



Impact and Insight E-bulletin

healthwatch
Walsall

Your review of September 2024

Our Engagement figures for September 2024

People engaged with Face2face: 261

Website visitors: 1,067

Page Views: 1,314

New, site users: 900

Number of social media posts: 93

Number of social media followers: 3,125



Issues and Themes for September 2024

- Patient had p.m. appointment booked at Urology Department. Waited half hour to be told consultant was sick in the morning and did not come in.
- Lack of awareness around dementia support in Walsall.
- Staff attitude in GP practice an issue.
- From visit to Walsall Urology services patients feel there is poor communication for them between the shared service at Walsall Manor Hospital and New Cross appointment booking.
- Patient told different things by Walsall Manor Hospital staff.
- GP advising patient to wait with lump under arm. Went private and told a cyst, needs treatment.



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
Website: www.healthwatchwalsall.co.uk

Get involved with our work projects

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



Engaging Communities Solutions

healthwatch Walsall

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



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



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!

healthwatch Walsall

Tel: 0800 470 1660
Email: 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/y6fra8xw>

Information about our forthcoming Annual Public meeting will be in Octobers E-Bulletin.

Make sure you check that out so you can attend and join us.

Booking is required prior to the event.

Book a place now by calling: 0800 470 1660

Email:
info@healthwatchwalsall.co.uk

We have our 4th roadshow coming up. So join us!

Our Annual Public Meeting

We will be holding our Annual Public Meeting to present our Annual Report for 2023/2024.

This will have a guest speaker and will be combined with our October Health and Social Care information and advice roadshow.

PLEASE BOOK FOR THIS EVENT.

Then we will be 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 others in their community.



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

**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

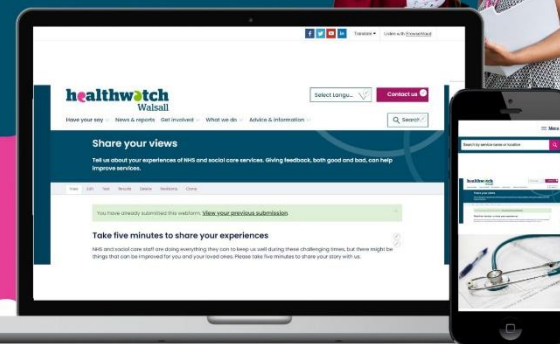
Have Your Say

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



Contact Us

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Blakenall Village Centre

79 Thames Road

Blakenall

Walsall WS3 1LZ

www.healthwatchwalsall.co.uk

t: 0800 470 1660

e: info@healthwatchwalsall.co.uk



**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.

Social Media

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020