

Combondo		
Contents		<u>Page No.</u>
Message from Healthwatch Manager		2
What Healthwatch Walsall have been doing		3
Our Work Programme for 2023/2024		3 - 7
Out and About in Walsall		8 - 9
Enter and View update		9 -10
Volunteer with us		10
Messages from our partners		11 – 21
Local food banks		22
Our Social Media Platforms		22

Managers Message



Aileen Farrer, Manager - Healthwatch Walsall

Dear Reader

Firstly, welcome to the Summer 2023 Newsletter which I hope you find useful and enjoy reading about what we have been doing.

1st – 7th June was Volunteers Week which gave us a really good opportunity to celebrate the hard work our volunteers do for us here at Healthwatch Walsall and the ongoing support and dedication they have given to us. Indeed, we have been successful in recruiting new volunteers and we are looking forward to working with them in the

future. We are always wanting to recruit additional volunteers so if this is something you would be interested in in please contact us.

We have recently welcomed a new team member here at Healthwatch Walsall, our new Community Outreach Lead, Peter Allen. Peter is looking forward to getting out and about in the Borough and to meet with members of the public and as many local groups as possible to hear about issues being faced around health and social care. If you have a group that you would like Peter to attend then again, please contact us. We would really like to hear from you.

You will see in the report full details of our work programme for the 2023/2024 year and we would encourage as many of you as possible to take part in our surveys. The more intelligence we received, the greater the impact we can have.

To conclude, thank you for taking the time to read this newsletter and if there is anything we can help you with please let us know. Our contact details are on the back of this Newsletter.

What Healthwatch Walsall have been doing

Our work projects 2022/2023

<u>Discharge process from Walsall Manor Hospital</u>

To read or download the report use the link: https://tinyurl.com/3sb9kt2w

Young Persons project

To read or download the report use the link: https://tinyurl.com/yj22bw86

If you require a paper copy of any of the reports, then please call us and we will send one out to you. Tel: 0800 470 1660 or Email: info@healthwatchwalsall.co.uk

We also issued a number of our Enter and View Reports from visits carried out during March 2023.

Visit the reports section of our website to check them out: https://tinyurl.com/5n6zyxwd



We also issued our Annual Report 2022/2023.

To read or download: https://tinyurl.com/bddwjka5

Our E bulletins continue as well as our roundups.

April E bulletin: https://tinyurl.com/46j345fe

May E bulletin: https://tinyurl.com/5n7ap99p

June E bulletin: https://tinyurl.com/4ymtxv6w

Our Work Programme for 2023/2024 - UPDATE

We have launched several of our work programme projects. If you have had experiences around any of the services or conditions that we are looking at, then pleased take part in the survey(s).



They surveys can be found on our website on the main banner:

https://tinyurl.com/m2maw8k8

or see below promotional flyers.



Can you get M-5 dental treatment?



Please take part in our short questionnaire and let us know if you are still able to get NHS treatment or not?

Use the link:
https://tinyurl.com/4hmfmadr
Or if you wish to take part over
the phone
call: 0800 470 1660





Or use the OR code

Link to take part in a short survey:

https://tinyurl.com/4hmfmadr



Healthwatch Walsall want to hear Maternity experiences of Black and Asian Women

Share your thoughts on Maternity, Neonatal and Post-Natal Care in Walsall.

Were you happy with your maternity experience?

Healthwatch Walsall want to hear your feedback on this.

You can share your feedback with us by taking part in our survey. Use the link below or scan the QR code to have your say.

If you would like a paper copy or need help with completing this survey, please contact Loretta Higgins on 07732 683 449



https://engagingcommunities.welcomesyourfeedback.net/9hu2mf

Link to take part in a short survey:

https://engagingcommunities.welcomesyourfeedback.net/s/9hu2mf



Have you or are you suffering from Long

Take part in our short survey and let us know if you have the support you need?

COVID





Or use the OR code



Link to take part in a short survey:

https://tinvurl.com/mprscsvk



Take part in our short survey and let us know?

