

**healthwatch**  
Walsall

**Spring**

**Newsletter**

**May 2023**



Engaging  
Communities  
Solutions

## Contents

	<u>Page No.</u>
Message from Healthwatch Manager	2
What Healthwatch Walsall have been doing	3
Enter and View update	3
Volunteer with us	4
Our Work Programme for 2023/2024	5
Out and About in Walsall	5 -8
Messages from our partners	9 – 13
Our Social Media Platforms	13

## Managers Message



Dear Reader

It's hard to believe we are in late Spring already and it has been good to be out and about in as many areas of Walsall as possible talking to you about health and social care issues.

You will see in this newsletter we have started our work programme for 2023/2024 and will be looking to you to support our projects by giving us your feedback and completing our surveys which will be available on line and hard copy. Please invite us to any events you are holding and we will be delighted to join you.

Please see our website to find out how you can contact us, we really want to hear from you. Getting involved is important to have your views heard and put forward to health and social care commissioners and providers. I would like to take this opportunity to thank you for your support to date.

We are currently recruiting for a Community Outreach Lead (COL) to bring the Healthwatch Walsall team up to full strength again. The COL will be going out into all communities to learn about any health inequalities that exist and to ensure there is greater representation from all populations in the Borough.

If you think there is anything we can help you with please contact us and stay in touch by giving us your views.

With all good wishes to yourselves and your families. Take care.

Aileen Farrer, Manager – Healthwatch Walsall.

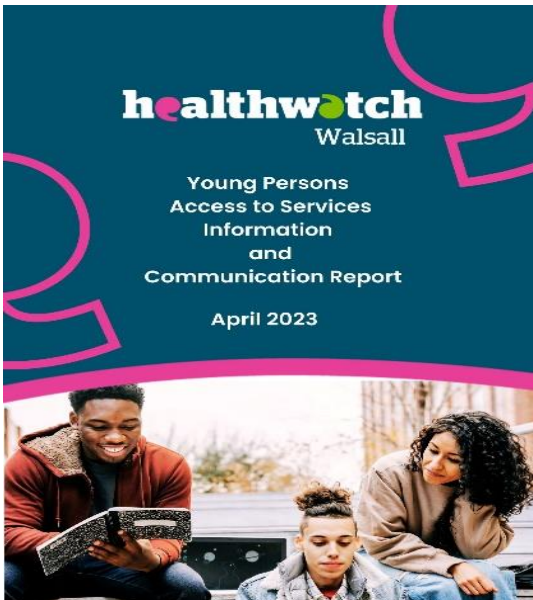
## What Healthwatch Walsall have been doing

### Our work projects 2022/2023



#### Discharge process from Walsall Manor Hospital

We have finalised this piece of work and the report will be available in the very near future. We would like to thank all patients, relatives and carers who took part in our survey and the staff at the Discharge Lounge and for giving guidance on process and facilities that have been recognised nationally.



#### Young Persons project

We have finished our young persons project which covered access to services, information, and communication. It was really good to link in with so many young people and to hear their views. The report has now been published and is available on our website.

To read or download the report use the link:

<https://tinyurl.com/yj22bw86>

If you require a paper copy then please call us and we will send one out to you. Tel: 0800 470 1660 or Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

## Enter and View update

We have completed 9 Enter and Views over the past year. During the year we took the opportunity to review our paperwork which has now been changed to make sure it is up to date and fit for purpose. Our most recent visits have been to:

- Willow Rose Nursing/ Care Home – Willenhall
- Touchwood Pharmacy – Blakenall
- Blakenall Family Practice Blakenall

To download or read any of our Enter and View reports [CLICK HERE](#)



Volunteer with us



**healthwatch**  
Walsall

# Become a Young Healthwatch Volunteer

Call Loretta Higgins  
on:07732 683449

**Young people  
can make a  
big difference**



## Volunteers with languages needed

We are in need of volunteers that can speak and translate English to other languages. Spoken or written form to help us reach people in Walsall that have difficulties in accessing services.  
Tel:0800 470 1660 & volunteer.

