

healthwatch
Walsall

Spring Newsletter

May 2022



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Message from Healthwatch Walsall Manger

The beginning of May is upon us and where is the year going? It's great that we are now out and about in the Borough, being able to meet up with new and old faces again and as we continue with our engagement programme, we look forward to meeting more of you to hear about your health and social care experiences.

We want to hear what has worked well and not as well, this will allow us to share the intelligence with commissioners and providers alike and to influence future services.

We are sorry to have seen Paul Higgitt, Walsall Together Senior Engagement Lead leave the team at the end of April for pastures new, but we all wish Paul every success for the future, we will miss him.

It is very pleasing however, to let you know that Loretta Higgins has joined us as our Youth Engagement Officer. Loretta is with us working on a 12-month project on getting young Healthwatch volunteers in place who will be providing us with intelligence about services from a young person's perspective. I won't say much more at this stage as there's more from Loretta in the Newsletter.

As always, please continue to support us so we can in turn support you. There are many ways to keep in touch with us and these are listed on the back page.

I hope you have a good few months ahead and that you come and visit us when we are out and about and invite us to any events you may be holding or any groups you would like us to attend to tell you about all the work we do.

With best wishes

Aileen Farrer Manager,

Healthwatch Walsall



Update from Healthwatch Walsall Chair

It is pleasing to note that despite challenges that are still being faced, Healthwatch Walsall continues to work diligently with the public to ensure the core activities are being carried out. The team continue to listen and engage with local communities to reach as many members of the public as possible.

Wherever possible the team are undertaking face-to-face engagement throughout the Borough aiming to reach as many communities as possible.

Healthwatch Walsall are, as yet not resuming face-to-face Enter and View visits but these will recommence as soon as safe to do so. In the meantime, Engage and Share virtual visits are being undertaken to ensure the views of service users in care homes are being heard.

Healthwatch Walsall continues to attend strategic meetings and to strengthen partnership working and relationships.

What have we been doing?



We held a very successful 'Diabetes Awareness Event' in conjunction with whg and as part of our Walsall Together work. This was on the 27th April at the Afro Caribbean Centre in Birchills Walsall.

There was a great turn out from the public and many support and information organisations. We had several presentations including from the Community Diabetes Team around clinical support and from Walsall Housing Group whg around their Diabetes Community Champions programme and a lived experience from a diabetic patient. The event was also visited and participants welcomed by the Walsall Deputy Mayoress Cllr. Rose Martin. Pictured on the left with some of our team and Maureen Lewis of Walsall Black Sisters. Many thanks to those that attended and supported the event.

We have now returned to face-to-face engagement with members of the public at various venues and events throughout the Borough. For this Quarter, the detail of our outreach is as noted below.



Active Living Centre – Bloxwich

We have secured a space at this centre on a two weekly basis or more if required. This allows us to talk to a range of members of the public about health and social care issues that are important to them. Please check our website calendar for the dates and times we will be there and pop in and chat with us.

Walsall Manor Hospital

We are pleased to let you know that Healthwatch Walsall have been given the go ahead to return to a weekly engagement slot at the Hospital. The area we are sited at is near to the main reception/first floor escalator area. Hospital visiting is still reduced, but we are able to talk with patients, staff and any visitors who may be allowed to visit. We are gathering intelligence from these sessions and dealing with issues as they arise.



Thrive: Health and Wellbeing Outreach Mobile Unit

Public Health Walsall have funded a Health and Wellbeing Outreach mobile bus to tour the Borough of Walsall. The bus is a collaborative partnership between Bloxwich Community Partnership, Manor Farm Community Association and Walsall Community Transport. The project aim is to connect with hard-to-reach communities where there are high levels of deprivation. It offers low level mental health support and signposting. The Thrive Bus travels round to different locations

in the Borough. Healthwatch Walsall continue to undertake Community Outreach on the bus at Caldmore, Palfrey, Brownhills and Blakenall. If you are in any of these areas and see the bus, pop on and see if we are there to chat with and see if we can support you with any information or advice.

No Wrong Door Launch

Healthwatch Walsall attended the No Wrong Door launch at The Sanctuary Hub. No Wrong Door (NWD) is a way of working which ensures that when anyone with mental health support needs (MHSN) accesses services, they are listened to and are facilitated to access a co-ordinated service response. Healthwatch Walsall are pleased to be members of the partnership.