Or if you wish to take part over the phone Telephone: 0800 470 1660





Link to take part in a short survey:

Out and About in Walsall









We continue our weekly attendance 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 to the New Hub at Walsall Bus Station to talk to people.

Our colleague, Loretta will be attending the new Maternity Outreach Project at Nash Dom CIC every Thursday and Friday morning from 9:30 – 12 to listen to your maternity stories. Come along and tell us how you think your experience could have been improved or what you felt went well for you.

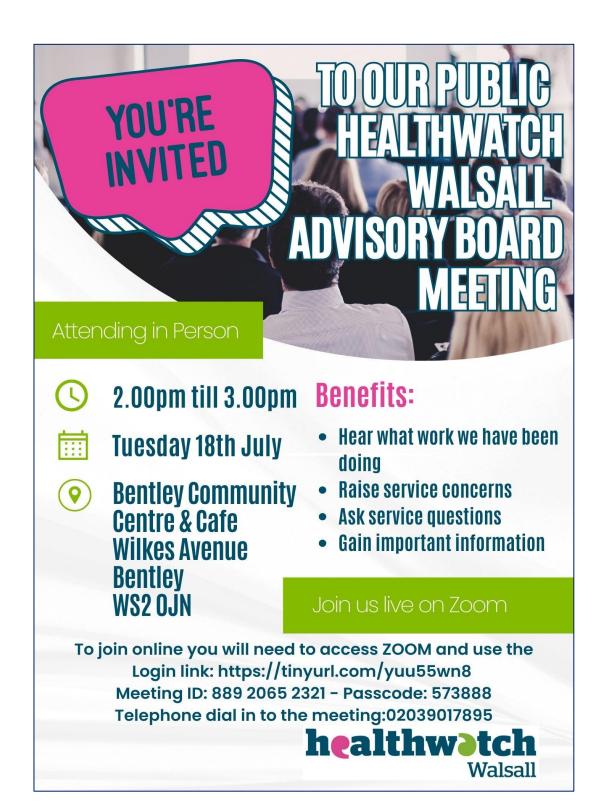
Loretta will also be attending other groups speaking to women about their maternity journeys at Walsall Manor Hospital so keep an eye out for where she will be and come along and have a chat!

If you would like to share your maternity story with Loretta or if you would like to invite us to your group, please get in touch by calling or texting 07732 683 449. Loretta is also accepting voice messages or video messages and/or calls.

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





To join online use the Login link: https://tinyurl.com/yuu55wn8
Meeting ID: 889 2065 2321 - Passcode: 573888 or Telephone dial in to the meeting:02039017895

Enter and View update

We continue to undertake our visits to services across Walsall. Incorporating primary care services and social care services (homes)

- Selwyn Court Undertaken and report available
- Pleck Health Centre currently in draft status
- CastleHill Care Home visit July 2023

To download or read any of our Enter and View reports **CLICK HERE**

Volunteer with us

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



Link to take to register an interest to volunteer: https://www.healthwatchwalsall.co.uk/volunteer

Messages from our partners

midland mencap



Midland Mencap run accessible **Active Games** sessions for adults 18+ at the Walsall Arboretum on Wednesdays 11am to 12 noon. Cost £5. Meet at the visitor centre at 11am.



Midland Mencap run a **Disco** the last Thursday of the month at Pelsall Community Association in Station Street Pelsall for adults 18+. 7.15pm – 8.45pm. Cost £7.50.



Midland Mencap run a weekly **Brunch Club** for adults 18+ on Mondays at the Walsall Disability Hub 11am-12.30. Join us for a hot toastie, drink and a fun quiz and make new friends. Cost £7.50.



Midland Mencap run a weekly **Singing and Drama** with Rob session at the Walsall Disability Hub every Thursday 1.30-2.30pm. £7.50.

For details of all Midland Mencap adult community activities in Walsall call the Walsall Disability Hub on 01922 616798.



Pop-up child vaccine clinics in the Black Country

Child vaccine catch-up clinics are available at pop-up sites across the Black Country throughout July and August.

