

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

Latest COVID-19 information and guidance for Walsall



- A new walk-through coronavirus testing facility has opened at the Wolverhampton University campus in Walsall.

Link: <https://tinyurl.com/y3cs6ffp>

- Translated guidance and accessible formats on COVID-19

Link: <https://tinyurl.com/y2zsnd8c>

- Walsall Council COVID-19 Information

Link: <https://tinyurl.com/y485x8ql>

- Can and Can't do's during current COVID-19 tier

Link: <https://tinyurl.com/yxyyqrg>

Walsall Community Living Directory

Link: <https://tinyurl.com/y3594h2x>



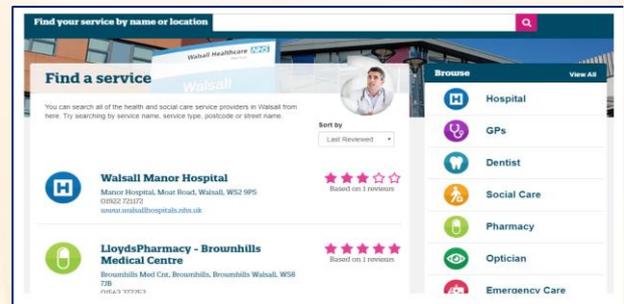
On our website we have collated information and advice around the COVID-19 pandemic. Highlighting services that are still open and service changes as well as national guidance on dealing with COVID-19, keeping safe and well. With some practical tips and resources to use.

Visit our website [CLICK HERE](#)

WE ARE STILL WORKING FOR YOU!

We are working from home, but we are working, and you can still share your health & social care experiences with us.

[CLICK HERE](#)



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

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

What have we been doing?

For the last 6 weeks we have been undertaking our Methods of GP Access work project, this combined a patient survey with a mystery shopper calling exercise to GP practices / surgeries in Walsall. Currently the results are being analysed and a report drawn up, so look out for that shortly.

We continue to attend several collaborative meetings with commissioners, providers, and organisations such as the Care Quality Commission to ensure peoples experiences and voices are heard.

Our 1st Friday Focus... meetings continue to grow!



1st Friday Focus...
Discussion about **Mental Health during COVID-19**
Join us and share your experiences and views.
#SpeakUp
healthwatch Walsall
Friday 2nd October, 10.00am till 11.00am
By Zoom. You can Dial in to the meeting without the internet.
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, through the Zoom digital platform.

Our inaugural coffee morning was held on the 1st 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?”.

Attendees confirmed they had found the morning of benefit and it was well received.

And with the continuation of no face to face engagement currently being permitted, other online events are being planned.



1st Friday Focus...
Discussion about **The NEW build Walsall A&E Dept.**
#SpeakUp
healthwatch Walsall
Friday 6th November, 10.00am till 11.00am
By Zoom. You can Dial in to the meeting without the internet.
You will need to download the ZOOM app. We will send you an invite to join the conversation. To book Email:info@healthwatchwalsall.co.uk Tel: 0800 470 1660

The next planned 1st Friday Focus is on Friday 6th November with the theme around the NEW build Accident & Emergency Department (A&E) planned at Walsall Manor Hospital. Do not miss this great opportunity! To book a place just...



Email: info@healthwatchwalsall.co.uk



Telephone: 0800 470 1660

Because We All Care Campaign

On the 8th July, Healthwatch in partnership with the Care Quality Commission, we launched ‘Because we all care’. The campaign aims to encourage people using NHS and social care to give feedback on their experiences, to help improve services for everyone.

Public feedback helps NHS and social care services spot what is working and what could be better when it comes to support. With services working to bounce back from the COVID-19 pandemic, people’s views have never been more important.

The public appreciate the work health and care staff have done during the pandemic and want to play their part in helping services ensure patients and service users get the support they need.

The campaign aims to help the public understand how by sharing their experiences they can help services identify and address issues and improve support for their community.