We have 12 roles that you can choose from so there is something for everyone.

## Our Work Programme for 2023/2024

At our last Healthwatch Advisory Board held on 18 April 2023, our proposed work programme for 2023/2024 was agreed. Listed below is a brief outline of the work we will be doing from now until the end of March 2024.

1. The maternity service, neonatal and post-natal care experiences of Black and Asian women.
2. Accessible Information Standard
3. Teenage Pregnancy
4. Young People Diabetes
5. Access to NHS Dentistry
6. New A&E Department at Walsall Manor Hospital
7. NHS 111
8. Long Covid

In addition to the above specific work priority projects, we will continue to undertake our Enter and View Programme visiting care and nursing homes and primary care services. We will also continue to be out and about in the Borough linking in with as many communities and groups as possible. Please come and see us when we are in your area.

Please look out for the surveys and take part in these to share your experiences and provide us with as much intelligence as possible as this allows us to have greater impact.

## Out and About in Walsall



From the beginning of June we will be at Walsall Manor Hospital every Monday morning from 9.00 a.m. – 12.30 p.m. Come and see us and share your experiences.

We are also at the Migrant and Refugee Centre every Thursday morning and then we move onto the New Hub at Walsall Bus

Station. These outreach sessions allow us to talk to you and hear your stories. Please join us, we would like to see you.

There are other events being arranged so please keep visiting our Events Calendar on our website the link for which is <https://www.healthwatchwalsall.co.uk/events>

We are hosting online events in June through our 'First Friday Focus' sessions.

- On Friday 2 June from 10.00 a.m. the session is around virtual wards, this is being held on Zoom. See the poster for further details.
- On Friday 7 July from 10.00 a.m. the session is around care navigation and again this is being held on Zoom. See the poster for further details.



**Guest speaker**

**Fiona Micheli**

**Lead Nurse**

**Care Navigation Centre / Virtual Wards**

**Friday 2nd June**

**from 10am till 11.30am**

**Please book to join.**

**Or If you have spare time drop in to the meeting.**

**Link to Zoom meeting**

**<https://tinyurl.com/46apynky>**

Meeting ID: 846 2999 6858 - Passcode: 408008

To dial by your location: 0330 088 5830 United Kingdom

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**Info@healthwatchwalsall.co.uk**  
**or call 0800 470 1660**

**Or scan QR code**





**COMING SOON**

**'Are you having difficulty finding an NHS Dentist?'**



**Tell us your experiences of trying to access Walsall NHS Dental Services**



**We will soon be launching a short survey so that we can get a picture if Walsall NHS patients can access NHS treatment**

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[www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)  
or call 0800 470 1660

**Healthwatch Walsall want to speak to women from Black and Asian minorities and communities. We would like to listen to your maternity experiences with the aim of improving them.**

- **Were you treated with respect and compassion?**
- **Did you raise a concern during your pregnancy or birth?**
- **Were you listened to?**
- **Did you feel safe?**

**These are some of the issues we want to learn about, and to give you an opportunity to share your thoughts**

**We will be visiting communities to listen to your stories, please look out for our upcoming dates.**

**You can call, text or whatsapp Loretta Higgins on 07732 683 449  
Or email us at [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)  
Our freephone number is 0800 470 1660**





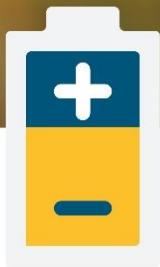
## Messages from our partners



UK Health Security Agency



# Top up+ your immunity this spring



If you're in one of the following groups, you can take up the **spring COVID-19 Booster offer**

**Adults  
75 years  
and over**

**People aged 5-74  
with a weakened  
immune system**

**Residents  
in care  
homes**

**Please wait to be contacted**  
by the NHS if you're eligible



### Eligible Walsall residents invited to top up their immunity with the spring booster

People who are aged 75 years and older, residents in care homes for older people, and those aged 5 years and over with a weakened immune system will be offered a booster of the COVID-19 vaccine this spring.