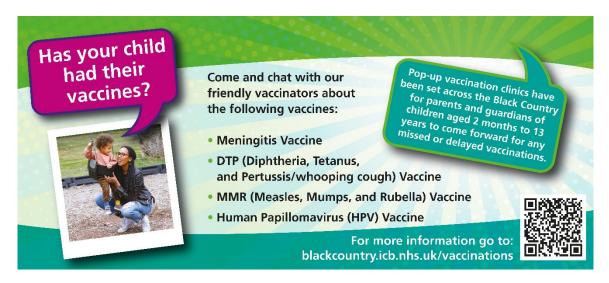
The community pop-up clinics are being hosted at a range of locations across Wolverhampton, Dudley, Sandwell and Walsall, with no appointment necessary. Parents and guardians of children aged 2 months to 16 years who have missed or delayed a childhood vaccine are being encouraged to come forward.

Childhood vaccinations are safe and effective and are essential for the prevention of several serious diseases. The following vaccines will be offered at the clinics:

- Human Papillomavirus (HPV) Vaccine: Protects against HPV, a common sexually transmitted infection that can lead to cervical, anal, and other types of cancers.
 The vaccine is recommended for both boys and girls between the ages of 11 and 13.
- DTP Vaccine: Provides protection against diphtheria, tetanus, and pertussis (whooping cough). These diseases can cause severe complications and even death. The DTP vaccine is typically administered in several doses throughout childhood.
- MMR Vaccine: Protects against measles, mumps, and rubella (german measles).
 Measles, in particular, is highly contagious and can lead to serious complications. The MMR vaccine is usually given in two doses, with the first dose administered around the age of 12-15 months and the second dose between 4-6 years.
- Meningitis Vaccine: Guards against meningococcal disease, a severe infection that can cause meningitis and blood poisoning. The vaccine is recommended for adolescents and young adults, particularly those starting university or college.

The clinics will be staffed by trained healthcare professionals from the NHS and Vaccination UK who specialise in childhood vaccinations and follow all necessary safety protocols. Parents and carers who are unsure if their child is up to date with their vaccinations can also check this at the clinics.

For more information and to find you nearest pop up clinic, go to www.blackcountry.icb.nhs.uk/vaccinations



Five year plan published by local NHS

The NHS Black Country Integrated Care Board (ICB) has published the local NHS Joint Forward Plan, describing how NHS organisations in the Black Country will work together with other partners, including Local Authorities and the community and voluntary sector, to arrange and provide services to meet the needs of local people.

It sets out the challenges, health needs and strategic priorities for the Black Country over the next five years to help make the Black Country a healthier place, with healthier people and healthier futures.

The following five priority areas have now been set out in the plan:

- Improving access and quality of services
- Community where possible –hospital where necessary
- Preventing ill health and tackling health inequalities
- · Giving people the best start in life
- Best place to work.

Find out more about the plan and what it means for the Black Country click on link: https://blackcountry.icb.nhs.uk/have-your-say/qet-involved/jfp



Stay safe in the hot weather

Many of us enjoy the increase in temperature, but when it's too hot there are health risks, particularly for those over the age of 65 or those with pre-existing health conditions such as respiratory and cardiovascular diseases.

Follow these tips to stay safe in hot weather:

- Stay hydrated by drinking plenty of fluids, particularly water, and avoiding alcohol, caffeine, or hot drinks
- Check on vulnerable family, friends, and neighbours
- Know the symptoms of heat stroke or heat exhaustion
- Keep out of the sun between 11am and 3pm when the sun is at its strongest
- Close windows and curtains in rooms that face the sun to keep your home cool
- Wear clothes that provide sun protection including hats and sunglasses
- Apply a sunscreen with a sun protection factor (SPF) of at least 30 and at least a
 4-star Ultraviolet A radiation (UVA) protection
- Take extra care to protect children and babies
- Follow the weather updates and advice on keeping well in the heat
- Contact NHS 111 when you fall ill or get injured but it is not an emergency.

