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What we have been doing

We have recently set up a weekly catchup email/ flyer though mail chimp. It has we will be over the week, awareness days in the UK, important news about health and social care locally or nationally. Something for everybody.

To sign up to receive this and invites to any in person or online events, then please visit our web site, using the link: <u>https://www.healthwatchwalsall.co.uk/</u>

We attended and decorated a Christmas Tree at the Aldridge Christmas Tree Festival, Palfrey Association Wellbeing event, Walsall Football Club young person's career day, Jumped on and off the Thrive Bus at various locations throughout Walsall.



We are currently working on our first project which is around discharge from the Walsall Manor Hospital. We are undertaking this work by a number of ways, including face-to-face engagement in the Discharge Lounge at the Hospital, by a survey and we will be holding online focus groups.

The project has commenced and will run until mid-February so that we can understand the views and experiences of the local population during the summer, autumn and winter months.

Link to survey can be found on our NEW web site.

www.healthwatchwalsall.co.uk

Or **CLICK HERE**



As the cost-of-living crisis continues and the cold weather will soon be upon us we are also now looking to find out how people in Walsall are coping. We have put together a survey which is available online or by hard copy and we would very much appreciate you taking the time to

complete this. If you need help to complete the survey, please give us a call on 0800 470 1660 and a member of the team will assist.

Link to take part in the survey: <u>https://tinyurl.com/7s9542u5</u>

Are you age 65+ or caring for someone who is? Have you had contact with social workers in Walsall? We want to understand how social work can help improve older people's lives. We need people like you to join our local advisory group and share your thoughts and experiences of social care. Meetings are online or in Walsall, with a fee for participation. Contact Laura at University of Birmingha (I.noszlopy@bham.ac.uk) or Aileen at Healthwatch Walsall (aileen.farrer@healthwatchwalsall.co.uk or call 0800 470 1660) for more info

> Social work w Older People

We are also promoting a project round conatct with social workers. So if you are over 65+, a Walsall resident and had conatc with Social workers share your expereinces.

In addition we are bringing back our 1st Friday Focus chats, starting Friday 3rd february at 10.00am. Due tio demand!

It proved to be a great way of communicating information and services to the wider public. Aswellas being aboe to sahre servcie expereinces along the way.

To Share your services expereinces visit our website under 'Have Your Say' and let is know how you go on?

www.healthwatchwalsall.co.uk



healthwatch



We are building a regular drop-in schedule with additional one-off events. Notification of our community outreach will be via a weekly 'catch up' flyer. If you wish to sign up for this email:

info@healthwatchwalsall.co.uk

We have a NEW website

Our NEW look website. It will have all our usual informative information, reports, events, useful links and much, much more. So keep checking out the Healthwatch Walsall website.



Have Your Say

Share your views. Tell us about your experiences of NHS and social care services. Giving feedback, good. mixed or not good. Can help improve services.

We have changed the way you share your health and social care experiences too.

You can leave them at our new website section called 'Have Your Say'.

Let us know what you think about our new website by telephoning 0800 470 1660 or Email: info@healthwatchwalsall.co.uk



Get involved

We are seeking to recruit volunteers, members of the public to help us carryout some of the important tasks we get involved in. We have new exciting roles that you can help make a difference to Walsall Communities.



We are recruiting

HEALTHWATCH WALSALL ADVISORY BOARD MEMBERS

Healthwatch Walsall is the independent champion for local people's voices in health and social care in Walsall and the contract is delivered by ECS. Healthwatch Walsall is now looking to recruit additional Board members who have a passion for developing Healthwatch Walsall as the "consumer champion" for NHS, public health and adult and children's social care services across the Borough.

Board members will need to have a good understanding of health, social care and well-being policy issues and challenges facing the NHS and Local Authorities, together with a good awareness of the local environment in Walsall and how health and social care services are delivered.

For a role and application pack visit: <u>https://healthwatchwalsall.co.uk/job-vacancies/</u>

Or chat with Aileen Farrer for more information. Tel: 0800 470 1660.

