

**healthwatch**  
Walsall



# Spring

**Newsletter**

**April 2024**



**Engaging  
Communities  
Solutions**

# Contents



	<u>Page No.</u>
Message from Healthwatch Manager	2
Our Work Programme for 2023/2024	3
Out and About in Walsall	4
Enter and View update	5
Volunteer with us	6
Messages from our partners	7 to 23
Local Food Banks	24
Our Social Media Platforms	24

## Message from Healthwatch Manager



Welcome to our Spring 2024 Newsletter, and it is good to have the lighter nights and slightly warmer weather.

At the February Healthwatch Advisory Board meeting it was agreed that we would look at two projects for the forthcoming work year. The first will be around the patient experience of cancer services in the Borough and the second project will look at the patient experience of urology services. If any reader has experience of either of these two services and would like to share their story, then please contact us, we would like to hear from you.

We are currently recruiting volunteer members to the Independent Strategic Advisory Board and if this is something you would be interested in then again, please contact us. This is just one of the twelve volunteer roles we have available so if anyone is considering volunteering then please do get in touch.

Finally, we look forward to seeing you when we are out and about in the Borough and hope you all keep well during the coming months.

Aileen Farrer, Manager, Healthwatch Walsall

# Our Work Programme for 2023/2024



We have completed our work for the year. And we have published a number of reports that offer an insight into our work and the results from our findings.

The work has been collated from patient experiences and we have responded by taking a closer look into the services and these reports reflect what you, the public/patients have shared and said.

Visit the reports section of our website to read or download a particular report

The Maternity Experience of Black and Asian Women In Walsall

Link: <https://tinyurl.com/4smcewmu>

Long COVID support in Walsall

Link: <https://tinyurl.com/yc6mvtw4>

NHS Dental services in Walsall

Link: <https://tinyurl.com/444wfrab>

Homeless and Rough Sleepers

Link: <https://tinyurl.com/mua8c8pc>

Accessible Information Standards (AIS)

Link: <https://tinyurl.com/mr2b3x3r>



Teens and Toddlers and Thrive Courses Feedback Report March 2024

Link: <https://tinyurl.com/mwbe4amm>

Please look out for our remaining two reports on NHS 111 and the new Emergency Care & Urgent Treatment Centre at Walsall Manor Hospital which will be published shortly on our website and through our social media platforms.

Link to the reports section of our website for these and many other issued reports:

<https://tinyurl.com/5n6zyxwd>

## Or visit our social media platforms:

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

# Out and About in Walsall



We continue to engage with Walsall communities, speaking to individuals and groups about their health and social care experiences and needs. To see what's been working and possibly what's not being working.

This has meant we have been able to offer signposting support opportunities and shared service(s) information for people to access and gain awareness.

Below is a snapshot of places and groups we have visited.

- Walsall Connected sessions at Walsall Manor Hospital
- Enter and View visit to Highgate Lodge
- Walsall Manor Hospital.
- Enter and View to St Lukes Surgery
- Enter and View visit to Lockstown Practice
- Warm Hub at Walsall Bus Station
- Bloxwich Active Living Centre
- Families and Carers Empowered (FACE) event
- SENDIAS event
- Emergency & Urgent Care Centre to engage with waiting patients
- Cancer Awareness event
- 2 Patient engagement events at Blakenall Family Practice



**INVITE US TO COME AND CHAT TO YOU & YOUR GROUP ABOUT YOUR...**

-  **Health Care**
-  **Social Care**
-  **Mental Health Care**
-  **Get advice & information**

**healthwatch**  
Walsall

**Tel: 0800470 1660**  
Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

## Enter and View update



### What is Enter and View

Part of Healthwatch Walsall remit is to carry out Enter and View visits. Healthwatch Walsall Authorised Representatives carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Walsall Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Walsall Safeguarding Policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding Team will also be informed.

Our Enter and View reports in the last few months. To read or download these reports.