Staying safe in the sun with nurse Liz- the link to the video is here: https://youtu.be/NYfAIJxaRKw

For more information and useful tips in video form, go to https://blackcountry.icb.nhs.uk/your-health/health-advice/staying-safe-sun



New Walsall Connected centre to open at Manor Hospital

Face-to-face support for people who need help to access online council services will be available at the Manor Hospital from next week – thanks to a thriving partnership between Walsall Healthcare NHS Trust, Walsall Council and local organisations.

A new Walsall Connected centre will be officially launched at 2pm on Wednesday 12 July by the Mayor of Walsall, Councillor Chris Towe, and Professor David Loughton CBE, Chief Executive of Walsall Healthcare.

Walsall Connected is a partnership between Walsall Council and local community associations, libraries and partner organisations. In total, there are now 28 Walsall Connected sites across the borough, conveniently located in the heart of local communities.

Free Wi-Fi and access to public computers is available and trained staff and volunteers are on hand to assist people and teach valuable digital skills. As well as offering support to residents to access online council services, it also gives them the opportunity to learn transferable digital skills such as using email and web browsing.

Garry Perry, Associate Director - Patient Relations & Experience at Walsall Healthcare said: "I know that Walsall Connected centres are making a real impact in our communities, helping to bridge the digital divide for those people who need additional support in our increasingly technological world.

"We're proud that a centre will open at the hospital for our patients, families and carers to benefit from this addition to our healthcare services. Partnering with the council and various community organisations demonstrates our collective aim to ensure we are doing what we can to meet the needs of our communities. I'd also like to thank the committed volunteers who are part of Walsall Connected for their dedication to helping others."

Andrew Rice, Patient Experience and Voluntary Services Manager at Walsall Healthcare NHS Trust, said: "Being able to provide such a centre in the hospital was another significant step towards creating more inclusive communities.

He added, "Our staff not only look after patients' health needs but regularly signpost them to appropriate support and services that are available in the borough and having Walsall Connected on hand means we can improve access to this important information."

Councillor Mike Bird, Leader of Walsall Council, added: "It's important that our residents have access to the digital world and so I am delighted a Walsall Connected centre is opening here at the hospital"

"It's a great location and I'm sure that it will prove to be popular. It means that more people can take advantage of the opportunities that digital technology offers and understand how to access online services. Increasingly, more and more services and information are going online so it's important that support is available and accessible for those who need it."

For more information about Walsall Connected, please visit: www.walsall.gov.uk/people_and_communities/walsall_connected

Hospital Wheelchair Supply

Every day, thousands of visitors use our hospital site. It's hugely important to us that, regardless of access requirements, our patients, visitors, and staff can access and navigate our sites with ease.

All our main entrances have level access and are wheelchair friendly. We also have a limited number of wheelchairs available.

However, at times demand for wheelchairs can be high and wheelchair availability cannot always be guaranteed.

How can you help us?

If you have access to a wheelchair at home and are supported with an escort, please bring this with you to your hospital appointment.

If you do use a hospital wheelchair when you attend, please ensure it is returned fully to the Welcome Hub in the main atrium.







NHS HEALTHY START

Healthy Start is a UK-wide NHS scheme providing a nutritional safety net to those who are pregnant or have responsibility for at least one child under 4 years of age in low-income families in receipt of qualifying benefits. Eligible clients are provided with Healthy Start card with money on it to spend on plain liquid cow's milk, fresh, frozen, and tinned fruit and vegetables, dried and tinned pulses, as well as infant formula milk based on cow's milk. This scheme supports the target population to have fresh food and vitamins to improve their overall health.

This scheme also includes Healthy start vitamins, which are available for children under four years, women planning a pregnancy, pregnant women, and new mums for the first-year post birth who are eligible to benefits.

The Healthy Start vitamin supplement for pregnant, breastfeeding women and women for one-year post pregnancy contains folic acid to help reduce the baby's risk of neural tube defects, vitamin C to maintain healthy body tissue, and vitamin D to help iron and calcium absorption to keep bones healthy and ensure that the baby's bones and teeth grow strong.

