall and engaged with 239 people**

**We have 3,037 Social media followers across our various social media platforms. We held 2 online events.**

**We had 1,052 visitors to our NEW look 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 June

**Waiting times for treatment at Walsall Manor Hospital. Also patient had 6 appointments cancelled.**

**Pregnant mum wanting vitamins but GP no longer prescribing. Signposted to Healthy Options to get.**

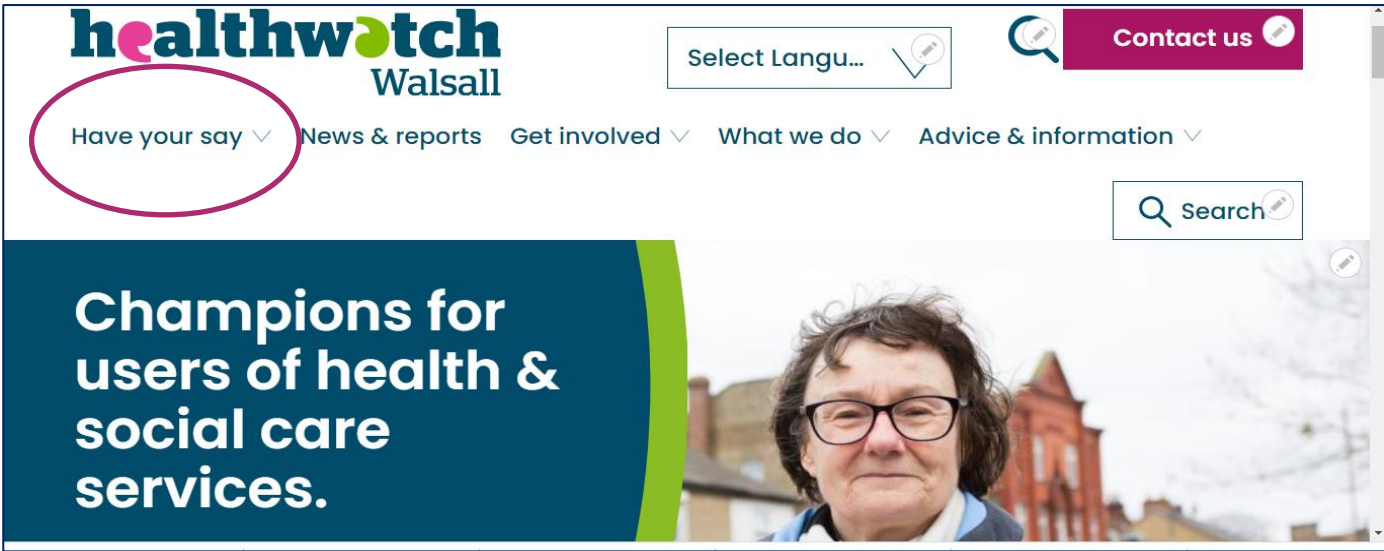
**Dyslexic patient has difficulty using GP online booking system.**

