



Summer Newsletter 2020



Your local news and views about health and social care services in Walsall

Update from Healthwatch Walsall Manager



Hello to you all, I hope you are remaining safe and well during these difficult times and I would like to thank you for taking the time to read our Summer 2020 newsletter, which I hope you find of interest.

I would urge you, your relatives, friends and contacts to continue to get in touch with Healthwatch Walsall to let us know about your health and social care experiences in the Borough. By supporting us in this way, we can help you have your voice heard by commissioners and providers of services.

If there is anything you would like future newsletters to cover, please let us know by emailing info@healthwatchwalsall.co.uk.

Thank you. Aileen Farrer.

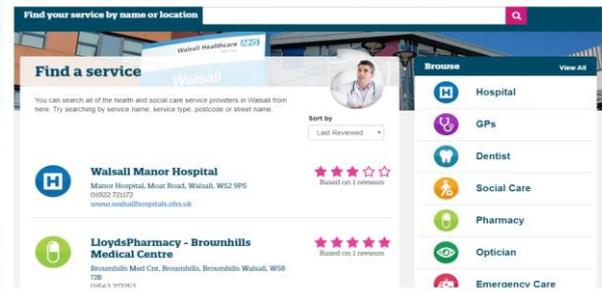
On our website we have collated information and advice around the COVID-19 outbreak. The dedicated page highlights services that are still open and service changes as well as national guidance on dealing with COVID-19, keeping safe and well as well as some practical tips and resources to use.

Visit our website [CLICK HERE](#)

WE ARE STILL WORKING FOR YOU!

Whilst we are working from home, we still want to hear from you. Please share your health and social care experiences with us.

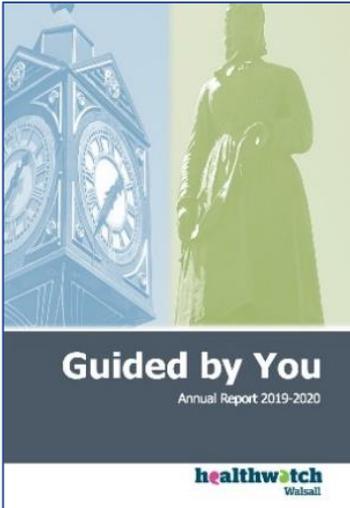
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To contact us Tel:0800 470 1660
Email:info@healthwatchwalsall.co.uk

Twitter:@HWWalsall Facebook:HealthwatchWSL Instagram:healthwatchwsl YouTube:Healthwatch Walsall 2020

What we have been doing?



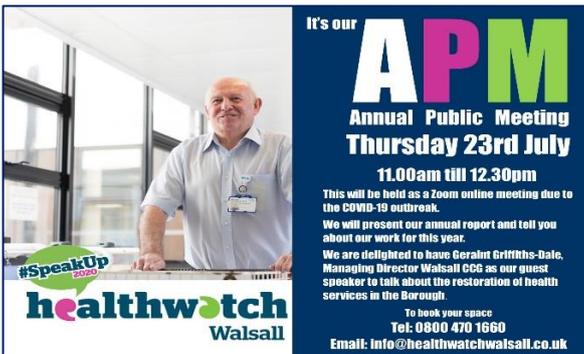
We published our Annual Report informing people what we did last year up to 31 March 2020.

The Annual Report also sets out our plans for the forthcoming year 2020/2021 which are around methods of accessing GP surgeries and communications between the Manor Hospital and patients.

Its available to download from our website or use the [CLICK HERE](#) to download to your computer.



We held our Annual Public Meeting



Unlike past years when we were able to hold our public meetings in venues across the Borough, this year due to COVID-19 we held the event by Zoom - online. This was still well attended, and we were pleased to have Geraint Griffiths-Dale, Managing Director of Walsall CCG as our guest speaker talking about the restoration of health services in Walsall.

This meeting also gave us an opportunity to tell the public about our work from the previous year and to go through the work priorities for the forthcoming 12 months. We were also able to tell people about how we have helped the citizens of Walsall with their queries or issues.

The event/presentation is available to download from our website or use the [CLICK HERE](#) to download to your computer.