Brownhills Foodbank

The Brownhills Foodbank have agreed to distribute Healthwatch Walsall Leaflets when customers collect visit the foodbank. This collaboration will allow Healthwatch Walsall to promote our services and how we can help members of the public. This also allows us an in-reach into more diverse communities.



Diabetic Eye Screening

The public uptake for Diabetic Eye Screening is generally low, with patients often saying they don't want to travel for an appointment and are reluctant to attend an appointment in a hospital setting. It is hoped by moving into local community venues the public uptake will increase.

Since January 2022 the Birmingham, Solihull and Black Country Diabetic Eye Screening programme operate a clinic from the Stan Ball Centre - Bloxwich Community Partnership.

Early signs are the new venue seems to be attracting more patients to come forward for eye screening. All patients who attend the eye screening at the Stan Ball Centre are Walsall based residents. The Eye Screening takes place on Tuesday, Wednesday, and Friday.

Healthwatch Walsall have placed a pull up banner and leaflets in the Eye Screening Waiting Room. Patients must wait 20 minutes in the waiting room waiting for their eye drops to work and this waiting time is an ideal opportunity for Healthwatch Walsall to promote services and encourage service users to share health and social care experiences when they access them.

Pelsall Spring Family Fest

Healthwatch Walsall had a stand at the Pelsall Spring Family Fest held at Pelsall Village Centre on Saturday 12 March 2022. The event was very well attended by members of the public and local Councillors.

Brownhills Spring Fest

Healthwatch Walsall had a stall at the Brownhills Spring Fest on Saturday 19 March 2022. This was a great opportunity for us to be able to meet other local businesses and members of the public. Local Councillors also attended the event.

We are on the bins!

We are also now around Walsall on the Local Authority refuse lorries. Six lorries have our promotional banner with our contact details. You can get in touch from outside your home now!



Pictured from left to right: Mandy Poonia Healthwatch Advisory Board (HAB) Chair, Lynne Fenton Insight - Senior Lead Advocate, Aileen Farrer Healthwatch Walsall Manager, Karen Kiteley Community Outreach Lead and Tom Collins Engagement & Information Lead.

Share your health and social care service(s) experiences by visiting us on our Service Feedback Centre.

Link: <https://healthwatchwalsall.co.uk/services/>

Telephone: 0800 470 1660 Or by Email: info@healthwatchwalsall.co.uk

Reports

We have new reports issued on our website, so visit our website and see what interesting reports and information is on there.:

Walsall Urgent Treatment Centre Report. Link: <https://tinyurl.com/2p8jfm5n>

Walsall Together: End of Life & Palliative Care Pathway Family Member / Loved Ones Engagement Report. Link: <https://tinyurl.com/2duwrzw2>

Keep updating yourself on the events and places we will be attending. Link to our events:

<https://healthwatchwalsall.co.uk/event/>

Come and chat with us and share your recent health and social care experiences. Help make a difference!

Our First Friday Focus...(FFF) Meetings

During the last quarter, we have held another 3 further First Friday Focus Meetings, which continue to be popular and cover a range of topics. If there are any topics you would be interested in learning about please contact us on 0800 470 1660 or email: info@healthwatchwalsall.co.uk

Our recent last three FFF meetings...



January

This was a Focus Group session around our work priority on the Walsall Urgent Treatment Centre. Attendees who have used the Walsall Urgent Treatment Centre were able to share their experiences.

A comment was made about the cleanliness of the UTC waiting area and a representative from the BC&WB CCG attended and discussed with the UTC Manager.

Following this detail being passed back to the BC&WBCCG (Walsall Place) additional cleaning services were commissioned.

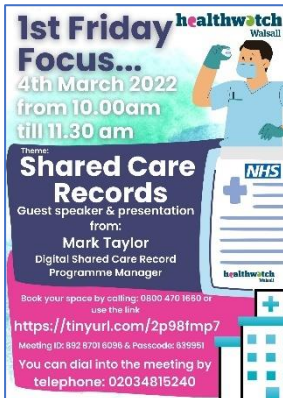
Link: <https://healthwatchwalsall.co.uk/wp-content/uploads/2021/09/PDF-FFF-3rd-sept-2021.pdf> to slides for Walsall UTC presentation



February

This session was to outline to the public who & what is 'Time2Talk' and how they work. A presentation was given from the Manager of the Time2Talk team which was followed by an informative Question & Answer session.