The Healthy Start supplement for children contains vitamins A, C and D, which help to strengthen the immune system, maintain healthy skin, and help with absorbing iron and calcium, thereby maintaining healthy teeth and bones.

Healthy Start vitamins are for children from four weeks old who are having less than 500ml (one pint) of infant formula a day to four years of age. If the child is having 500ml or more of infant formula each day, they will not need Healthy Start drops because infant formula already includes vitamins. Children who are only being breastfed and whose mother did not take vitamin D supplements all the way through pregnancy should be given Healthy Start vitamin drops from 1 month of age. They are suitable for vegetarians and people on halal diets, and free from milk, egg, gluten, soya, and peanut residues. Therefore, people with religious or cultural dietary needs can also access this supplement and be a part of this initiative to improve their health or their child's health.

Women who are eligible for the Healthy Start scheme can obtain vitamin supplements free of charge. Those who are not eligible can buy the supplements from community pharmacies. Healthy start vitamins are cost effective (children's drops £1.52 per bottle and women's tablets £0.74 per bottle) as compared to some of the other branded child vitamins such as Natures Aid Mini Drops Multi-vitamin for Infants and Children (£7.95), Vitabiotics Wellbaby Multi-Vitamin Liquid (£5.95), Abidec Kid Multivitamin Syrup (£6.49),Mini Drops Sprinkles Vitamin C (£6.95), Baby Ddrops (£9). All can ask their midwife or health visitor where to access the vitamins in their local area.

The major issue is that the number of eligible women and children accessing the vitamins in exchange for vouchers in Walsall is under 3%, whereas 61% access the free fruit and vegetable vouchers which would indicate that awareness of the scheme is relatively high but there is a barrier in accessing vitamins.

In spite of national and local promotion, knowledge and uptake of Healthy Start could be improved. There are still around 3 in every 10 eligible families missing out, especially with vitamins.

Up to 1400 Walsall households are missing out every month; that's at least £23,800 worth of Healthy Start vouchers not being claimed each month, which could benefit the health of Walsall's mothers and young children. The economic crisis affecting families in Walsall, makes the task to improve this situation even more pressing.

Walsall Public health worked with Aston University on research with local families to explore the reasons why people are not taking up the healthy start scheme. These were:

- Complicated eligibility and application processes
- Lack of awareness of scheme
- Lack of understanding of what is included in Healthy Start Scheme
- Some vulnerable groups ineligible
- Lack of outlets accepting vouchers

• Stigma and social unacceptability of taking up free vouchers

A series of actions are needed to optimise local access and uptake to this scheme. All organisations in Walsall should prioritise actions to improve the processes for access, distribution, and uptake of Healthy Start Vouchers.

The DPHAR recommends that local communities and community association networks should sign up to and promote Healthy Start Vouchers to increase people accessing the scheme.



What is NHS Healthy Start?

NHS Healthy Start is a national scheme that helps pregnant women and young families on low incomes to access healthy food, milk and vitamins. You could be eligible for the scheme if you are more than 10 weeks pregnant or have a child under four and receive certain benefits.

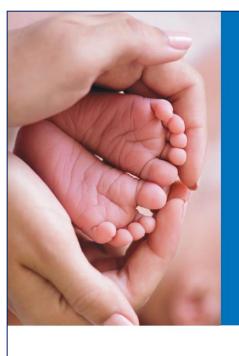
How to apply for NHS Healthy Start

Ask your midwife or health visitor or apply online for NHS Healthy Start:

www.healthystart.nhs.uk/how-to-apply

If you're eligible, you'll receive a prepaid card that you can use to buy fruit, vegetables, pulses, milk and infant formula.

You can also show your card to collect free Healthy Start vitamins from participating pharmacies and family hubs in Walsall.
A list of local vitamin locations is on the back of this leaflet.



Why you should get your free Healthy Start vitamins

You can get most of the vitamins you need from food. However, young children may not get enough vitamin A and D even if they are having a healthy balanced diet or are eating well. If you're pregnant or breastfeeding, you may not get enough vitamin C, vitamin D or folic acid.