Link to video: <https://www.youtube.com/watch?v=e4MRQf4jHYg>

Link to survey: <https://tinyurl.com/y6djecxg>

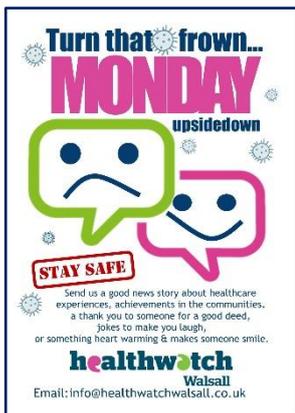


We have launched our Healthwatch Walsall O.W.L.s (Outreach With Locals). An opportunity for people to share experiences, views when using health and social care services in Walsall.

Local people can help each other and help us to make a difference in their community.

So if there are issues accessing health and social care, we need to know so that we can help.

Link for more info: <https://healthwatchwalsall.co.uk/news/join-our-outreach-with-locals-owl-brigade/>



‘Turn That Frown Monday Upside down’

Is an opportunity to celebrate some good news stories, observations or jokes to help cheer up people. The continuing negative news and impact COVID-19 is having on the spirit and mental health of people in Walsall.

It is a chance for communities to share their resilience and positiveness with others.

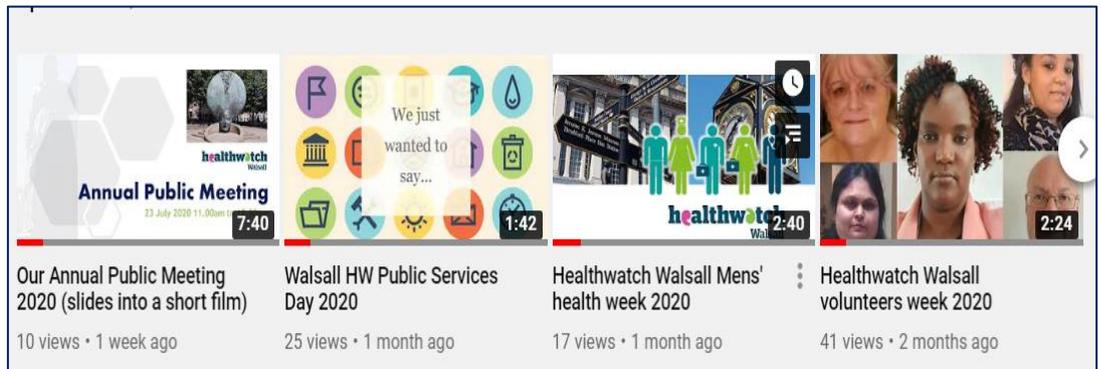
Or it can just be a joke that makes some laugh or smile.

Send your contribution to: info@healthwatchwalsall.co.uk

Check Twitter and Facebook each Monday to see if your story or joke has been

shared?

Our YouTube channel



We have posted 5 videos to date on our new YouTube. To visit and watch our videos simply go onto YouTube and search for Healthwatch Walsall 2020.

What your experiences told us

You continue to share a range of issues and experiences across many healthcare services.

We received a lot of calls around patients not able to contact their GP surgeries/ practices. To such an extent we escalated it to the commissioner of GP services. Who intervened and things now seem to have improved.

We have had other experiences around access to Manor Hospital appointments as well as quality of care that is being delivered there.

Watch for our Bi-monthly ‘Intel Reports@ on our website, catch what Walsall service users have experienced. Link: <https://healthwatchwalsall.co.uk/our-reports/>

What are we doing next?

We will issue our report on Methods of Access to GP services and then we will start another piece of work. The next work programme project is based around communications at Walsall Manor Hospital. This is because of the amount of experiences and intelligence from service users that we have gathered.

If you have any experiences that wish to share good or not good, then please contact us via:

Telephone: 0800 470 1660

Email: info@healthwatchwalsall.co.uk

Or visit our services feedback centre link: <https://healthwatchwalsall.co.uk/services/>



The poster is titled 'Living and Managing with a Respiratory Condition' and features the Healthwatch Walsall logo. It lists three key questions: 'Do you have a respiratory condition or care for someone with?', 'Do you understand / manage your condition?', and 'Are you able to access the right support?'. It includes an illustration of lungs and a stethoscope. The text states: 'Join our Respiratory workshops VIRTUALLY 11am on the 11th & 19th November. The events will be run using ZOOM. It is simple to download and we will guide you through how to use it and send you a link to the event. You can also dial in with a telephone.' At the bottom, it says 'Book your place now. Email: paul.higgitt@healthwatchwalsall.co.uk or call 07732683463'. There is also a small disclaimer at the very bottom.