Link to presentation slides: <https://tinyurl.com/3rpu67mu>



March

Presenters gave an outline of what are shared records, who shares them and why they are shared and how it benefits patients.

Attendees and professionals were able to take part in a Q&A session.

Link to presentation slides: <https://tinyurl.com/2p84rm54>

Enter and View (E&V)

Enter and View visits in care/nursing homes still remain suspended at the request of the Local Authority. When the restriction is lifted, we will endeavour to assess the any risk and seek to undertake Enter and View as it formerly was.

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

Engage & Share (E & S)

We have started to undertake an electronic based Enter and View called 'Engage & Share. We undertake interviews with residents, staff and relatives over the phone or by WhatsApp. This removes the attending in persons element during COVID19.

We have completed Engage & Share reviews at Leighswood & Bescot Lodge care homes

Reports are available on our website [CLICK HERE](#)

Healthwatch Walsall work with Walsall Together

Healthwatch Walsall were commissioned by Walsall Together (WT) in 2019 as part of the patient, service user and citizen engagement around 6 priority areas: Diabetes, Cardiology, Respiratory, Mental Health, End of Life & Palliative Care, and best start in life early child. This has been to ensure that patient and service user engagement and involvement has been and continues to be at the forefront on Walsall Together priorities for changes in service delivery. We have recently published an 'End of Life & Palliative Care' report which highlights family members and loved ones experiences of end of life and palliative care pathways.

The reports can be found at: <https://healthwatchwalsall.co.uk/our-reports>

The programme team for Walsall Together have been using the intelligence in order to look at how positive changes can be made to improve patients care pathways based on the views from local people.

The Importance of the Patient Voice

We have continued to hold our Walsall Together Service User Group meetings to bring people together with lived experience to share views and support the redesign of care pathways. The Service User Group is made up of a number of individuals, or people who represent those, with long term health conditions and experiences of health and well-being inequalities. This group has also been pivotal in sharing the updates on health and social care change. Some of the presentations and discussions have been for example around shared care records and what this means to people in Walsall, how social prescribing is developing and helping to support people, what is meant by and how patients are supported through the Walsall Care Navigation Centre.

Using the skills, knowledge, and experience of all the members they work together to help us continually improve plans for health and care services in Walsall, the feedback received is taken back to the partnership and is used to inform and shape service development.

From the engagement work and recommendations from the living and managing with diabetes report we have developed a Walsall Diabetes Peer Support Group to bring people together and share experiences of living and managing with diabetes. We have also had several presenters giving advice on topics such as medicines management, nutrition, and healthy living.

We have also been involved in the Resilient Communities part of Walsall Together. This is a partnership working group looking at tackling the wider inequalities that people face in our communities and looking at plans and strategies to improve the lives of people who face many challenges both health and socio economic.

Insight - Senior Lead Advocate Update

Lynne continues our befriending service, calling our list of Walsall residents supporting them. Lynne will shortly be undertaking a project around social care.

Volunteering with Healthwatch Walsall

We are recruiting volunteers. We have opportunities available. If you wish to help us help Walsall people then drop us a line. By email: info@healthwatchwalsall.co.uk or Tel: 0800 470 1660.

There is a varied selection of volunteer roles, visit our website to check them out. Link: <https://healthwatchwalsall.co.uk/our-volunteer-roles/>

It's an opportunity for people to share experiences, views when using health and social care services in Walsall. Local people can help each other and help us to make a difference in their community. So if there are issues accessing health and social care, we need to know so that we can help.

We are also keen to recruit volunteers who have the skills to write or talk various languages so that we can continue to reach the diverse communities in Walsall.



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.

Welcome to our Healthwatch Walsall team



We would like to welcome Loretta Higgins as our 'Young Healthwatch' Youth Engagement Officer. Loretta is recruiting young people up to the age of 21 to identify and collate young people health and care issues so that they can have their voices heard and be included in service design or change.

