

your voice counts

Impact and Insight E-bulletin

Your review of November 2023



Our Engagement

We attended over 34 events out in the various communities of Walsall and engaged with 252 people.

We have 3,107 Social media followers across our various social media platforms.

We had 894 visitors to our website, of which 752 were new visitors , 3,700 page views in total.

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

Issues and Themes for November

Patient admitted to Walsall Manor Hospital had issues around staff communication which led to delayed discharge

Patient experienced unhelpful staff at GP surgery. Wishing to complain but delays in process

Relative of care home resident not happy with move to another care venue

Patient feels isolated. Suggested to contact GP practice and access social prescribers

Unhappy about waiting times at Walsall Urgent Treatment Centre

Patient who attended Emergency Department, to be admitted to COVID treatment ward. Told one thing then another. Sent home same day



Get involved Take part in these important surveys...

Share your experiences with us

Visit our website: <https://tinyurl.com/m2maw8k8>

WE WANT YOUR FEEDBACK

Take part in a short survey either online or call 0800 470 1660.

Attending A&E/Urgent Treatment Centre?

Please take part in a short survey and tell us your experience

Part 1 survey

This survey is about your arrival, first impressions, being listened to, being involved, etc. Please complete both parts so we get the big picture.

link: <https://tinyurl.com/yc8dceb4>

Scan the QR code

Part 2 survey

This survey is about your waiting times and communication with you. Please complete both parts so we get the big picture.

link: <https://tinyurl.com/5n6jc7kx>

Scan the QR code

Your comments will be anonymous & will be used in a report that will be published & shared. It may recognise good practice and highlight opportunities to improve patient experience

Engaging Communities Solutions
Tel: 0800 470 1660
info@healthwatchwalsall.co.uk

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

WHAT?

Take part in our short survey and let us know?

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

Or use the QR code

NHS 111

How does it work for you?

Take part in our short survey and let us know?

Use the link: <https://tinyurl.com/2s3fs3c9>
Or if you wish to take part over the phone
Telephone: 0800 470 1660

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

Or use the QR code



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.

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](#) **EXTENDED TILL EARLY DECEMBER**

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](#) **EXTENDED TILL EARLY DECEMBER**

New Emergency and Urgent Care Treatment Centre

We have just launched our look at the New centre to understand how it is working for patients that use it. The survey is in two parts.

Part 1 link: [Click Here](#) looks at your initial communication with staff, the facilities and experience whilst waiting

Part 2 link: [Click Here](#) looks at you whole waiting time and any communication you received

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

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

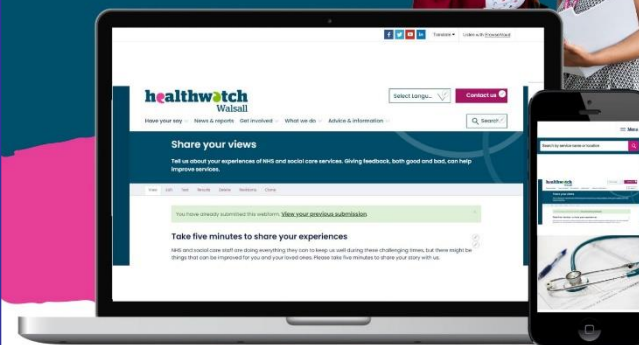
Have Your Say

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

Visit our webpage:

www.healthwatchwalsall.co.uk

click on the tab 'Have Your Say'



healthwatch or call
Walsall 0800 470 1660

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/>

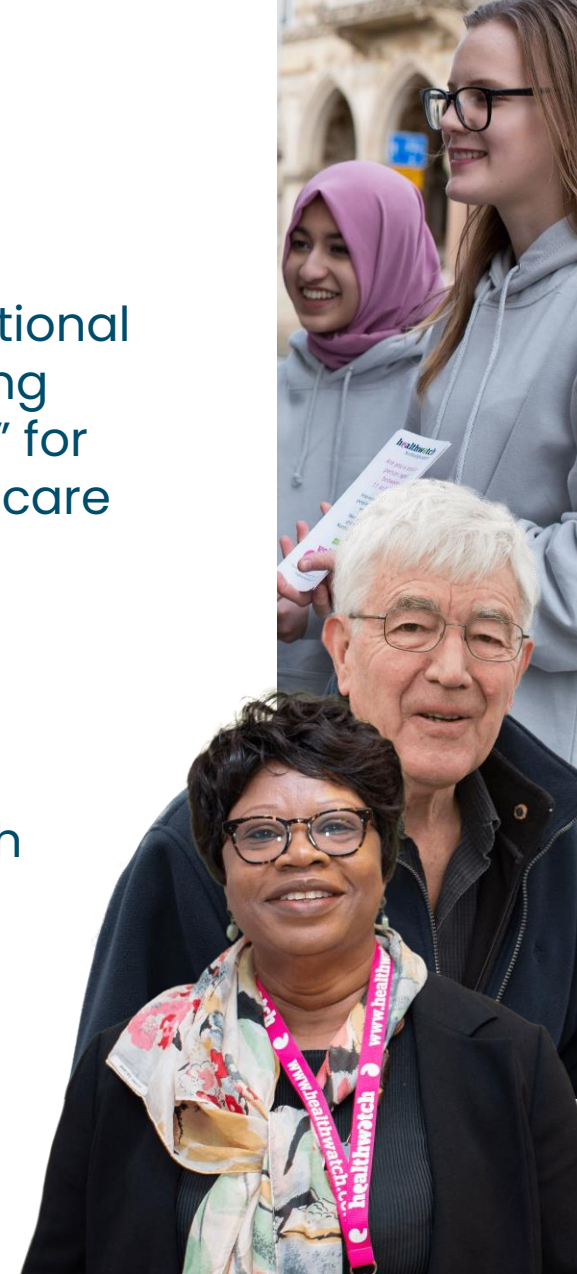
Or get involved as one of our Frontline Volunteer

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!





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

t: 0800 470 1660

e: info@healthwatchwalsall.co.uk

Social Media

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020