Youth Healthwatch,

If this is something you would like to get involved in, please contact Loretta on 07732 683449 or loretta.higgins@healthwatchwalsall.co.uk

Our reach continues to grow in Walsall, we have partnered with some amazing groups where we will be attending to talk with young people and support them. If you would like us to attend you group to talk about what we are doing and how we can support your organisation, please get in touch.

We are still actively recruiting, if you would like to be a part of our fun and friendly team and support us with the great work we are doing in Walsall, get in touch!



Are you age 14-24? 🛃

Have you accessed any Health and/or Social Care services?

Youth Healthwatch Walsall want to hear about your experience.

Contact us on 07732 683449 or outhhealthwatch@healthwatchwalsall.co.uk

youth healthw**atch** Walsall

Healthwatch are your independent organisation who champion the views of patients and social care users in Walsall. Tell us your views, needs and experiences to help Walsall get the best possible Health and Care.

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YouthHealthwatch Walsall

youthhwatch

healthwatch

Young Persons

Communication

Campaign

Walsall

vouth healthwatch Walsall

Are you a young person wanting to gain experience through volunteering?

Join our youth Healthwatch

At Youth Healthwatch Walsall we want to find out what young people All are welcome! think about health and social care services. We need young people to help us listen to others and feedback information. We use this information to make positive changes to services.

If you would like to get involved or join our team, contact us at vouthhealthwatch@ healthwatchwalsall.co.uk or call/text us on 07732 683449

Walsall

GET VOLUNTEER YouthHealthwatch 0 YouthHealthwatchWalsall

@youthealthwatch



Have your say by taking part in our short survey at https://tinyurl.com/zdmmawyz Or scan this QR code



For more info, contact us on t: 07732 683449 e: loretta.higgins@healthwatchwalsall.co.uk Take part in our Young person's survey, link to take part: <u>https://tinyurl.com/zdmmawyz</u>

Our season opening times

The network of ECS Healthwatch offices will close from 5pm on Thursday 22nd of December 2022. Offices will reopen for business as usual on Wednesday 28 December, but you can still get in touch by sharing your experience of local health and social care services on our websites, completing our online form, or sending us an email, and we will reply as soon as possible once we are back in the office in January.

If you need any information about local services, don't forget you can visit the usefullinks section of our websites. Here you will find a list of organisations that can offer information to help you with your health, social care, and wellbeing needs.

Thank you to everyone who has worked with us and supported us over the past year.

Messages from our partners

Walsall residents urged to boost their immunity ahead of festive season



Walsall residents are being urged to get both their flu and COVID-19 vaccinations to boost their immunity ahead of mixing with friends and family before the festive season.

With COVID and flu circulating this winter, it is also vital for eligible residents to get both vaccines as soon as possible. Protection from the COVID-19 vaccine fades over time, which is why many people are being offered another booster dose.

The flu virus changes every year, which is why there is a new vaccination each winter. Even if you had a flu vaccination last year, you still need this year's to protect you from the circulating strain.

Read the full story on the Walsall Council newsroom: <u>https://go.walsall.gov.uk/newsroom/walsall-residents-urged-boost-their-immunity-ahead-festive-season</u>



Create your wellbeing plan

The Wellbeing Plan, created by Public Health Walsall will help you and others understand what is important to keep you healthy, well, and independent.

The plan focuses on eight steps to wellbeing:

- be active
- take notice
- connect
- give something to others
- learn something new
- hydration for wellbeing
- sleep for wellbeing
- hope for the future
- You can download a copy of the wellbeing plan by clicking here.

Warm Walsall

Walsall Council has confirmed plans for a new Warm Walsall initiative to help struggling residents keep warm this winter.

Working in partnership with the Walsall Community Network and local voluntary and community sector organisations, the Council will be supporting residents over the winter months and providing a network of warm venues across the Borough.

Initial funding of \pounds 10,000 from the Council's Crisis Support Fund has been allocated to the Warm Walsall initiative, which will run up to the end of March 2023.

Read more on the Council website: <u>https://go.walsall.gov.uk/newsroom/new-warm-walsall-initiative-gets-underway</u>

Cost of living support



Walsall has a range of services to help tackle the cost of living this **winter.**



As the cost-of-living increases, you may be worried about how to pay for food, heating and other bills. Walsall Council has put together some information about where and how to find support across Walsall borough.