For a chat with Loretta if you want to become a young volunteer or if you are an organisation representative with young people and keen to work with us then please call 0800 470 1660.



healthwatch
Walsall

Become a Young Healthwatch Volunteer

Call Loretta Higgins
on:07732 683449

**Young people
can make a
big difference**

Events

MS Society and Disability Awareness Event



Wednesday 11 May 2022 between 11am - 3.30pm
at The Walsall Arena and Arts Centre,
Hawbush Road, Leamore, Walsall, WS3 1AG



The event is to raise awareness within the community for people affected by MS, carers, family and friends.

Guest speaker from **NICE - Centre for Movement Disorders.**

MS Nurses/Specialists will also be visible on the day to offer any advice and support, along with a host of supporting agencies.



Refreshments will be available.



MS Society
Black Country Branch

Branch Helpline
01922 629538
blackcountrysupport@mssociety.org.uk

Multiple Sclerosis Society registered charity nos. 1139257 / SC041990 Registered as a limited company in England and Wales 07451571

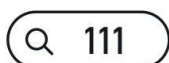
Messages from our Partners

Public information/ advice and a support that is available.



JUST THINK 111 FIRST

When you think you need A&E,
call NHS 111 or visit www.111.nhs.uk



Feeling unwell? Choose the right health service.



Self-care

Cough
Sore throat
Headache



NHS111

Urgent medical problem,
not sure what to do?
Get help online or
on the phone.



Pharmacist

Cold
Diarrhoea and vomiting
Aches and pains



GP (Doctors)

Illness and injuries
that won't go away



NHS Walk in Service / Urgent Treatment Centre

Urgent medical
attention, that is not
life-threatening



A&E / 999

Life threatening
emergencies.
If you're not sure what
to do contact NHS 111.

Pharmacies



Pharmacists are highly trained experts in medicines, offering advice on the best medication or treatments for a wide range of common health problems such as coughs, colds, sore throats, tummy trouble and aches and pains.

Many pharmacies offer seven-day opening and late hours, meaning that they're the perfect place for busy people to get help and advice.

They work closely with NHS doctors and nurses to provide people with a range of services without the need for an appointment, including:

- Advice and treatment for minor illnesses
- Advice on staying well and preventing disease
- Support to maintain good sexual health
- Help to quit smoking
- Personalised support to get the most from your medicines.

Patients registered with GP practices in the Black Country and West Birmingham can also make use of the Pharmacy First service. This service provides people who are exempt from prescription charges with over-the-counter medicines rather than you needing to see a GP to receive the medication on a free prescription.

To find your local pharmacy visit [nhs.uk/find-a-pharmacy](https://www.nhs.uk/find-a-pharmacy)



Printed on
recycled paper



首先想想 111

当您认为您需要急诊时，
请通过电话或在线联系 NHS 111。

প্রথমে শুধুমাত্র 111 ভাবুন

আপনি যখন মনে করেন যে তাদের এম্বাল্ডাই
(A&E) দরকার, তখন ফোন বা অনলাইনে
এনএইচএস 111 এর সাথে যোগাযোগ করুন।

فكر برقم 111 أولا

عندما تعتقد أنك بحاجة للطوارئ، اتصل
برقم 111 عن طريق الهاتف أو الإنترنت.

首先想想 111

當您認為您需要急診時，
請透過電話或在線聯絡 NHS 111。

सौथी पडेलां 111नो विचार करो

तमने ज्यारे लागे के तेमने अक्सिडेन्ट अरे-
ईमर्जन्सी विभागनी जरूर छे, तो फोन के
ऑनलाइन मारइते NHS 111नो संपर्क करो.

पहले 111 को कॉल करने के बारे में सोचें

जब आपको लगे कि उन्हें दुर्घटना एवं
आपातकालीन विभाग की जरूरत है, तो फोन या
ऑनलाइन द्वारा एनएचएस 111 से संपर्क करें

111을 먼저 생각하세요

다른 사람에게 응급실이 필요하다는 생각이 들
때, 111번이나 온라인으로 NHS에 연락하세요.

पहिले 111 मात्र सोचुहोस्

तपाईंलाई A&E चाहिन्छ भन्ने लागदा, फोन वा
अनलाइन मार्फत NHS 111 मा सम्पर्क गर्नुहोस्।

PIERWSZY KROK - 111

Jeśli sądzisz, że potrzebujesz pomocy
oddziału ratunkowego, skontaktuj się z
NHS 111 telefonicznie lub w Internecie.