For these forthcoming and more reports use the link: <https://tinyurl.com/5n6zyxwd>

- February 2024 – Highgate Lodge Link: <https://tinyurl.com/d6438dcs>
- February 2024 – Lockstown Practice – Report available shortly
- March 2024 – St Lukes Surgery – Report available shortly



**Got a spare minute?**  
Have **YOUR** say on  
**Health and Social Care services in Walsall**

**healthwatch**  
Walsall

**Share your story**

**Tel: 0800 470 1660**  
E: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)  
[www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)



# Volunteer with us

We have 12 roles that you can choose from so there is something for everyone. If you are thinking about volunteering and would like to find out further details then please telephone us on 0800 470 1660 or email us: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)



As part of our ongoing recruitment drive

**healthwatch**  
Walsall

# Volunteers Needed!

We are looking for people who want to make a difference in their community and identify opportunities for health and care services changes or improvements.



**Get in touch now**

To contact us  
call 0800 470 1660  
for a brief chat about what  
we have to offer.

**WE NEED HELP &  
CAN OFFER UP TO  
12 INTERESTING  
VOLUNTEERING  
ROLES!**



visit: <https://www.healthwatchwalsall.co.uk/volunteer>

## Messages from our partners



### Black Country Integrated Care Board

#### Local vaccine clinics available

Vaccination clinics have been set up in Walsall to ensure children are up to date with their measles, mumps and rubella (MMR) vaccine.

Measles is a highly infectious disease which can lead to serious complications such as severe lung infections and inflammation of the brain. It can spread quickly among communities, particularly schools and nurseries, if children have not had two dose the MMR vaccine.

All children are invited for their first MMR vaccine on the NHS when they turn one. The second dose is given when they reach three years and four months of age. Having two doses of the vaccine provides the best protection against MMR and adults and older children can be vaccinated at any age if they have not been fully vaccinated before.

The clinics, which are running until July, will be staffed by trained healthcare professionals from the NHS and Vaccination UK who specialise in childhood vaccinations and follow all necessary safety protocols. Children will need to be accompanied by a parent or guardian at the clinics.

The DTP vaccine, which provides protection against diphtheria, tetanus, and pertussis (whooping cough) and the MenACWY vaccine, which helps protect against meningitis and septicaemia (blood poisoning), are also available at these clinics. Both vaccines are given to children aged 13 or 14 (school year 9 or 10).

Parents and guardians of children who have missed or delayed one of these childhood vaccines are being encouraged to come forward. [More information about the clinics, including how to book an appointment, can be found here.](#)

**NHS**

**Measles cases  
are rising in England**

**Make sure your child  
is up to date with  
their vaccinations**

## Visit your Pharmacy First

You can get treatment for seven common conditions directly from your local pharmacy. This includes prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

The Pharmacy First scheme gives patients quick and accessible care and will help ease pressure on GP services. The seven common conditions are:

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

You can get treatment for these conditions by walking into the pharmacy or contacting them virtually. GP receptionists, NHS 111, and providers of emergency care will also be able to direct patients to pharmacies, that offer the service, if contacted.

[There are over 40 pharmacies in Walsall offering the Pharmacy First scheme, find a participating pharmacy on our website.](#)

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

Speak to your pharmacist if you suspect you have:

- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)



Providing NHS services



# Visit your Pharmacy First!



## It's your Patient Choice

The NHS is offering more and more options to enable you to make choices that best suit your circumstances, giving you greater control of your care, and hopefully better results.

If a GP needs to refer you for a physical or mental health condition, in most cases you have the legal right to choose the hospital or service you'd like to go to. This means you can choose where to go based on what matters most to you; getting seen sooner, shorter travel times or being close to friends and family.

You can make your choice during your appointment or at home via the [NHS e-Referral service](#). You can book on the NHS App, online or over the phone. Use the [services near you](#) link to make an informed decision before booking.

You have the legal right to ask for your appointment to be moved to a different provider if you're likely to wait longer than the maximum waiting time specified for your treatment.

[Read more about Patient Choice on our website.](#)



HM Government

**NHS**



**Getting  
seen sooner**

### Why Patient Choice?

If your GP suggests seeing a specialist,  
**you can choose where to go**  
based on what matters most to you.



**Shorter  
travel times**



**Being close to  
friends and family**

## Urgent Eyecare Services

Do you know where to go if you start seeing flashes or new floaters across your eyes, have a sudden change in vision, or have painful eyes or eyelids? If you're registered with a Walsall GP practice, contact the Community Urgent Eyecare Service (CUES).

