



Impact and Insight E-bulliten

Your review of October 2022

healthwatch
Walsall

Our Engagement

We had 2,467 people visit our website and 4,685 page views during October.

We attended 25 events out in the various communities of Walsall, and held one online event.

We have 2,917 social media followers across: Facebook, Twitter, Instagram and YouTube.



October Issues & Topics

Attitude of staff when visiting A&E at Walsall Manor Hospital

Concern around initial care at Walsall Manor Hospital maternity services.

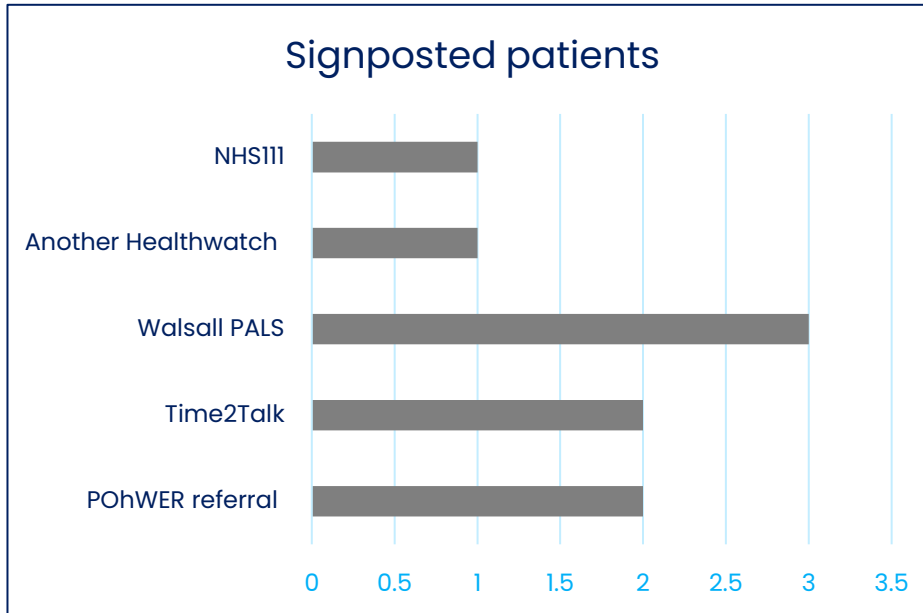
Concerns around length of wait for GP appointment on yet undiagnosed condition that may be serious

Medical records not sent from another/ out of area to relocated GP in Walsall

Concerns around GP bed side manner and attitude when talking with patient

Issue around recently fitted adaption equipment from provider, contracted by Walsall LA

How we have helped



Signposting and support

Walsall Patients Advice and Liaison Service (PALS)

Local GP Practice Managers

POhWER

Time2Talk (Walsall health care services customer services)

Walsall Place – Integrated Care Board (Commissioner of services)

Pointed people to the right places to raise a complaint

We visited a group in the evening to discuss how new N.I.C.E. guidelines may be implemented by the Walsall NHS Trust.

We have told people about Extra GP appointments, NHS111, Local support organisations and simply listened when someone needed to talk.

Get involved by taking part in our surveys & focus groups

Walsall Manor Hospital
HOSPITAL DISCHARGE
PAINT A PICTURE OF WHAT IT'S LIKE?

Take part in a survey about your or your relatives discharge to home, a care or nursing home.

Link: <https://tinyurl.com/33bmpzxx>

Or call
Tel: 0800 470 1660
We can help you fill it on by phone.

healthwatch
Walsall
Email: info@healthwatchwalsall.co.uk

Or use a QR code
your voice counts

Link to survey: <https://tinyurl.com/33bmpzxx>

Are you age 65+ or caring for someone who is?

Have you had contact with social workers in Walsall?



We want to understand how social work can help improve older people's lives.

We need people like you to join our local advisory group and share your thoughts and experiences of social care. Meetings are online or in Walsall, with a fee for participation.

Contact Laura at University of Birmingham (l.noszlopy@bham.ac.uk) or Aileen at Healthwatch Walsall (aileen.farrer@healthwatchwalsall.co.uk or call 0800 470 1660) for more info.



healthwatch
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6 Get involved by taking part in our surveys & focus groups

COST OF LIVING CRISIS
How do you cope?

Fuel Bills
Shopping
Mortgage costs
Inflation
Transport costs

Healthwatch Walsall

Tell us!

Is the high cost of living affecting you or your family members' well-being?

Healthwatch Walsall would like to know what is affecting you and your family, how you are/will be planning to manage and to find out what support you need?

Link to take part: <https://tinyurl.com/7s9542u5>

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

Let's Talk about... Suicide Prevention

Suicide is preventable – if you or someone you know is having suicidal thoughts, this information can help you to get the right support.

Every year over 6,000 people in the UK take their own lives, with over nearly three times as many who take their own lives then commit, one reason for this is that men are less likely to ask for help or express depressive or suicidal feelings. Many other people will also attempt to kill themselves, or experience suicidal thoughts. Each life lost to a suicide is a tragedy and represents a person who is in tremendous emotional pain. Suicide has a devastating impact on family, friends and colleagues. There are multiple risk factors, including financial difficulties, emotional and relationship problems, physical illness or disability, mental health problems such as depression, social isolation and a history of substance misuse. Without suitable support people can become overwhelmed by the issues that they face.

We can help prevent deaths by suicide in Walsall by supporting people who are in severe distress, helping them get to appropriate services is their first step towards hope and recovery.

Help and Support is available if you or someone you know are having suicidal thoughts or feel like harming yourself

If you need urgent support: Go to your nearest Accident and Emergency department (A&E) or Call 999 if you are at risk of harming yourself or others.