We would still like you to share your health and social care experiences. Call us on 0800 470 1660 or Email: info@healthwatchwalsall.co.uk

We held “1st Friday Focus... Meetings



1st Friday Focus

healthwatch
Walsall

Domiciliary Care

Your chance to chat about Walsall services that affect your care.

Cared for, carers, relatives and service providers are welcome to chat about how they are doing and what's not in Domiciliary Care.

Friday 3rd July 2020, 10.00am till 11.30am By Zoom.
You will need to download the ZOOM app. We will send you an invite to join the conversation.

To join this discussion contact us on 0800 470 1660
or email: info@healthwatchwalsall.co.uk



1st Friday Focus

Discussion about **Primary Care Networks**

Patients, service users, cared for, carers, relatives & service providers are welcome to join us.

#SpeakUp 2020

Guest Speaker:
Mr. Ross Turner
Primary Care Network Facilitator,
Walsall Clinical Commissioning Group

healthwatch
Walsall

Friday 7th August, 2.00pm till 3.00pm By Zoom.
You will need to download the ZOOM app. We will send you an invite to join the conversation.
To book e:info@healthwatchwalsall.co.uk tel: 0800 470 1660



1st Friday Focus...

Discussion about... **Methods of Access to GP Surgeries.**

Patients, service users, cared for, carers, relatives & service providers are welcome to join us.

#SpeakUp 2020

Guest Speaker: To be arranged

healthwatch
Walsall

Friday 4th September, 10.00am till 11.30am by Zoom.
You will need to download the ZOOM app. We will send you an invite to join the conversation.
To book e:info@healthwatchwalsall.co.uk tel: 0800 470 1660

In order to continue engaging with the citizens of Walsall we introduced what we are calling our “1st Friday Focus...” meeting, which is an informal coffee morning/afternoon tea held through the Zoom digital platform. Our inaugural coffee morning was held on the first Friday in June and was about gathering the views of the public of their experiences during COVID-19. This event was titled “Walsall how are you doing?”.

We had 20 attendees who chatted and exchanged views on how they and their families were coping during COVID-19 and the lockdown. The session provided Healthwatch Walsall with valuable insight into peoples’ lives, health and social care needs as well as their mental health. We undertook a simple straw poll at the end of the event and members confirmed they had found the morning of benefit and it was well received.

With this in mind and with the continuation of no face to face engagement currently being permitted, other online events are being planned and it would be great if you could join us.

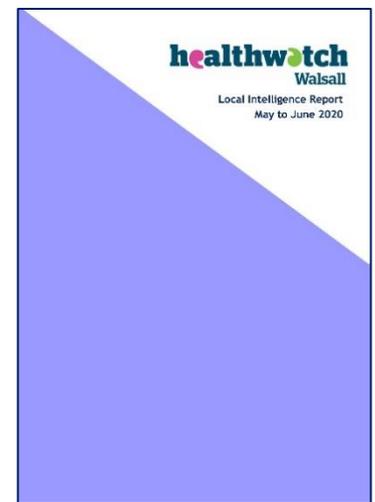
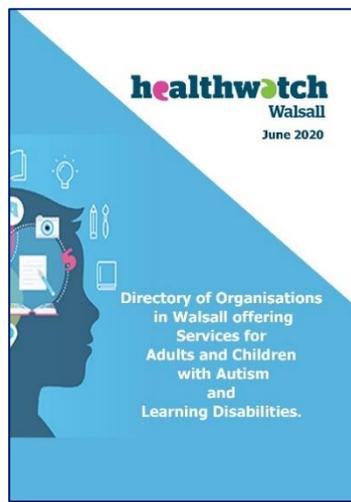
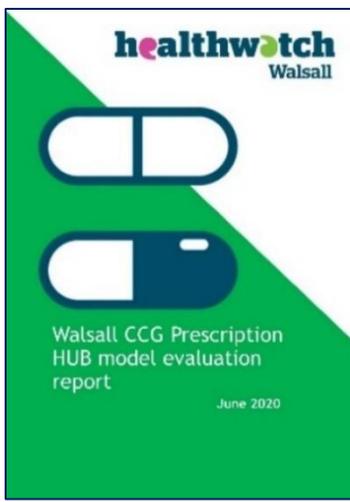
To see and hear what was discussed visit our 1st Friday Focus... webpage [CLICK HERE](#)

We issued several reports

We have been busy and maintained our momentum during COVID-19 lockdown. We have undertaken an evaluation of the CCG repeat prescription hub, we published our Annual Report for 2019/20 which has been submitted to Healthwatch England and sent to all statutory organisations as well as sending it to our extensive network of contacts.