CUES provides urgent assessment, and treatment for sudden onset eye problems including:

- Red or painful eye or eyelids
- Recently occurring flashes and floaters
- Recent and sudden loss of vision
- Foreign body in the eye

You can self-refer or be referred by another health care provider such as your GP, pharmacist, optician, care navigator, NHS 111, hospital eye service, A&E or minor injury unit.

Find a participating practice at [www.primaryeyecare.co.uk](http://www.primaryeyecare.co.uk) and book an appointment.

This service does not cover long standing or major eye conditions that are being regularly monitored by your optometrist or hospital eye service – please consult your usual optometrist or hospital eye service directly if you experience any of the above eye problems.

Primary  
**Eyecare**

**NHS**

# Urgent Eyecare Service

Red eyes? Flashes or floaters?  
Any other problems?

NHS appointments are available at local optical practices

Patients with the following symptoms are eligible for CUES:

- Redness/swelling/pain/discharge
- Recent onset vision loss/change in vision/double vision (within 1 month)
- Flashes and/or floaters (onset less than 8 weeks or 8-12-week onset with worsening symptoms)



For a full list of optical practices please go to:  
[primaryeyecare.co.uk/find-a-practice](http://primaryeyecare.co.uk/find-a-practice)

Service provided by Primary Eyecare

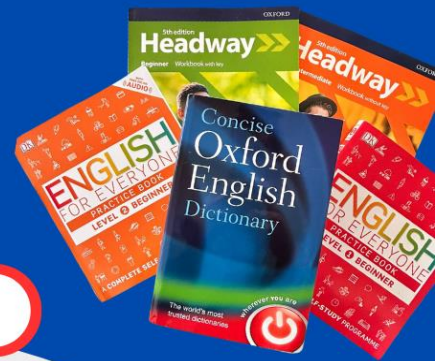


# ESOL

## FREE ENGLISH COURSES

Free Services Available for participants :

- Stay & Play Group for children



### Beginners

**Monday** 16:30-18:30

**Tuesday** 17:30-19:30

**TO REGISTER:** Simply visit us or

Email: [info@nashdomcic.org](mailto:info@nashdomcic.org)

NASH DOM COMMUNITY HUB, SUN ST, WALSALL, WS1 4AL



**2024**

## Walsall Skills For Life

**FREE ENGLISH COURSES**

**Learn New Skills**

Free Services Available  
for participants :

- Stay & Play Group for children

**Pre-Intermediate**

**Wednesday 17:00-19:00**

**Thursday 17:00-19:00**

**TO REGISTER: Simply visit us or**

**Email: [info@nashdomcic.org](mailto:info@nashdomcic.org)**

**NASH DOM COMMUNITY HUB, SUN ST, WALSALL, WS1 4AL**



Funded by  
UK Government

Delivered by  
THE NATIONAL LOTTERY  
COMMUNITY FUND

# Free Advice & Support

**Monday - Friday 9:30 am - 5 pm**

**Saturday 11 am - 1:30 pm**

OISC LVL1 Immigration Advice

- Financial & Housing Support
- Food Emergency & Supply
- Cost-of-Living Support
- Safe Spaces
- Multilingual assistance



Contact us to book an appointment

 [info@nashdomcic.org](mailto:info@nashdomcic.org)

 01922616444



**Nash Dom Community Hub**  
Sun St, Walsall, WS1 4AL



# Resilient Communities Surgery for Grassroots Organisations



**3rd April, 17th April**  
**(recurring every second**  
**Wednesday of the month)**  
**Time: 10:00 am – 1:00 pm**

## Consultations on:

- Training opportunities
- Funding
- Networking events
- Partnerships and collaboration
- Setting up new or emerging groups
- Governance and development
- Promotion and communication
- Volunteering opportunities
- Community engagement and needs assessment
- Advocacy and developing champions



**Lichfield Street Hub (Walsall  
Central Library and Archives),  
Lichfield, Walsall, WS1 1TR**

**Booking via email:**  
**[vcsleadsouth@nashdomcic.org](mailto:vcsleadsouth@nashdomcic.org)**  
**Phone: 01922 616 444**  
**Drop-in sessions available**