It comes after advice from the Joint Committee on Vaccination and Immunisation (JCVI) informed that an extra booster vaccine dose in spring 2023 should be offered to those at higher risk of getting COVID-19.

Those at highest risk will be prioritised. People who are eligible for a vaccine should make sure appointments take place at least three months after their last dose.

Those eligible can book through the [National Booking Service](#) or NHS App, with the first appointments available week commencing Monday 17 April. Appointments can also be booked by calling 119.

A host of walk-in and pop-up vaccination clinics will also be running across Walsall, where eligible residents can walk-in without an appointment. Further details can be found on the [NHS Black Country Integrated Care Board](#) or by searching for the nearest [vaccination clinic](#) on the NHS website.

Residents who have not had a first or second dose of the COVID-19 vaccine yet are still eligible and should get them as soon as possible.

You can read more on the Walsall Council website: <https://go.walsall.gov.uk/newsroom/eligible-walsall-residents-invited-top-their-immunity-spring-booster>

## Wellbeing Plan, ways to implement the Eight Steps and the benefits

The Eight Steps to Wellbeing Plan has been developed to help Walsall residents to maintain and/or improve their mental wellbeing. Stakeholders in Walsall are working together to encourage and support residents to complete personal wellbeing plans. The below contains information to help promote and support residents to complete Eight Steps to Wellbeing Plan.

### The Eight Steps to Wellbeing Plan Themes





8 Steps to Wellbeing	Resources/ Support – guide people using the following information
<p>1. <b>Being active</b> is great for your physical health and mental wellbeing</p>	<p>It is best to find activities you enjoy and make them a part of your life. Walsall Leisure and Healthy Spaces offer a number of activities at their sites across Walsall:</p> <p><a href="https://go.walsall.gov.uk/sport-and-leisure">https://go.walsall.gov.uk/sport-and-leisure</a>  <a href="https://go.walsall.gov.uk/parks-and-green-spaces/activities-and-events-on-offer">https://go.walsall.gov.uk/parks-and-green-spaces/activities-and-events-on-offer</a></p> <p>Walking has some great benefits - Walking is simple, free and one of the easiest ways to get more active, lose weight and become healthier. The Healthy Spaces Team offer a number of free walks at their parks across Walsall.</p> <p>Cancer Research UK also has information about the benefits of walking <a href="#">here</a>.</p>
<p>2. Taking <b>notice</b> of the good things in our life can improve wellbeing.</p>	<p>Take some time to enjoy the moment and the environment around you. It means being aware of our thoughts and feelings as they arise, without getting lost in them.</p> <p>Here are a few ideas: Get a plant for your workspace, Have a 'clear the clutter' day, Take a different route on your journey to or from work, Visit a new place for lunch.</p> <p>Read more about <a href="#">mindfulness</a></p>
<p>3. <b>Connect</b> Relationships with others: Family, friends, neighbours and social groups</p>	<p>Take time each day to be with your family, for example, try arranging a fixed time to eat dinner together, try switching off the TV to talk or play a game with your children, friends or family, have lunch with a colleague, volunteer at a local school, hospital or community group.</p> <p><a href="#">Find out how to volunteer</a> on the GOV.UK website, make the most of technology to stay in touch with friends and family. Video-chat apps like Skype and FaceTime are useful, especially if you live far apart - <a href="#">Friendship and mental health   Mental Health Foundation</a></p> <p>In Walsall, residents can search for volunteering opportunities through One Walsall: <a href="https://onewalsall.org/i-want-to-volunteer/">https://onewalsall.org/i-want-to-volunteer/</a></p>
<p>4. <b>Give something to others</b> Volunteering in your local community can help improve your health and wellbeing</p>	<p>It could be small acts of kindness towards other people, or larger ones like volunteering in your local community.</p> <p>Some examples of the things you could try including:  asking friends, family or colleagues how they are and really listening to their answer, spending time with friends or relatives who need support or company, offering to help someone you know with DIY or a work project - <a href="#">Kindness matters guide   Mental Health Foundation</a></p>
<p>5. <b>Learn something new:</b> New skills and hobbies can increase your confidence and give you a sense of achievement</p>	<ul style="list-style-type: none"> <li>• Try learning to cook something new. Find out about <a href="#">healthy eating and cooking tips</a></li> <li>• Try taking on a new responsibility at work, such as mentoring a junior staff member or improving your presentation skills</li> <li>• Work on a DIY project, such as fixing a broken bike, garden gate or something bigger. There are lots of free video tutorials online</li> <li>• Consider signing up for a course at a local college. You could try learning a new language or a practical skill such as plumbing</li> <li>• Try new hobbies that challenge you, such as writing a blog, taking up a new sport or learning to paint</li> </ul>