ਬਸ ਪਹਿਲਾਂ 111 ਸੋਚੋ

ਜੇ ਤੁਸੀਂ ਸੋਚਦੇ ਹੋ ਕਿ ਉਹਨਾਂ ਨੂੰ A&E (ਐਕਸੀਡੈਂਟ
ਅਤੇ ਐਮਰਜੈਂਸੀ) ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਫੋਨ ਦੁਆਰਾ ਜਾਂ
ਆਨਲਾਈਨ NHS 111 ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

111 پہلوں صرف بارے سوچو

جدوں تہانوں لگے انہاں نوں اے این ای (A&E)
دی لوڑ اے، تے این ایج ایس 111 نال فون تے
یا آن لائن رابطہ کرو۔

NAJPRV MYSLITE NA 111

Ak si myslíte, že niekto potrebuje
rýchlu zdravotnícku pomoc, kontaktujte
organizáciu NHS telefonicky alebo
online na čísle 111.

KALIYA KA FIKIR 111

Marka aad u maleyneyso inay u baahan
yihii qeybta xaaladda degdegga ah
(A&E), kala xiriir NHS 111 taleefoon ama
internet ahaan.

PIENSA PRIMERO EN EL 111

Cuando creas que alguien necesita el
servicio de emergencias (A&E), ponte
en contacto con el NHS 111 por
teléfono o por internet.

پہلے صرف 111 کے بارے میں سوچیں

جب آپ کو لگے کہ انہیں اے اینڈ ای (A&E)
کی ضرورت ہے تو این ایج ایس 111 سے
فون پر یا آن لائن رابطہ کریں۔



CARER'S DEMENTIA SUPPORT CAFE

**First session of 2022 is Friday 21st
January, then 3rd Friday of every month**

**10am - 12 noon at Manor Farm Community
Centre, King George Crescent, Walsall WS4 1EU**

An opportunity to join other dementia carers in in a relaxed setting. Make new friends, share experiences and learn about other services and support available. Refreshments provided.

BOOKING IS ESSENTIAL

Call **Michelle Smith** on **07793699141** or email
dementia.cafes@greensquareaccord.co.uk



Follow us on Facebook: @HealthAndIndependence

Follow us on Twitter: @Healthindepend



**Black Country and
West Birmingham
Clinical Commissioning Group**

COVID19 information, advice & updates

Walsall COVID19 PLAN B outline and information, link: <https://tinyurl.com/ymffstvj>

Know the facts COVID19 vaccine in the Black Country and West Birmingham

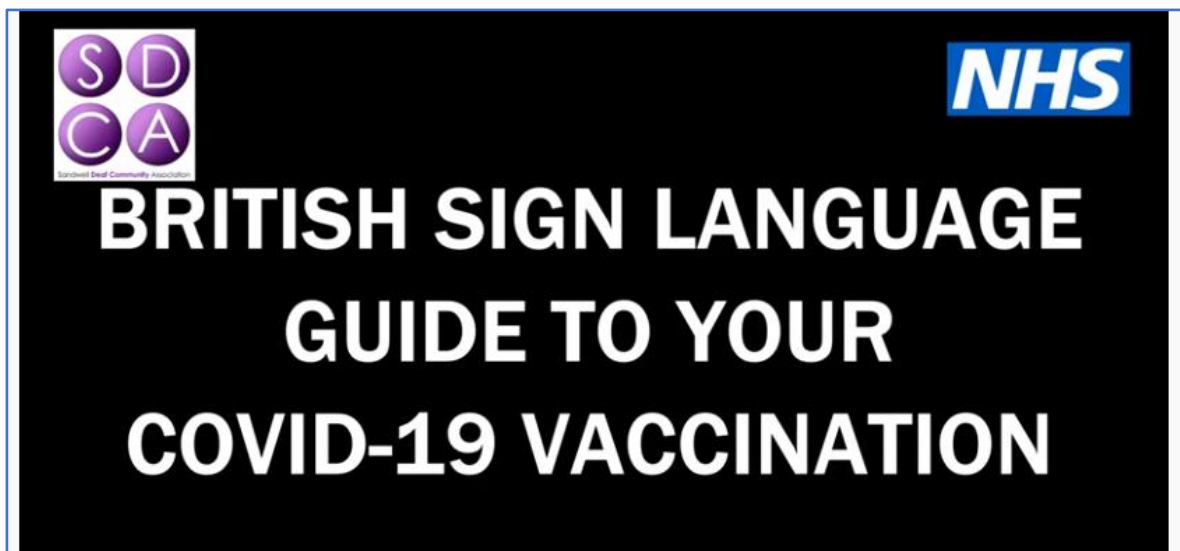
Vaccines are the most effective way to prevent infectious diseases such as COVID-19. They prevent up to 3 million deaths worldwide every year and are one of the greatest discoveries since the early 1800s when the first vaccine for smallpox was developed.