Join another one of our Healthwatch Walsall/ Walsall Together Zoom meetings which will be held on 11th and 19th of November. So if you are living with a long term respiratory condition then book your seat and contribute or learn?



Email: paul.higgitt@healthwatchwalsall.co.uk



Telephone: 07732 683463

Enter and View (E&V)

We continue to suspend Enter and View visits currently due to the COVID-19 outbreak and from guidance from Healthwatch England.

We shall seek to resume E&Vs 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

Through our Walsall Together service user engagement we held 3 virtual workshops around living and managing with Diabetes. Over 60 people attended. One of the main issues that came out was around loneliness and anxiety, during this challenging period. As a result, we have been working in conjunction with Diabetes UK and we have established a Diabetes Peer Support Group for Walsall and held our first meeting.

Some service users through our Walsall Together engagement have informed us that they have not been able to access opticians or are too vulnerable to visit opticians. We have identified an NHS supported home opticians for such service users.

Our Diabetes summary report has been presented to the Clinical and Professional Leadership Group.

We hosted a Diabetes Peer Support Group meeting on the 21st October with two guest speakers talking about diets and lifestyle needs, changes, and support.

We have scheduled our respiratory workshops for the 11th and 19th November and are working with partners around promotion and publicity to respiratory patients.

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

Senior Insight Advocate lead update

Lynne keeps busy keeping in touch with the Quality Team at Walsall Council Social Care department. Offering help where we can.

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 continues with her 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 continues to impact the whole world. It has impacted on our 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.

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

We continue update our COVID-19 have below 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. But when the situation is safe and returned to some normality, we shall look to resume the volunteer programme/ opportunities that we offer.

If you have nothing to do 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 - opportunity

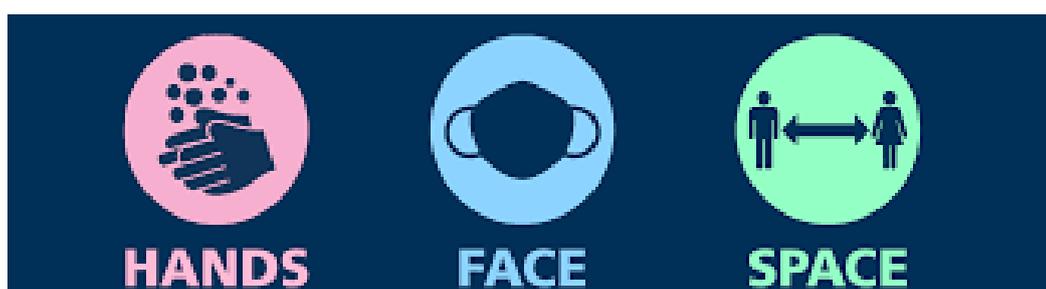
The Reading panel is made up of Healthwatch Champions and Healthwatch Members who have specific areas of interest or expertise. It is not necessary to travel for this role as the Reading Panel is a virtual group, contacts are via email or over the phone and can be done in your own time at home.

Healthcare Access

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. Telephone: **01922 501999**

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

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. Wash your hands regularly and be sensible about travel and take safe steps in spaces you visit.

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.

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

[CLICK HERE to post a review](#)

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

LloydsPharmacy - Brownhills Medical Centre
Brownhills Med Cnt, Brownhills, Brownhills Walsall, WS8 7JB
01922 722262

Browse View All

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

healthwatch
Walsall

Office: The Blakenall Village Centre
79 Thames Road
Blakenall
Walsall
WS3 1LZ

Tel: 0800 470 1660

Email: info@healthwatchwalsall.co.uk

Visit our website: www.healthwatchwalsall.co.uk

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