

healthwatch

Walsall



# Newsletter

July 2024



Engaging  
Communities  
Solutions

# Contents

## Page

Message from Healthwatch Walsall Manager	2
Our Engagement + Annual Report 2023/2024	3 - 4
Get Involved	5 - 9
Volunteer with us	10
Have your say	11
Message from our partners	12 - 20
Local Support in Walsall	21



### Aileen Farrer Healthwatch Walsall Manager

Dear All

Welcome to our Summer 2024 Newsletter, which I hope you enjoy reading and find interesting. It is an opportunity for you to hear about what we have been doing out and about in the Borough of Walsall.

We continue to reach as many groups and members of the public as possible in order for you to share your health and social care issues with us. If you have a group that would like to know more about the work we do, please contact us and we will be delighted to get in touch and meet with you.

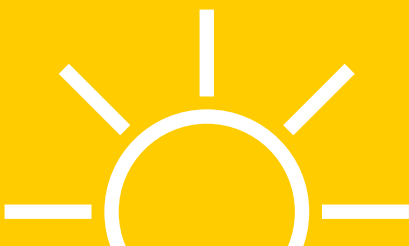
Since our last Newsletter we have produced our Annual Report for 2023/2024, which showcases the work the team carried out over the last 12 months. This Newsletter also contains details of our current work projects which are around cancer and urology services so please take a look and participate in our surveys, the more intelligence we receive the greater the impact we can have.

We are putting on information and advice roadshows across the Borough which is a chance for you to come and meet with us, and many other organisations, to learn about what we all do and how we can assist you. More information about this is shown later on in this publication.

We continue to be supported by our volunteers and look forward to working with them in the future. If you may be thinking about volunteering, we have many opportunities available, so please contact us.

Take a look at our website which contains up to date information on health and care issues that may be useful to you.

Lastly from me, thank you for taking the time to read the Newsletter which I hope you find helpful.



# Our Engagement



We have been out and about in Walsall again.

Here are just some of the places we have been:

Hub Events at the new Walsall Bus Station Community Hub. These are being held on a weekly basis and attended by members of staff from Healthwatch Walsall.

We also attend the Walsall Migrant Centre, Oak Park Leisure Centre, Pleck Youth Club, The Link Education Facility, Walsall Job Centre, Walsall Black Sisters Collective, Thomas Project, Rushall Medical Centre, Bloxwich Medical Practice, Caldmore Community Garden Project, Walsall Football Club, Glebe Centre, Walsall Disability Hub, Afro-Caribbean Centre, Walsall Art Gallery, Sina Health Centre, Walsall Adult Community College, Ryecroft Community Centre and more...



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



Health Care



Social Care



Mental Health Care

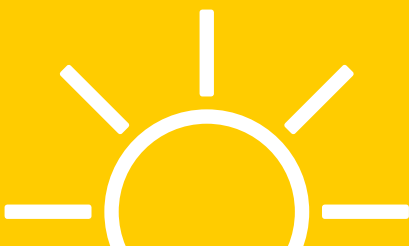


Get advice & information

**healthwatch**  
Walsall

**Tel: 0800470 1660**

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



We have just published our latest Annual Report where you can read about all the work we have undertaken over the last year with links to the final reports, comments from our volunteers and much more...

Download and read our 2023 to 2024 Annual Report: <https://tinyurl.com/522hyff8>

# The value of listening



**healthwatch**  
Walsall

Annual Report 2023-2024

## Get involved



### NOW LAUNCHED: Priority Project 1 – Patient Experience of Cancer Services at Walsall Manor Hospital

**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 at Walsall Manor Hospital, 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 683 443 / [loretta.higgins@healthwatchwalsall.co.uk](mailto:loretta.higgins@healthwatchwalsall.co.uk)

<https://engagingcommunities.welcomesyourfeedback.net/zcb3hg>

Healthwatch Walsall are wanting to gain an understanding of the patient experience of those who have used cancer services in Walsall. We want to find out about whether service users were happy with the treatment and care they received.

We want to find out if people were treated with compassion, felt safe, were listened to and whether they were provided with support and information needed.

Once the work has concluded, an overall report will be produced with recommendations included and once finalised and approved this will be shared with stakeholders and partners, together with being published on our website. Please take part in our survey <https://tinyurl.com/2s3shhsz>

### NOW LAUNCHED: Priority Project 2 – Patient Experience of Urology Services at Walsall Manor Hospital

**healthwatch Walsall**

### If you have used Walsall Urology Services in the last 18 months we would like to hear from you?

**Please take part in a short survey**

Use the link <https://tinyurl.com/2b9ad9n2>  
Or use the QR code

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

Or if you need help completing the survey call us on 0800 470 1660.