They work by teaching your immune system how to create antibodies that protect you from diseases. It's much safer for your immune system to learn this through vaccination than by catching the disease itself.

For more information: [CLICK HERE](#) to download.

If you are in an eligible group, even if you have previously declined the vaccine and changed your mind, you can find your nearest centre and book an appointment by calling 119 or visiting www.nhs.uk/covid-vaccination.

For the latest information about the vaccine and boosters in the Black Country and West Birmingham, visit: www.blackcountrywestbirminghamcovidvaccine.co.uk



Click on image to go to video.

Walsall Council COVID19 help and support, information link: <https://tinyurl.com/hd6jne2a>

We continue update our COVID19 have below some useful links and contact numbers from the information on our website. [CLICK HERE](#) to visit.

Walsall Place COVID19 information page, containing translated and multi format advice and information. Link: <https://tinyurl.com/y2zsnd8c>



Easy Read COVID19 Vaccination information. Page link: <https://tinyurl.com/5e2ss79f>

NHS COVID Booster vaccination Information and registration page link: <https://tinyurl.com/29rk4x4k>

Long COVID19 Information Link: <https://tinyurl.com/2p82ndm7>

For more information go to www.nhs.uk/nhs-app/. A short video on how to use and download the NHS app can be found [here](#).

Walsall Safeguarding Partnership information and contact

Adult Safeguarding

If you or another adult you know is being abused, we can help. Please contact us, we will work with you and listen to you.

Telephone: 0300 555 2922 Textphone: 07919014925

Email: initialintake@walsall.gov.uk

Website: https://go.walsall.gov.uk/adult_safeguarding

Abuse is often a crime. If you think a crime has been committed contact Walsall Police.

If there is an emergency always dial 999.

To report crime or anti-social behaviour, to contact your local police station or to get police assistance in a non-emergency dial 101.

Children Safeguarding

If the child or young person is not at risk of being significantly harmed consider an [early help](#) response on 0300 555 2866 (Option 1) if you are unsure please view our right help, right time guidance on the [procedures page](#).

More information about Early Help can be found at [on our Early Help pages](#).

If you suspect that a child or young person is being, or is at risk of being significantly harmed as a result of abuse or neglect, you must report this immediately:

- During office hours (Monday – Thursday, 8.45am – 5.15pm Friday, 8.45am – 4.45pm) call Multi-Agency Safeguarding Hub: 0300 555 2866
- Out of office hours (evenings, weekends and bank holidays) Emergency Response Team Telephone: 0300 555 2922

To make a child protection referral, please send all information to the MASH using the Multi Agency Referral Form (MARF)

Download the MARF available on the [West Midlands Regional Procedures](#)

Please send your completed form to: MASH@walsall.gov.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