**Patient comment about usefulness of NHS111. Their advise to monitor issue could have caused serious condition.**

**Caller wanted to know where COVID19 top up vaccinations were in Walsall. 119 could not tell them.**

**Compliment about the service at the New Emergency Treatment Centre**

# 6 Have Your Say



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>

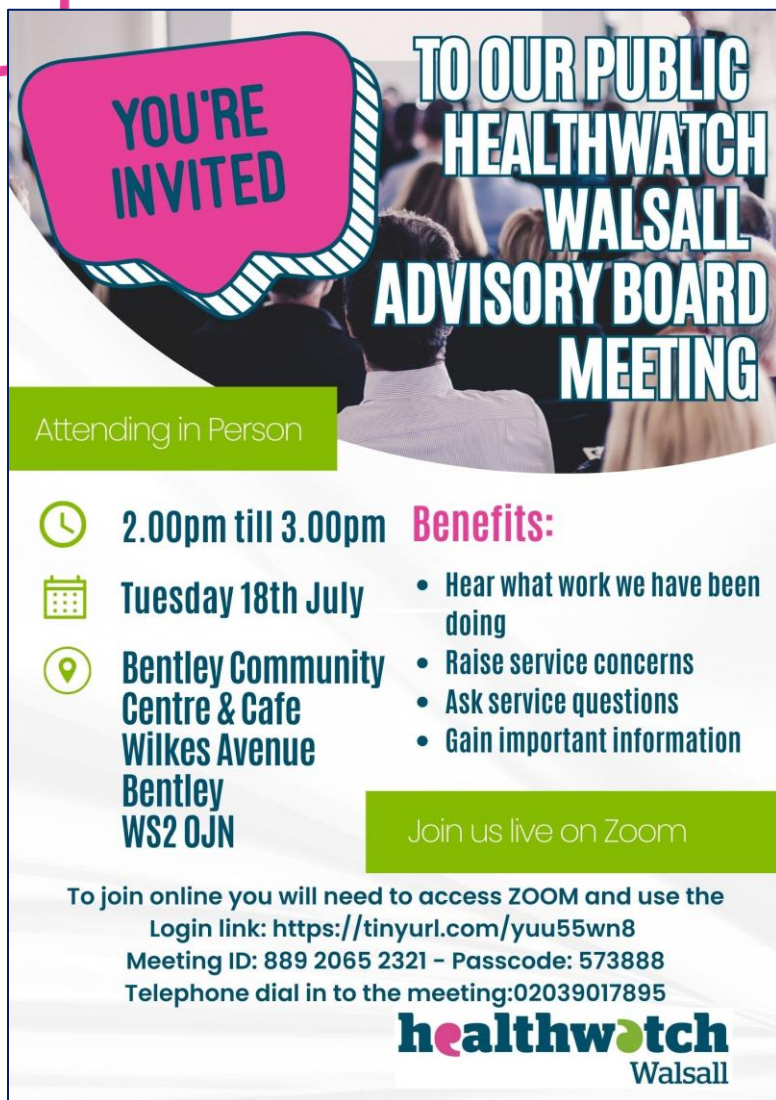
Let us know what you think about our new website!

**Call: 0800 470 1660**

**Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)**



# Get involved... join our meetings or take part in our surveys



**YOU'RE INVITED**

**TO OUR PUBLIC HEALTHWATCH WALSALL ADVISORY BOARD MEETING**

Attending in Person

**2.00pm till 3.00pm** **Benefits:**

- Hear what work we have been doing
- Raise service concerns
- Ask service questions
- Gain important information

**Tuesday 18th July**

**Bentley Community Centre & Cafe**  
Wilkes Avenue  
Bentley  
WS2 0JN

Join us live on Zoom

To join online you will need to access ZOOM and use the  
Login link: <https://tinyurl.com/yuu55wn8>  
Meeting ID: 889 2065 2321 - Passcode: 573888  
Telephone dial in to the meeting: 02039017895

**healthwatch**  
Walsall

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

Do service users to have the highest quality of care.

Use the link: <https://tinyurl.com/35essz6s>

## Long COVID survey

Share their experiences of long COVID support in Walsall.

Use the link: <https://tinyurl.com/mprscsvk>

## NHS Dentistry survey


What are people doing to meet their dental needs and if this was affected by the recent rise in NHS dental care pricing

Use the link: <https://tinyurl.com/4hmfmadr>



# Get involved... take part in our surveys

Visit our website: <https://www.healthwatchwalsall.co.uk/take-part-these-important-surveys>



**Healthwatch Walsall** want to hear your experiences of Black and Asian people's experiences of Maternity, Neonatal and Community Care in Walsall.

Were you happy with your maternity care?

Healthwatch Walsall want to hear your views on your experience of maternity care.

You can share your feedback with us by taking part in our survey. Use the link below or scan the QR code to have your say.

If you would like a paper copy or need help with completing this survey, please contact Loretta Higgins on 07732 683 449

<https://engagingcommunities.welcomesurvey.com>



**Can you get NHS dental treatment?**

**YES? or NO?**

Please take part in our short questionnaire and let us know if you are still able to get NHS treatment or not?


Use the link:  
<https://tinyurl.com/4hmfmadr>  
Or if you wish to take part over the phone  
call: 0800 470 1660



Or use the QR code

**healthwatch**  
Walsall

Are Walsall health & social care services communicating with you in ways that you understand?




Take part in our short survey and let us know if you are still able to get NHS treatment or not?

Use the link: [vvvvvvvv](https://tinyurl.com/4hmfmadr)  
Or if you wish to take part over the phone  
Telephone: 0800 470 1660

**healthwatch**  
Walsall

Or use the QR code




**Have you or are you suffering from Long COVID?**

Take part in our short survey and let us know if you have the support you need?

Use the link: <https://tinyurl.com/mprscsvk>  
Or if you wish to take part over the phone  
Telephone: 0800 470 1660

**healthwatch**  
Walsall

Or use the QR code



## Coming Soon: Accessibility Standards Project

# 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

- 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](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