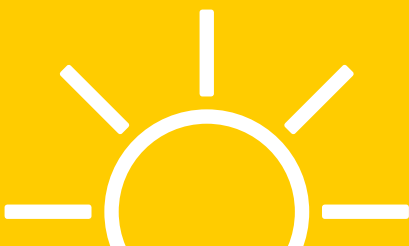
**Engaging Communities Solutions**

Healthwatch Walsall are wanting to gain an understanding of the patient experience of those who have used urology services in Walsall. We want to find out about whether service users were happy with the treatment and care they received.

We want to find out if people were treated with compassion, felt safe, were listened to and whether they were provided with support and information needed.

Once the work has concluded, an overall report will be produced with recommendations included this will be shared with stakeholders and partners, together with being published on our website.

Please take part in our survey: <https://tinyurl.com/2s3shhsz>



If you use the QR code it also has access to the survey and British Sign Language (BSL) video for each question.



# PHARMACY FIRST FEEDBACK REQUIRED

We are carrying out a survey to establish people's knowledge and experiences of Pharmacy First services that were launched in 2024.

We ask that if you have used these services you take part and share your knowledge and experiences.



**Link to survey:**  
<https://tinyurl.com/mufzyxxa>



**Tel: 0800 470 1660**

Or use the QR code





**YOU'RE  
INVITED**

to our...

**healthwatch**

Walsall

& Partners present...

# Health and Care Information & Advice Roadshow

This partner event brings important health and care information and more to the Walsall public.

Health & Wellbeing  
checks available

Organisation representatives from:

Walsall Black Sisters Collective, Be Well Walsall, Cancer Awareness, Dementia Awareness, Self Care Management, Walsall Society for the Blind, Walsall Carers Hub and more... are signing up to support the coming events.



**Wednesday 31st July  
from 1.00 pm till 4.30 pm**

at

**Bethel Lighthouse Christian Centre**

**Above the**

**Bethel Lighthouse Centre,  
37 Caldmore Road, Walsall, WS1 3NQ**

**Note: there are some stairs to this venue**

**Walk In, No booking required**

**For more information  
telephone 0800 470 1660**

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Organisation representatives from:

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**Wednesday 28th August  
from 1.00 pm to 4.30 pm  
at**

**Ryecroft Community Hub  
28 New Forest Rd, Walsall  
WS3 1TR**

**Walk In, No booking required**

**For more information  
telephone 0800 470 1660**

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Organisation representatives from:

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**Tuesday 17th September  
from 1.00 pm till 4.30 pm at  
Brownhills Community  
Association  
Pelsall Rd, Brownhills, Walsall  
WS8 7JS**

**Walk In, No booking required**

**For more information  
telephone 0800 470 1660**

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Volunteer with us



As part of our ongoing recruitment drive

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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

**WE CAN OFFER UP TO 12 INTERESTING VOLUNTEERING ROLES!**

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

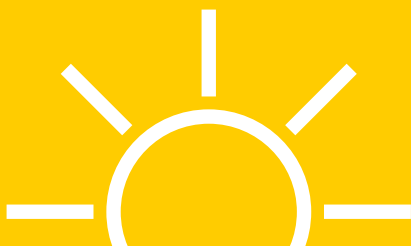


visit: <https://www.healthwatchwalsall.co.uk/volunteer>

## 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.



Share your  
service  
experiences



# Have Your Say!

**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 seervice



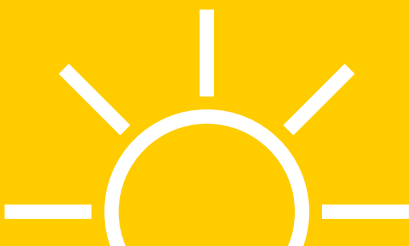
Or talk to us and share those health  
and care experiences and see if we can help.  
We can offer free and independent advice and information  
that may meet your need.

**Tel: 0800 470 1660**

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

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

Link to our website: <https://www.healthwatchwalsall.co.uk/share-your-views>





### **Whooping cough cases are rising in the area**

Whooping cough, also known as pertussis, is a serious and contagious bacterial infection of the lungs and airways which is spread easily through coughs, sneezes and close contact. It is an extremely serious infection in young babies.