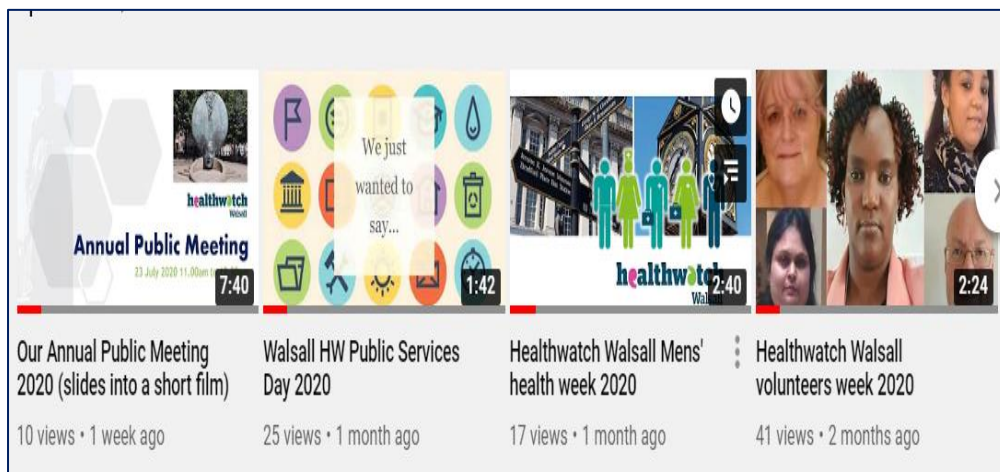


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Walsall 2020



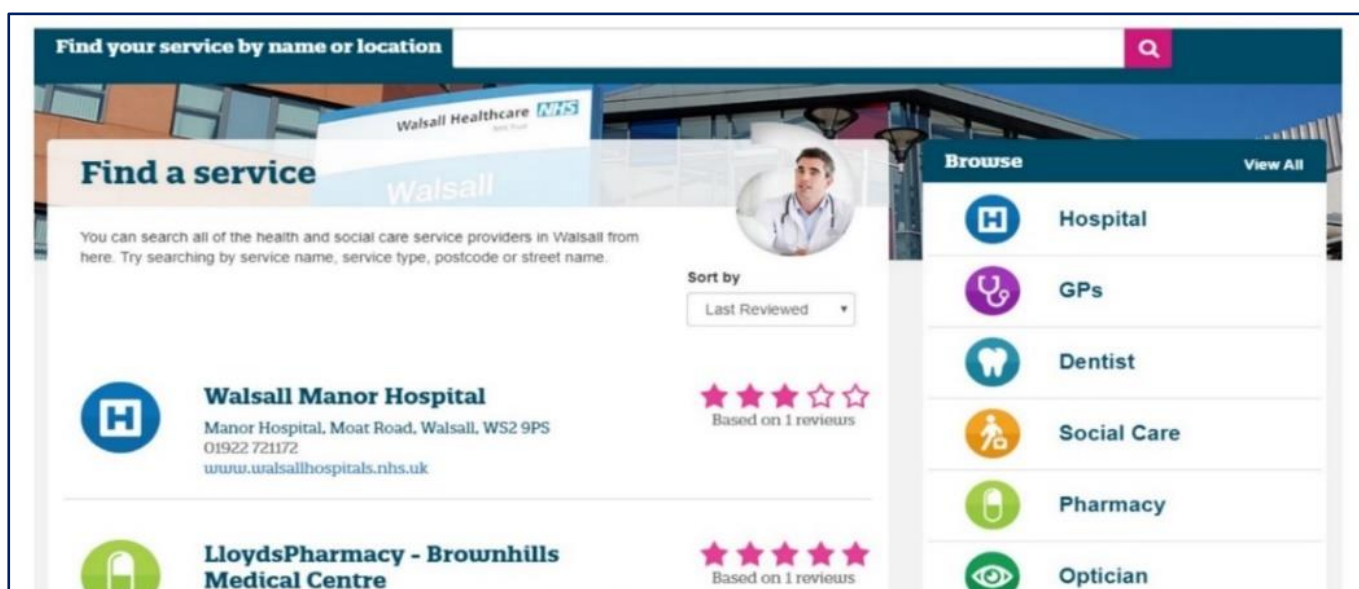
Healthwatchwsl

Our YouTube Channel



We have now posted 12 videos to date on our new YouTube. To visit and watch our videos simply go onto YouTube and search for Healthwatch Walsall 2020. Check out the channel for new videos.

Our Service Feedback Centre



You can still review Walsall health and social care services on "Feedback Centre". Reviews can be left anonymously or with your name and will be visible to the public on the website.

It really does help to tell others about your experience of using health care and social care services especially the good experiences or it maybe you want to suggest how the service could be improved if your experience wasn't as good as it could have been. All views are valued so don't be shy, share and let others know too!

[CLICK HERE](#) to post a review



healthwatch Walsall

Blakenall Village Centre
79 Thames Road
Blakenall
Walsall
WS3 1LZ

Tel: 0800 470 1660

Email: info@healthwatchwalsall.co.uk

Visit our website: www.healthwatchwalsall.co.uk

Part of (ECS) Engaging Communities Solutions