# Free Yoga and Mindfulness

Every **Tuesday** at **Nash Dom Community Hub**

**10:00-11:00am-Senior Adults**

**6:00-7:00pm-Try Complex yoga**

Improve your wellbeing by learning new ways to look after your mind and body

**Just pop-in or contact us to get involved!**

**Sun Street,Walsall,WS1 4AL**

**info@nashdomcic.org**

**01922616444**



## Midland Mencap Walsall Disability Hub Adult Community Activities

Midland Mencap run adult community activities for 18 age plus at the Walsall Disability Hub at 17 Lichfield Street, Walsall. These include Monday Brunch club, Crafty Creations, Chair Yoga for women, Men's chill sessions, Strictly Social evenings, Fun with Friends and Music on Thursdays, and Techy Friday IT sessions, and also have a monthly disco at Pelsall CA. They run activities in the community at some local venues including our older people's project at St Martin's Church for our over 50s community. In the Spring and Summer they also put on trips to places of interest.

The Walsall Disability Hub is fully accessible and has an Internet café and a Changing Places Personal Care Suite. They also run a signposting and information service and hire out space to partner organisations for activities and office use.

For more information please contact the Walsall Disability Hub Community Services Team on 01922 616798 or email: [Info@walsalldisabilityhub.org.uk](mailto:Info@walsalldisabilityhub.org.uk)

### Sessions

- Techy Friday
- Brunch Club
- WOPP
- Disco
- Robs session







walsallcarershub.org.uk

01922 616 798



## Groups Timetable April 2024

All Carers Group	Bloxwich Library, Elmore Row, Bloxwich, WS3 2HR	Thursday 4th	10.30 am - 12.00 pm
Men's Group	Community Transport Hub, Walsall Bus Station	Tuesday 2nd Tuesday 16th	10.30 am - 12.00 pm
Women's Group	The Seedhut, Palfrey Park, Dale Street, Walsall, WS1 4AN	Thursday 18th	10.30 am - 12.00 pm
Walk and Talk	Meet at the Walsall Arboretum Visitors Centre, Arboretum Road, Walsall WS1 2QH	Tuesday 27th	10.30 am - 12.00 pm
Women's Yoga *	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Every Tuesday	11.30 am - 12.30 pm
Techy Fridays	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Friday 30th	
Drop-in	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Every Wednesday	10.00 am - 1.00 pm

Visit our website for the most up-to-date information.

\*Some groups have a cost per session

Correct as of 2 April 2024



walsallcarershub.org.uk

01922 616 798



## Groups Timetable May 2024

All Carers Group	Bloxwich Library, Elmore Row, Bloxwich, WS3 2HR	Thursday 2nd	10.30 am - 12.00 pm
Men's Group	Community Transport Hub, Walsall Bus Station	Tuesday 14th Tuesday 28th	10.30 am - 12.00 pm
Women's Group	The Seedhut, Palfrey Park, Dale Street, Walsall, WS1 4AN	Thursday 16th	10.30 am - 12.00 pm
Walk and Talk	Meet at the Walsall Arboretum Visitors Centre, Arboretum Road, Walsall WS1 2QH	Tuesday 28th	10.30 am - 12.00 pm
Women's Yoga *	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Every Tuesday	11.30 am - 12.30 pm
Techy Fridays	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Friday 31st	
Drop-in	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Every Wednesday	10.00 am - 1.00 pm

Visit our website for the most up-to-date information.

\*Some groups have a cost per session

Correct as of 2 April 2024



walsallcarershub.org.uk

01922 616 798



## Groups Timetable June 2024

All Carers Group	Bloxwich Library, Elmore Row, Bloxwich, WS3 2HR	Thursday 6th	10.30 am - 12.00 pm
Men's Group	Community Transport Hub, Walsall Bus Station	Tuesday 11th Tuesday 25th	10.30 am - 12.00 pm
Women's Group	The Seedhut, Palfrey Park, Dale Street, Walsall, WS1 4AN	Thursday 20th	10.30 am - 12.00 pm
Walk and Talk	Meet at the Walsall Arboretum Visitors Centre, Arboretum Road, Walsall WS1 2QH	Tuesday 25th	10.30 am - 12.00 pm
Women's Yoga *	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Every Tuesday	11.30 am - 12.30 pm
Techy Fridays	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Friday 28th	
Drop-in	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Every Wednesday	10.00 am - 1.00 pm

Visit our website for the most up-to-date information.