We have also produced and issued a Learning Disabilities Directory of Services that are available in Walsall. We produced the directory following our work on transforming care when it came to light that there was nothing available to the public in one central document.

We have published another Bimonthly Intelligence Report which outlines the experiences that you, the service users in Walsall have shared with us and what Healthwatch Walsall did to help and resolve the issue. Please keep in touch with us, we want to hear from you.



To download any of the above documents please:

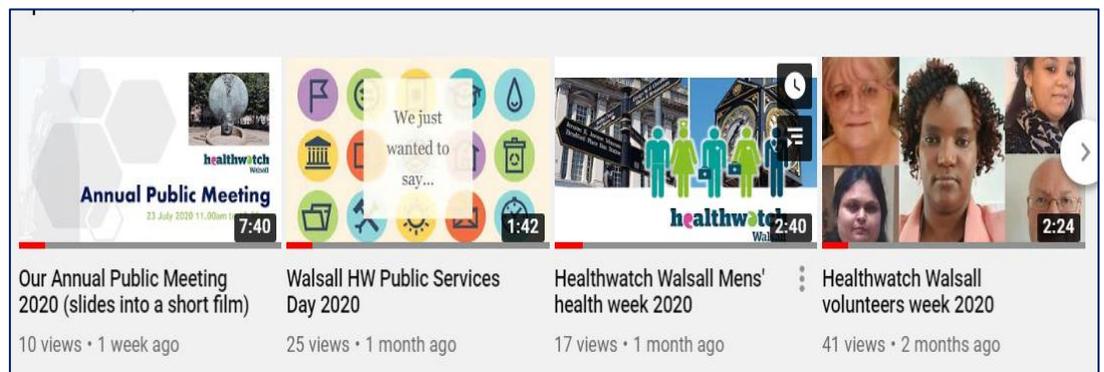
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[CLICK HERE](#)

[CLICK HERE](#)

We would still like you to share your health and social care experiences. Call us on 0800 470 1660 or Email: info@healthwatchwalsall.co.uk

We launched our YouTube channel



We launched our new YouTube channel and posted 4 videos including one “We were on the Radio!”. This was our chance to go on air and spread the word about Healthwatch Walsall and how to contact us.

To visit and watch our videos simply go onto YouTube and search for Healthwatch Walsall 2020.

What your experiences told us

You shared a range of issues and experiences across many healthcare services. There was a lot about communication and care at Walsall Manor Hospital. Others were around being able to contact GP surgeries and mixed feedback around pharmacies.

Use our Services 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. [CLICK HERE](#)

Find your service by name or location

Find a service

You can search all of the health and social care service providers in Walsall from here. Try searching by service name, service type, postcode or street name.

Sort by
Last Reviewed

Walsall Manor Hospital
Manor Hospital, Moat Road, Walsall, WS2 9PS
01922 721172
www.walsallhospitals.nhs.uk

★★★★☆
Based on 1 reviews

LloydsPharmacy - Brownhills Medical Centre
Brownhills Med Cnt, Brownhills, Brownhills Walsall, WS8 7JB
01543 372253

★★★★★
Based on 1 reviews

Browse View All

- Hospital
- GPs
- Dentist
- Social Care
- Pharmacy
- Optician
- Emergency Care

Enter and View (E&V)

We have suspended any Enter and View visits at this time due to the Covid-19 outbreak and from guidance from Healthwatch England.

We shall seek to resume Enter and View visits once it has been deemed safe enough to do so for all parties in this process.

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

Walsall Together Update

The initial Walsall Together Service User Group meeting was held during this period which was very well attended. Key points of note were around communication concerns, continued patient engagement, financial decisions made and the rationale for these, governance and the involvement of GPs in the Partnership.