We are experiencing a rise in cases in the area. You can protect your baby from this infection by getting yourself vaccinated in pregnancy and by making sure that your baby has their infant vaccines on time (8 weeks, 12 weeks and 16 weeks of age).

[In this short video, Rickell Bailey, the midwifery led unit manager at Walsall, talks about whooping cough and why it's important to get the vaccine.](#)

You can get a whooping cough vaccine from your GP and through some antenatal clinics. You may be offered the vaccination at a routine antenatal appointment from around 16 weeks of your pregnancy. If you are more than 16 weeks pregnant and have not been offered the vaccine, talk to your midwife or GP and make an appointment to get vaccinated.

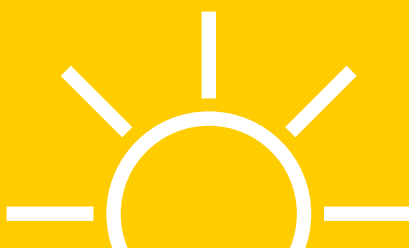
[For more information on whooping cough via our Black Country 0-18 years website.](#)

### **Stay sun savvy this summer and protect your skin**

Summer is a season where we [have to](#) be mindful of our skin. Many people will be making the most of the sunny weather by spending as much time as possible outdoors, however it's important to remember the sun can be harmful if we don't protect ourselves. Even if it's cloudy or doesn't feel hot, exposure to the sun can lead to sunburn which increases your risk of sun cancer.

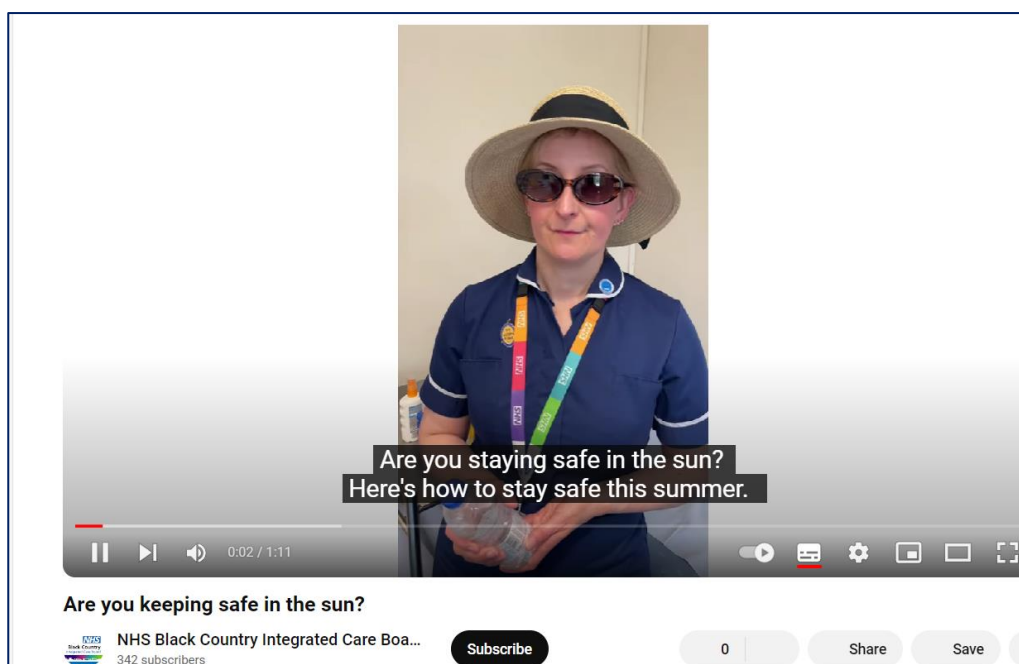
There are a few simple things you can do to stay safe in the sun and reduce your risk of getting sunburnt, including:

- Stay in the shade between 11am and 3pm when the sun is at its strongest
- Apply a sunscreen that a sun protection factor (SPF) of at least 30 and at least a 4-star ultraviolet A radiation (UVA) protection
- Reapply sunscreen throughout the day liberally and frequently, according to the manufacturer's instructions
- Wear clothes that provide sun protection including hats and sunglasses
- Take extra care to protect children and babies
- Stay hydrated and drink plenty of fluids.