\*Some groups have a cost per session

Correct as of 2 April 2024



walsallcarershub.org.uk

01922 616 798



## Groups Timetable July 2024

All Carers Group	Bloxwich Library, Elmore Row, Bloxwich, WS3 2HR	Thursday 4th	10.30 am - 12.00 pm
Men's Group	Community Transport Hub, Walsall Bus Station	Tuesday 9th Tuesday 23rd	10.30 am - 12.00 pm
Women's Group	The Seedhut, Palfrey Park, Dale Street, Walsall, WS1 4AN	Thursday 18th	10.30 am - 12.00 pm
Walk and Talk	Meet at the Walsall Arboretum Visitors Centre, Arboretum Road, Walsall WS1 2QH	Tuesday 30th	10.30 am - 12.00 pm
Women's Yoga *	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Every Tuesday	11.30 am - 12.30 pm
Techy Fridays	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Friday 26th	
Drop-in	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Every Wednesday	10.00 am - 1.00 pm

Visit our website for the most up-to-date information.

\*Some groups have a cost per session

Correct as of 2 April 2024



walsallcarershub.org.uk

01922 616 798



## Groups Timetable August 2024

All Carers Group	Bloxwich Library, Elmore Row, Bloxwich, WS3 2HR	Thursday 1st	10.30 am - 12.00 pm
Men's Group	Community Transport Hub, Walsall Bus Station	Tuesday 6th Tuesday 20th	10.30 am - 12.00 pm
Women's Group	The Seedhut, Palfrey Park, Dale Street, Walsall, WS1 4AN	Thursday 15th	10.30 am - 12.00 pm
Walk and Talk	Meet at the Walsall Arboretum Visitors Centre, Arboretum Road, Walsall WS1 2QH	Tuesday 27th	10.30 am - 12.00 pm
Women's Yoga *	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Every Tuesday	11.30 am - 12.30 pm
Techy Fridays	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Friday 30th	
Drop-in	Walsall Carers Hub, 17 Lichfield Street, WS1 1TU	Every Wednesday	10.00 am - 1.00 pm

Visit our website for the most up-to-date information.

\*Some groups have a cost per session

Correct as of 2 April 2024

## Become a Cancer Champion and support your local community

People are being encouraged to become Cancer Champions and help improve awareness around cancer screening and early diagnosis in their communities.

Cancer Research UK and the Black Country Integrated Care Board are offering free training to give people the knowledge and confidence to have conversations about cancer prevention, myth busting and to help breakdown fears and barriers.

We know that the earlier a cancer is detected, the better the outcome for the people involved.

"By becoming a Cancer Champion you will have the knowledge and confidence so that you can help raise awareness of cancer among family members, neighbours and colleagues, and hopefully improve outcomes for people living with cancer."

Training will take place online over three sessions – Let's Talk Cancer (Thursday 16 May, 9am-11am), The Three Screening Programmes (Thursday 13 June, 9am-11am) and Networks/Signposting (Thursday 11 July, 9am-10.30am) – and will be delivered and supported by local GPs and cancer screening leads.

"No prior knowledge about cancer is required as full training will be given. You must be available to attend all three sessions to complete the training, and you will receive ongoing support afterwards. You may also receive invitations to any network event with other cancer champions across the Black Country to share good ideas and lessons learned."

For more details, please visit <https://re-url.uk/W9LI> or contact Kassie Styche, Senior Engagement Specialist at the Black Country Integrated Care Board on 07471 711315 or via [kassandra.styche@nhs.net](mailto:kassandra.styche@nhs.net).



# Cancer awareness drop in sessions in the Walsall area

Pop along to our local community sessions for information on:

- National screening programmes
- Cancer signs and symptoms
- Cancer awareness
- Healthy lifestyle choices around cancer prevention

Light refreshments available

Working in collaboration with Local Hospital Trusts, Primary Care, Public Health, Prostate UK, Macmillan, Healthwatch and Cancer Research UK.