Find out more on their website: <u>https://go.walsall.gov.uk/benefits/help-with-bills-and-debt</u>

Stay Well this winter



Cold weather can make some health problems worse and even lead to serious complications.

There are a number of things you can do to help including getting your winter vaccinations and using the NHS 111 service first for any urgent medical need.

Please find below important information from the NHS to help you and your families stay well this winter. <u>Stay Well This Winter Leaflet</u>

For more information visit our <u>Stay Well This Winter</u> page.

Evening and weekend appointments available at your GP Practice



A range of appointments are available on evenings and at weekends.

Additional appointments will be available between 6.30pm and 8.00pm Monday to Friday, and between 9.00am and 5.00pm on Saturdays for all patients.

You may be offered an appointment at your GP surgery or another location nearby. This may be:

- •a face to face appointment
- a telephone consultation
- a video consultation

To book an appointment between these hours, please call your practice. If you need an appointment out of hours, please telephone your surgery and listen to the out of hours information on the answer phone message.

Pharmacy - Your first choice for help, advice and treatment for common conditions

If you or your family become unwell, you may not always need to see a doctor or get a prescription. Local pharmacies offer many of the same services local GPs do. Community pharmacists are qualified health professionals who can offer expert advice on lots of minor ailments and conditions. They can help you with common problems such as coughs, colds, aches and pains, as well as perform health checks and screenings and treat minor injuries and ailments.

Many pharmacies are open until late and at weekends. You do not need an appointment.

Wash, wash, wash your hands

Regular hand washing with soap and water remains an essential part of good hygiene and helps prevent the spread of COVID-19, as well as other winter illnesses such as colds, flu and stomach bugs.

Hands should be washed with warm water and liquid soap for at least 20 seconds before rinsing and drying them thoroughly. If soap and water are not available, people should use an alcohol-based hand sanitiser that contains at least 60 percent alcohol.

Link to watch video on YouTube: CLICK HERE



How to get your vaccine

You can walk in or book an appointment at a variety of COVID-19 vaccination sites including local GPs, community pharmacies and vaccination centres.

Alternatively, you can book a COVID-19 vaccine appointment using the National Booking System online or call 119.

COVID-19 booster

People aged 50 and over are now invited to book their autumn booster jab. Following advice from the Joint Committee on Vaccination and Immunisation (JCVI), the autumn booster will be offered to the following eligible groups:

- Older adult care home residents and staff
- Frontline health and social care workers
- People aged 50 and over
- Unpaid carers aged 16 to 49
- People aged 5 to 49 in a clinical risk group, including pregnant women
- Household contacts of people with weakened immune systems aged 5 to 49.

Appointments are currently being offered to all adults over the age of 50, as long as it has been three months since their last COVID-19 vaccination.

Those who are eligible will be invited by the NHS, once invited people will be able to book an appointment online via the National Booking System or by calling 119, as long as it has been three months since their last dose.

Flu Vaccine

Flu will often get better on its own, but it can make some people seriously ill. It's important to get the flu vaccine if you're advised to.

Flu vaccines are safe and effective. They're offered every year on the NHS to help protect people at risk of flu and its complications.

You are eligible for the flu vaccine if you:

- are 50 and over (including those who'll be 50 by 31 March 2023)
- have certain health conditions
- are pregnant
- are in a long-stay residential care

• receive a carer's allowance, or are the main carer for an older or disabled person

who may be at risk if you get sick?

- live with someone who has a weakened immune system (such as someone who has had a transplant, is living with HIV or is having certain treatments for cancer, lupus or rheumatoid arthritis)
- are frontline health or social care workers

You can have the NHS flu vaccine at:

- your GP surgery
- a pharmacy offering the service
- your midwifery service if you're pregnant
- a hospital appointment

You can find a pharmacy that offers the flu vaccine on the NHS website.