<p>6. <b>Learn something new:</b> New skills and hobbies can increase your confidence and give you a sense of achievement</p>	<ul style="list-style-type: none"> <li>• Try learning to cook something new. Find out about <a href="#">healthy eating and cooking tips</a></li> <li>• Try taking on a new responsibility at work, such as mentoring a junior staff member or improving your presentation skills</li> <li>• Work on a DIY project, such as fixing a broken bike, garden gate or something bigger. There are lots of free video tutorials online</li> <li>• Consider signing up for a course at a local college. You could try learning a new language or a practical skill such as plumbing</li> <li>• Try new hobbies that challenge you, such as writing a blog, taking up a new sport or learning to paint</li> </ul>
<p>6. <b>Hydration and nutrition</b> Drinking 6-8 glasses of water can help improve your health and mental wellbeing.</p>	<p><b>Hydration:</b> Drinking 6-8 glasses of water can help improve your health and mental wellbeing. Eating nutritious food can help you be more resilient.</p> <ul style="list-style-type: none"> <li>• <a href="#">Hydration - British Nutrition Foundation</a></li> </ul> <p><b>Nutrition</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Eatwell guide 2016 FINAL MAR29 (publishing.service.gov.uk)</a></li> <li>• <a href="#">Diet and mental health   Mental Health Foundation</a></li> </ul>
<p>7. <b>Sleep for wellbeing</b> Having 7-9 hours of sleep is important for good health and mental wellbeing</p>	<p>Having 7-9 hours of sleep is important for good health and mental wellbeing.</p> <ul style="list-style-type: none"> <li>• <a href="#">Sleep and mental health - Mind</a></li> <li>• <a href="#">How to sleep better   Mental Health Foundation</a></li> </ul>
<p>8. <b>Hope for the Future</b> Having a good balance of hope and achievable aspiration can help improve mental wellbeing</p>	<ul style="list-style-type: none"> <li>• Having a good balance of hope and achievable aspiration can help improve mental wellbeing</li> <li>• This step is applicable at any stage in life, it could also mean what is a good end of life for a family member, friend or a loved one? How to overcome grief while having the mindset of having a hope for the future.</li> <li>• Not reaching career goals/education, what changes can you make? Having hope to achieve and succeed will encourage positive mindset</li> <li>• Reducing alcohol uptake to improve overall wellbeing, be present in the moment</li> </ul>

## Midland Mencap

Midland Mencap runs a monthly disco at Pelsall Community Association on Thursdays 7.15-8.45pm. Join us for a fun evening of dancing to your favourite tunes. Cost £7.50 which includes refreshments.

NEW A weekly music and drama group starts on 18<sup>th</sup> May at the Walsall Disability Hub 1.30-2.30pm. Cost £7.50. Join us for a sing-a-long group with Rob and his guitar and join in some drama games.

For details of our other adult community activities please call 01922 616798.



## Local 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](http://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](http://bloxwichblakenall.foodbank.org.uk).

## Our Social media platforms

Visit our various social media platforms for information on events, meetings, health and social care awareness days and much more...



@HWWalsall



@HealthwatchWSL



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Thank you for taking the time to read this Newsletter, we hope you find it of interest.

If you are a group or an organisation that may have some interesting public information or updates about health and social care in Walsall then please contact to see if it can go in our next Newsletter.



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

## 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)

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