If you do get burnt by the sun, sponge the area gently with cool water and apply an aftersun cream or spray. If it is painful, take paracetamol or ibuprofen and stay out of the sun until all the redness has gone. If the skin swells or blisters or you feel unwell, visit your local pharmacist who will be able to advise you on suitable treatments or refer you to other healthcare services.

[Watch this video of Queen's Nurse Liz Corrigan offering tips on staying sun savvy.](#)



### **[Download the NHS App to access a range of NHS services](#)**

The NHS App allows you to access a range of NHS services.

You will need an email account to be able to register with NHS App. You can download the NHS App on your phone or tablet. The NHS App is available on [iOS](#) and [Android](#).

You can also access the same services in a web browser by [logging in through the NHS website](#).

[If you need some help on how to navigate the NHS App and use its services, find a range of walk-through videos from NHS Digital.](#)

### **[Get involved in shaping healthcare services](#)**

NHS Black Country Integrated Care Board (ICB) is responsible for buying and monitoring healthcare services on behalf of all patients in Dudley, Sandwell, Walsall and Wolverhampton.

Healthcare services are purchased from local providers such as hospitals, GPs and other specialist services so that you have access to these services when and where you need them.

The input of local people, partners and local organisations is invaluable to us in shaping healthcare services. We often have involvement exercises running, and the details of any that are currently active will be available on our website. We also promote involvement opportunities from partners.

[Find involvement exercises running from the ICB and other health and social care organisations.](#)



## Whooping cough cases are rising

Young babies with whooping cough are often very unwell and many are likely to need hospital treatment

Book your vaccine through your GP surgery or local maternity service

# Do more with the NHS App!



-  Order repeat prescriptions
-  Book appointments
-  View your records

And much more...

## Training for people in the Community to become Cancer Champions to promote Health and Wellbeing.

Run by Cancer Research & Black Country ICB

This training will aim to improve early diagnosis of cancer, addressing some of the health inequalities. Talking helps breakdown fear and barriers. This training program is designed in conjunction with Cancer Research UK and will give participants the knowledge and confidence to have conversations in their community about cancer prevention, myth busting and early diagnosis.

This training will take place over 3 sessions via Microsoft Teams and all sessions must be completed to finish the course, the details of each session are below. The role simply requires you to take top tips and best practice back to your community and setting and help to improve awareness around cancer screening and early diagnosis.

The training is completely free of charge, but the expectation will be for each champion to complete the courses and be an active member of the group and network of local cancer champions.

As a Community Cancer Champion, we would like you to:

- Attend all 3 separate, two hour-long training sessions via MS teams. The sessions will be delivered and supported by local GPs, local cancer screening leads.

You will be able to develop your own local led action plans based on what you think should be prioritised in your community. This will help us, to help you, develop things you can do in your community that will have significant impact on a patient's likelihood of surviving cancer.

The programme for the sessions – all virtual via Teams

Cancer Champion Session 1- Let's Talk Cancer; October 2024

Cancer Champion Session 2- The 3 Screening programs; October 2024

Cancer Champion Session 3 – Networks /Signposting; November 2024

No prior skills or knowledge around cancer is required at all as full training is given. All we want is for you to want to help improve patient outcomes.

You will receive ongoing support once the course is completed and you may receive invitations to any network event with other cancer champions across Dudley, Walsall, Sandwell and Wolverhampton, to share good ideas and lessons learnt.

You must attend all 3 training sessions to complete the training and received your certificate, badge and pen.

Please follow link to book - <https://re-url.uk/WI3N>



## EARLY DETECTION SAVES LIVES!

# Cancer Awareness drop in session at The Hive

Pop along to our local community sessions for information on:

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

Health Checks (Sugar and Blood Pressure) will be available at all sessions

	Venue	Date	Time
First session	The Hive Hub 28 Lichfield Road Willenhall WV12 5EA	Tuesday 9th July	09.30am to 12.30pm
Second session	The Hive Hub 28 Lichfield Road Wilenhall WV12 5EA	Wednesday 25th September	09.30am to 12.30pm
Third session	The Hive Hub 28 Lichfield Road Wilenhall WV12 5EA	Thursday 24th October	09.30am to 12.30pm







At Walsall Society for the Blind our mission is to provide information, support and friendship to all visually impaired people in Walsall. We are a local charity that has provided a lifeline to the visually impaired in the Borough since 1885. Our specialist support services are available to anyone in the Walsall area affected by sight loss.