Healthy Start vitamins contain vitamins A, C, and D for children aged from birth to 4 years, and folic acid, vitamins C, and vitamin D for pregnant women, breastfeeding women, and women with a child under 1 year old. You can use your NHS Healthy Start card to get these important vitamins for free and can make sure that you are getting everything you need for a strong and healthier body.

Healthy Start vitamins are available for:

- children under four years,
- pregnant women
- new mums for the first year post birth

(Children who are having 500ml or more of formula a day do not need Healthy Start vitamins)



What do Healthy Start vitamins contain?

Healthy Start children's vitamins drops:

The daily dosage of Healthy Start children's vitamins is 5 drops. They contain:

- 233 micrograms of vitamin A: for growth, vision in dim light and healthy skin
- 20 milligrams of vitamin C: helps maintain healthy tissue in the body
- 10 micrograms of vitamin D3: for strong bones and teeth.

Beneficiaries are entitled to 1 bottle of children's drops every 8 weeks.

Healthy Start vitamins for women

The daily dosage of Healthy Start vitamins for women is 1 tablet. They contain:

- 10 micrograms of vitamin D: helps your body to absorb calcium and supports your baby's bones to develop properly
- 70 milligrams of vitamin C: helps maintain healthy tissue in the body
- 400 micrograms of folic acid: helps in the development of a healthy baby and reduces the chance of your baby having spina bifida, a birth defect where the spine doesn't form properly.

Beneficiaries are entitled to 1 bottle of tablets every 8 weeks.

Both the Healthy Start drops and vitamins for the children and women are suitable for vegetarians and are free from wheat, fish, egg, and salt. They contain no colours, flavours, preservatives or gluten containing ingredients.



Healthy Start vitamins? Where can you pick up your

If you are eligible, you can get vitamins from:

- The Health in Pregnancy service in antenatal clinic at Walsall Manor Hospital
- Pharmacies across Walsall (see list)
- Family hubs across Walsall (see list)

where to get your free vitamins. Also, ask your midwife or health visitor

To collect your free vitamins, you will have to show your NHS Healthy Start card. Start Vitamins, you can still buy them from the If you are not eligible to the receive free Healthy

Pharmacies listed.

www.healthystart.nhs.uk **У ⑤ @**NHSHealthyStart

Pharmacies:

Broadway Pharmacy 4 Hawes Rd, Walsall, WS1 3HG

St Lawrence Way, Darlaston, Wednesbury, WS10 8UZ Asda (Branch: 4699 - Darlaston)

BDS Pharmacy Unit 11 Liskeard Rd, Walsall, WS5 3EY

Mossley Chemist 10 Cresswell Cres, Bloxwich, Walsall, WS3 2UW

169 High St, Bloxwich, Walsall, WS3 3LH

Well (Branch: 200334 - Walsall, Leckie Road) **Pharmacare Pharmacy** (Caldmore Green) The Crown, West Bromwich Street, Walsall, WS1 4BP

The Surgery, 53 Leckie Rd, Walsall, WS2 8DA

Well (Branch: 224457 - Beechdale Estate) 8 Stephenson Square, Bloxwich, Walsall, WS2 7DY

Family hubs:

North Family Hub

275 Blakenall Lane, Blakenall, Walsall, WS3 1HJ

South & Central Family Hub Birchills Street, Walsall, WS2 8NG

Ilmington House, Crescent Rd, Darlaston, Wednesbury, WS10 8AE West Family Hub

East Family Hub Brownhills, Walsall, WS8 6HA

Health in Pregnancy Service:

Blakenall Village Centre (First Floor)
79 Thames Road, Bloxwich, Walsall, WS3 1LZ

vitamins **Healthy Start** Get your free







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.

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.

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

Healthwatch Walsall 2020

Healthwatchwsl

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.



Contact us

Blakenall Village Centre
79 Thames Road
Blakenall
Walsall
WS3 1LZ

Tel: 0800 470 1660

Email: info@healthwatchwalsall.co.uk
Website:www.healthwatchwalsall.co.uk