During June two virtual diabetes patient workshops were held supported through Walsall Diabetes Team. Key themes arising from these sessions were around peer support, loneliness, diabetes and mental health, accessing key advice and the 15 minimum care checks/standards. This intelligence will be used to support future diabetes pathway redesign.

We have also been working with Diabetes UK and Walsall Diabetes team to support the development of a Diabetes Peer Support Group. A programme of events and engagement sessions are being developed around the cardiology and respiratory pathways and we have also been asked to support future engagement around the RESPECT form and programme roll out.

If you would like to share your story about how you are cared for and manage a health condition please contact Paul Higgitt on Mobile: 07732683463 or Email: paul.higgitt@healthwatchwalsall.co.uk

Senior Insight Advocate Lead

Lynne has been busy keeping in touch with the Quality Team at Walsall Council Social Care department, offering help and support where possible. This led to Lynne undertaking a telephone befriending service to those who were socially isolated and reach out to those that needed a friendly voice.

Lynne also undertook an introduction to British Sign Language course to help her reach more people when we can go back into the community.

COVID-19 Outbreak Update

The outbreak of COVID-19 has impacted the whole world. It has impacted on the way we have been able to work and in the interest of saving lives and helping our NHS and communities we decided to suspend our physical visits to our communities and our network.

However, we still keep in touch and offer support, information and advice to those that want it and signpost individuals to support when they need it.

We have Some useful links and contact numbers from the information on our website.

[CLICK HERE](#) to visit.

Volunteering with Healthwatch Walsall

At the moment we have suspended our main volunteer programme/opportunities due to COVID-19 outbreak. However, when the situation is safe and has returned to some normality, we shall look to resume and hopefully expand the volunteer programme/opportunities that we offer.

If you have spare time on your hands and wish to part of the reading panel and you can do this from your own home, then please contact us by email: info@healthwatchwalsall.co.uk or Tel: 0800 470 1660.

Reading Panel Role

The Reading Panel is made up of Healthwatch Champions and Healthwatch Members who have specific areas of interest or expertise. It is not necessary to travel for this role as the Reading Panel is a virtual group, contacts are via email or over the phone and can be done in your own time at home.

People can still volunteer by promoting Healthwatch Walsall across the Borough and taking part in our COVID-19 survey which asks what services Walsall people could access and if the information they received was useful. Our Volunteer Lead keeps in regular contact with all the volunteers.

All Healthwatch Walsall staff signed up as volunteers with One Walsall and it is pleasing to note that three members of the team were mobilised in their volunteering by making befriending calls and assisting in the Walsall Healthcare Trust Family Liaison project.

We are undertaking our current work programme which will need volunteers to act as ‘Mystery Shoppers’ (service users to assess how easy or hard it is to communicate/access GP surgeries), so there is still work that volunteers can help us with. The support of our dedicated volunteers is vital to the role of Healthwatch.

We would still like you to share your health and social care experiences. Call us on 0800 470 1660 or Email: info@healthwatchwalsall.co.uk



If you cannot get a GP appointment at your own surgery then note you may be able to get a GP appointment with another GP in Walsall.

Visit the Walsall Clinical Commissioning Group website: <https://walsallccg.nhs.uk/stay-well-walsall/extra-gp-appointments/>

Telephone: 01922 501999

The Urgent care Centre is still open in Walsall Manor Hospital.

Remember COVID-19 is still amongst us so take precautions, safe distance and wear face masks and following Government guidelines. Wash your hands regularly and be sensible about travel and the spaces you visit.

Use our Services 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. [CLICK HERE](#)



Youth Healthwatch

Healthwatch Walsall are looking to set up a Youth Healthwatch Walsall Group. Our aim is to get as many young people involved as possible to be part of this group to get their voices heard and to help other young people who may not have the information or resources about the care and help they need.

The benefits of joining a Youth Healthwatch Walsall are:

- Gaining confidence
- Learning new skills
- Meeting new people
- Helping other young people in Walsall
- Making a difference

If you are between 16-25 years old with an interest in a health and social care career with a few hours to spare each month then we would like to hear from you. Please contact:

Karen Kiteley, Community Outreach Lead, Healthwatch Walsall by phone on 0800 470 1660 or by email: karen.kiteley@healthwatchwalsall.co.uk

We look forward to hearing from you.

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Walsall

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