Need urgent care but unsure where to go? Think NHS 111 first

NHS 111 provides you with a convenient way to get the right help or advice when you have an urgent but non-life-threatening health concern. It is available 24 hours a day, 7 days a week, online and by phone. If necessary, they can arrange for you to speak to a healthcare professional, including nurses, emergency dentists, or even GP. Contact 111 online at 111.nhs.uk or by dialling 111.

Get expert advice and treatment to help you with your minor health concerns from your local Pharmacy.

Your local pharmacy should always be your first choice for help, advice and treatment for common conditions. If you or your family become unwell, you may not always need to see a doctor or get a prescription. Local pharmacies offer many of the same services local GPs do. Community pharmacists are qualified health professionals who can offer expert advice on lots of minor ailments and conditions. They can help you with

common problems such as coughs, colds, aches and pains, as well as perform health checks and screenings and treat minor injuries and ailments. Find out more.

Self-Care Management Team

Are you looking for a challenge in 2023? The Self Care Management Team at Walsall Healthcare NHS Trust are looking for Volunteer Tutors

Can you:

- Work in partnership with tutors, volunteers and staff within Walsall Healthcare NHS Trust.
- Facilitate a group of people and build a rapport with them around issues on selfmanagement learning.
- Communicate effectively with people from a variety of backgrounds including good listening and mentoring skills.
- Deliver a Self-Care Management course from a scripted manual.

To find out more about the role please contact the Self Care Management Team on 01922 605490 or email <u>wht.selfcare@nhs.net</u>

Midland Mencap and Walsall Carers

News for 2023 - From the end of January Midland Mencap will be running a monthly disco at Pelsall Community Association, commencing Thursday 26th January 7pm-9pm £7.50. This is for adults with learning disabilities, autism, and additional needs. For more information please call the Walsall Disability Hub on 01922 616798.

Walsall Carers Walk and Talk



Join the staff at Walsall Carers Hub for a relaxing walk around the beautiful Walsall Arboretum and for a coffee and chat afterwards.

Benefits of Carers Walk and Talk:

- Help to improve your mental health and wellbeing
- Meet and socialise with people with similar caring responsibilities
- Learn about local services
- Increase physical fitness

When: Last Tuesday of the Month starting from 31st January 2023, 10:30am-12pm.

Where: Meet at the visitors centre, Arboretum Road, Walsall, WS1 2QH. Parking on road at Buchanan Avenue, WS4 2EJ.

Cost: Free (Coffee purchased at own cost)

To book a place call **01922 616798** or email **info@walsallcarershub.org.uk**









Walsall Carers Hub is led by Forward Carers, delivered by Midland Mencap and funded by Walsall Council





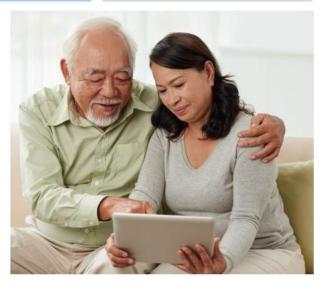
Healthier Futures Black Country Integrated Care System

Black Country Connected For a Healthier Future

Wish you could use the internet but don't have a digital device

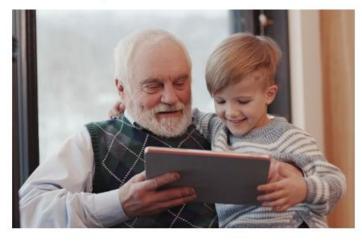
Need help learning how to use the internet? Want to learn how to use your digital device?

If the answer is yes to any of the above, we are offering people who live in the Black Country the chance to borrow a Geobook laptop for three months with support to use it. There will also be telephone numbers you can call, an email address and website with lots of helpful information. We can also give you details of a free basic IT skills course being offered by Walsall/West Midlands colleges.



If you decide to take up this offer, we would ask you some questions at the start to determine the support that you need, and at the end so we can make changes where needed.