## Support

### Community & Wellbeing

Our team is here to help you through any challenges your sight loss may bring. This can be over the phone, in the centre or at home, based on your preferences.

### Social Activities Centre

At Hawley House we host a day centre, with social groups running from:  
Tuesday to Friday - 10:30am - 3:30pm

### Family Engagement

We offer support and activities for children and young people (25 and under) with sight loss. This includes a monthly in-house or external activity for our children and young people such as cinema trips or games evenings.  
As well as a separate peer support group for their parents and carers.

### Find us at:

**Hawley House**  
**11 Hatherton Road**  
**Walsall**  
**WS1 1XS**

## Information

Our team hosts information stands and talks to groups, to raise awareness of sight loss and our free support services. We visit a range of community spaces in order to bridge the gap between ourselves and the community.

### Walsall Talking News

Our weekly talking news shares information and events from the local area.  
Listen via USB stick delivered to your door or download from Soundcloud.

### Transcription Service

We offer the conversion of written information into a number of accessible formats. Including: audio, braille and large print.

### Accessible Computer Suite

We have a suite of 4 computers all equipped with Dolphin Guideconnect software to make them accessible for visually impaired users. The suite is free to use and we also run an accessible computer course, fortnightly over the course of 8 weeks, to ensure that our visitors can use the technology independently.

## Advice

### Registration

Our Registration Officer can guide you through the process of registering as blind or partially sighted. This can enable you to access certain benefits and concessions.

### Assistive Registration

We provide group and one to one training sessions on everyday smart devices and low vision aids, tailored to your needs.

### Tea and Tech

Our volunteers also run a fortnightly drop in session, where VI individuals can bring in their own devices (laptop, phone, tablet etc.) and get expert advice on how to effectively use their devices and utilise the accessibility features.

**If you would like our support or more information, please contact:**

**01922 627 683**  
**[www.walsallblind.org](http://www.walsallblind.org)**  
**[hawleyhouse@wsftb.co.uk](mailto:hawleyhouse@wsftb.co.uk)**

# POP

POSITIVE OUTCOMES  
PROJECT

**S** **E**  
**N** **D**



Sign up today for the  
(SEND)  
Special Educational  
Needs and  
Disabilities group.  
Age 16-25.

Stan Ball Centre  
Abbotts St, Bloxwich,  
Walsall WS3 3AZ

Tuesdays  
2:30pm - 4:00pm



[popwalsall.co.uk](http://popwalsall.co.uk)



Walsall Council



BLOXWICH  
COMMUNITY  
PARTNERSHIP

# Digital DYNASTY

Are you a community organisation looking to increase or improve your digital offer to your community?

Is a lack of digital skills an important issue in your community?

Need free training to upskill your staff/volunteers' digital skills?

Can your organisation become a digital hub, providing local communities with greater access to the essential digital services they need?

We will discuss your training needs with you, design a bespoke package and provide free training to upskill your staff and volunteers in your digital offer.

Want to find out more?  
Contact Kevin Priest on  
**07969 559155**  
[kevin.priest@bchg.co.uk](mailto:kevin.priest@bchg.co.uk)

**Bobbie Wearing 07794 275119**  
[bobbie.wearing@bchg.co.uk](mailto:bobbie.wearing@bchg.co.uk)



## 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)

If you have any health or care information for the public that you would like to go into our next Newsletter, then send it to:

**info@healthwatchwalsall.co.uk**



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## Local Support For Walsall people

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UK Government information [CLICK HERE](#)

Walsall Council information [CLICK HERE](#)

Walsall Healthcare NHS Trust [CLICK HERE](#)

Tips for coping in hot weather [CLICK HERE](#)

Walsall Council Living Directory [CLICK HERE](#)

### 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)

Humanity First

Saddlers Centre Walsall Town Centre

Walsall community Food Pantry

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

### Our social media information

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

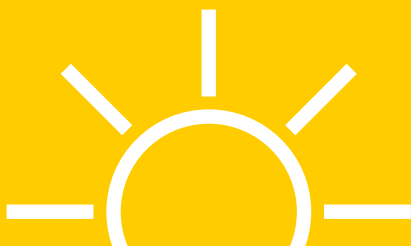
Instagram: Healthwatchwsl

YouTube: Healthwatch Walsall 2020

### Young Healthwatch social media

Facebook: YouthHealthwatch Walsall

Instagram: YouthHealthwatch Walsall





**SUMMER**

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

**healthwatch**  
Walsall

## 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)**