	Venue	Date	Time
<b>Bloxwich</b>	Bloxwich Leisure Centre, High Street, WS3 2DA	Friday 22 March	10.00am to 2.00pm
<b>Beechdale</b>	Frank F Harrison C.A Stephenson Square Beechdale Estate WS2 7DY	Thursday 11 April	10.00am to 2.00pm

# Foodbanks

## Walsall North Food Bank

Pelsall Methodist Church, Chapel Street.  
Open Tuesdays, 11am to 1pm, and Fridays  
1pm to 3pm. Telephone: 07582 869895.  
Website: walsallnorth.foodbank.org.uk.

## Bloxwich and Blakenall Food Bank

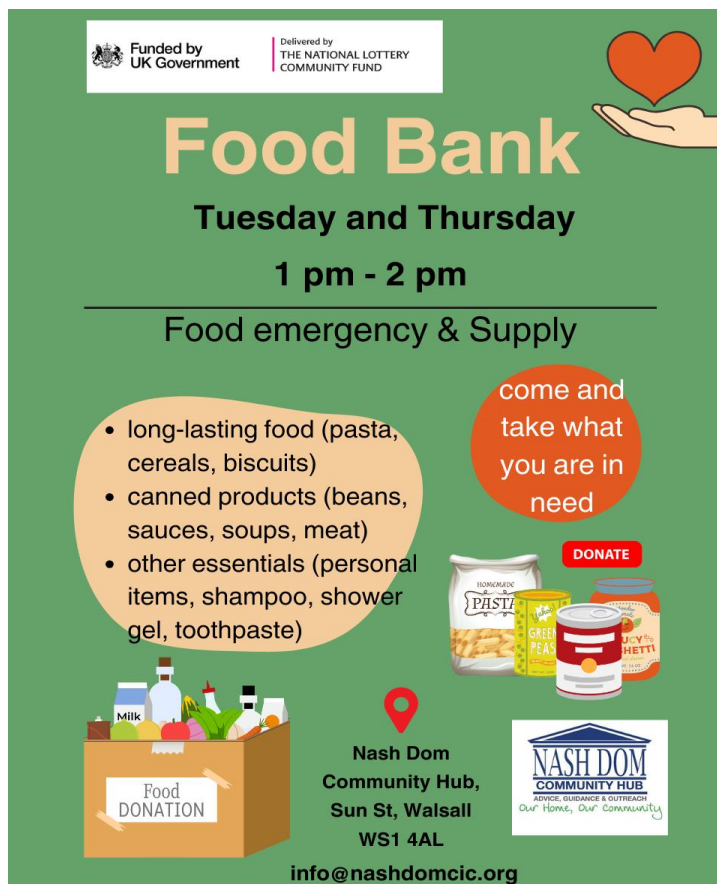
Blakenall Village Centre, Thames Road,  
Blakenall, Walsall, WS3 1LZ. Open Thursdays  
11am to 1pm. Telephone: 07747 301374.  
Website: bloxwichblakenall.foodbank.org.uk

## Humanity First

Saddlers Centre Walsall Town Centre

## Walsall community Food Pantry

Inside the Potter's House Church, 29 - 31  
Freer St, Walsall WS1



Funded by UK Government | Delivered by THE NATIONAL LOTTERY COMMUNITY FUND

# Food Bank

Tuesday and Thursday  
1 pm - 2 pm

Food emergency & Supply

- long-lasting food (pasta, cereals, biscuits)
- canned products (beans, sauces, soups, meat)
- other essentials (personal items, shampoo, shower gel, toothpaste)

come and take what you are in need

**DONATE**

Nash Dom Community Hub,  
Sun St, Walsall  
WS1 4AL  
info@nashdomcic.org

NASH DOM COMMUNITY HUB  
ADVICE, GUIDANCE & OUTREACH  
Our Home, Our Community



## Visit us on our social media platforms

**Facebook:** @HealthwatchWSL

**X (formerly Twitter):** @HWWalsall

**Instagram:** Healthwatchwsl

**YouTube:** Healthwatch Walsall 2020

### Young Healthwatch

Facebook: YouthHealthwatch Walsall

Instagram: YouthHealthwatch Walsall

Snap Chat: youthhw





Share your health or social care services experiences by visiting our 'Have Your Say' section of our website

**healthwatch**  
Walsall



**Engaging  
Communities  
Solutions**

## Contact us

Blakenall Village Centre  
79 Thames Road  
Blakenall  
Walsall  
WS3 1LZ  
Tel: 0800 470 1660

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

Website: [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)