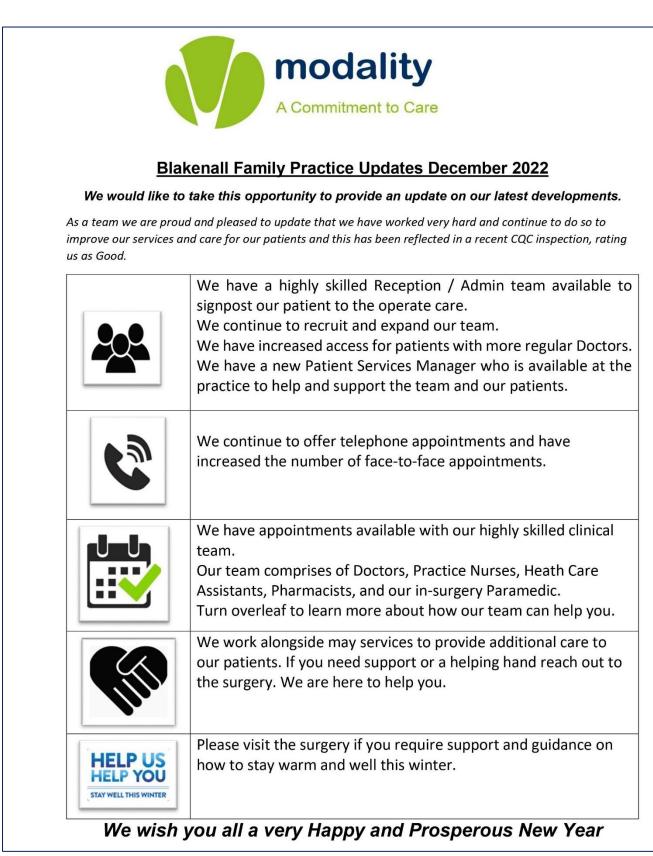
If you think the digital device has had a positive impact on your life, you may be able to keep the device at the end of the three month programme.



If you would like to take part or find out more about this project, please speak to a healthcare professional or visit

www.blackcountryconnected.co.uk

Update from a local GP Practice



Who is best to help you today?



Practice Team Member		I can help you with / I will see you if	Practice Team Member		I can help you with / I will see you if
Patient Services Assistant (PSA)	••	 Appointment Booking / Cancellation Updates re. Blood Tests / Investigations Registration at the Practice 	Secretary	E	 Referral management (routine) 2 Week Wait referrals Medical Reports
Senior Patient Services Assistant (SPSA)		 Concerns/Complaints/Compliments General Practice feedback Deputises for Practice Manager 	Practice Manager	Sector	Concerns/Complaints/Compliments General Practice feedback
Clinical Pharmacists	6	 Minor illness: Cough/Colds/Aches/Pains Medication Queries Prescriptions Asthma 	Nurse Prescriber	୯୦	 Minor illness & Ailments <u>i.e.</u> Cough/Colds/Aches /Pains Prescriptions
Urgent Care Practitioner		 Home Visits (housebound patients only) Emergency visits 	Practice Nurses	8	 Diabetes Travel Vaccinations Baby Immunisations Contraception Smears
GP	0	 Minor illnesses Long Term Condition Management Home Visits (housebound patients only) Nursing Homes 	Health Care Assistant	8	 Blood Tests B12 Injections Diabetes Review Diabetic Foot Checks Flu Clinics Blood Pressure (BP Monitoring) NHS Health Checks

Useful information and contacts

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

We continue update our COVID19 have below some useful links and contact numbers from the information on our website. <u>CLICK HERE</u> to visit.

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



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

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

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 <u>here.</u>

<u>Walsall Safeguarding Partnership information and contact</u> 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: <u>https://go.walsall.gov.uk/adult_safeguarding</u>

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 <u>early</u> <u>help</u> response on 0300 555 2866 (Option 1) if you are unsure please view our right help, right time guidance on the <u>procedures page</u>.

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 <u>West Midlands Regional Procedures</u>

Please send your completed form to: <u>MASH@walsall.gov.uk</u>

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.

Pharmacy Opening Times in Walsall and close surrounds

For the local Pharmacies open during the Xmas and New Year period visit the NHS website. Locate a Pharmacy near to you.

Link: https://tinyurl.com/y3p6rkb4

Or <u>CLICK HERE</u>



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



healthwatch Walsall