For non-emergency situations: Visit your GP

National support and helplines

Samaritans: Tel: 116 123 Offering emotional support 24 hours

Email: jo@samaritans.org Web: www.samaritans.org

SANRI: 0500 304 7000. Provides mental health information and support between 4 pm – 10 pm

City: http://www.sans.ac.uk/hotline_us_24hrsupport/

C.A.M.H. 0800 58 58 58. National helpline for men to talk about any issues they are facing.

Engine and technology open to men only. Visit our site: <http://www.themachinestherapy.com>

Rethink Advice and Information Service: 0300 5009927. Opening hours are 9am to 4pm Monday to Friday <https://www.rethink.org>

Paynes UK: 0800 068 41 41 (under 16) HCP@PAYNES. Is open Mon – midnight. Tel: 07860 03967

Email: paynesuk@paynesuk.org Paynes UK is a UK Prevention Project of the Royal Society for Public Health

Stay Alive App – The Stay Alive app, developed by Crisis Text Line, is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis. Download the Stay Alive app from your app store

Local support available in the Walsall area

Black Country 24/7 urgent mental health line: 0800 088 5516. This service offers a free 24/7 helpline for people in the Black Country who need support on urgent mental health concerns. Text message 07800 025 283.

Rethink Mental Health Walsall: Guidance & Recovery Service: 0332 888979. We have a telephone helpline open to anyone living in Walsall who needs support/guidance. We are mainly a 9am-5pm Monday-Friday service, although we can work in the evening/weekends if there is demand, so please check with staff. If you would like support, please call us.

The Sanctuary Hub: 1 Queens Parade, Blithwick, Walsall WS3 2EX. Open evenings 5 – 10 pm on weekdays including Bank holidays

Saturday and Sunday 12pm-11pm. The hub is a safe and friendly place you can go to access support from outside of usual mental health services hours, feeling unable to cope? Lonely or isolated? If you're feeling overwhelmed and don't know where to turn to get mental health support and your usual source of support is closed, come to The Sanctuary Hub. Enquiries 0800 802 2288

Men with Anxiety and Depression Support Group: A place where men from Walsall suffering from Depression, Anxiety, low mood etc can meet up to share and chat. The group meets on Wednesdays from 8.30-10 pm at BlackVeil Community Hub. For information contact Richard – 07943 091695 or Martin – 07483 33311

Black Country Support after Suicide Service: Email: blackcountrysupportaftersuicide@rethink.org Cell: 0800 008 5516

Walsall Bereavement Support Service: Offers support for those bereaved by suicide. <http://www.walsall.gov.uk> 01922 724811

It's OK not to be OK – Make that call and get the help that is there for you

healthwatch Walsall

For more information visit <https://healthwatchwalsall.co.uk/useful-links/>

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.



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

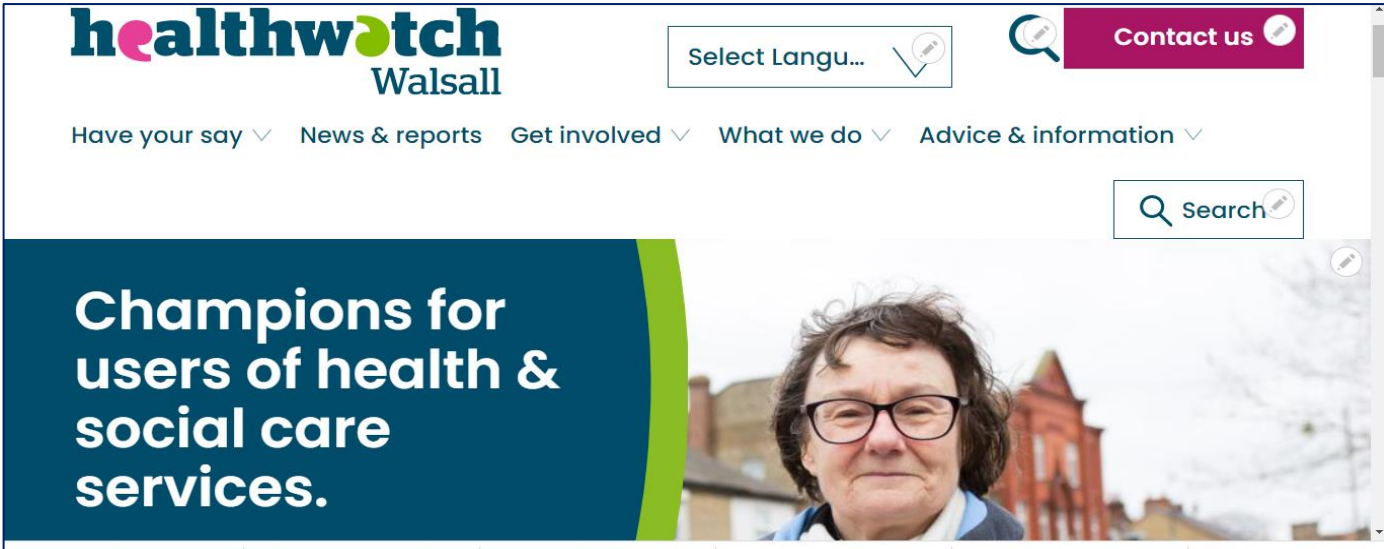


GET
INVOLVED!





We have launched our NEW website



So keep checking out the Healthwatch Walsall website. We are changing the way you share your health and social care experiences too. You can leave them at our new website section called 'Have Your Say'. Let us know what you think about our new website

Call: 0800 470 1660

Email: info@healthwatchwalsall.co.uk





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

Twitter: @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020