



**Have  
Your Say**

# **Impact and Insight E-bulletin**

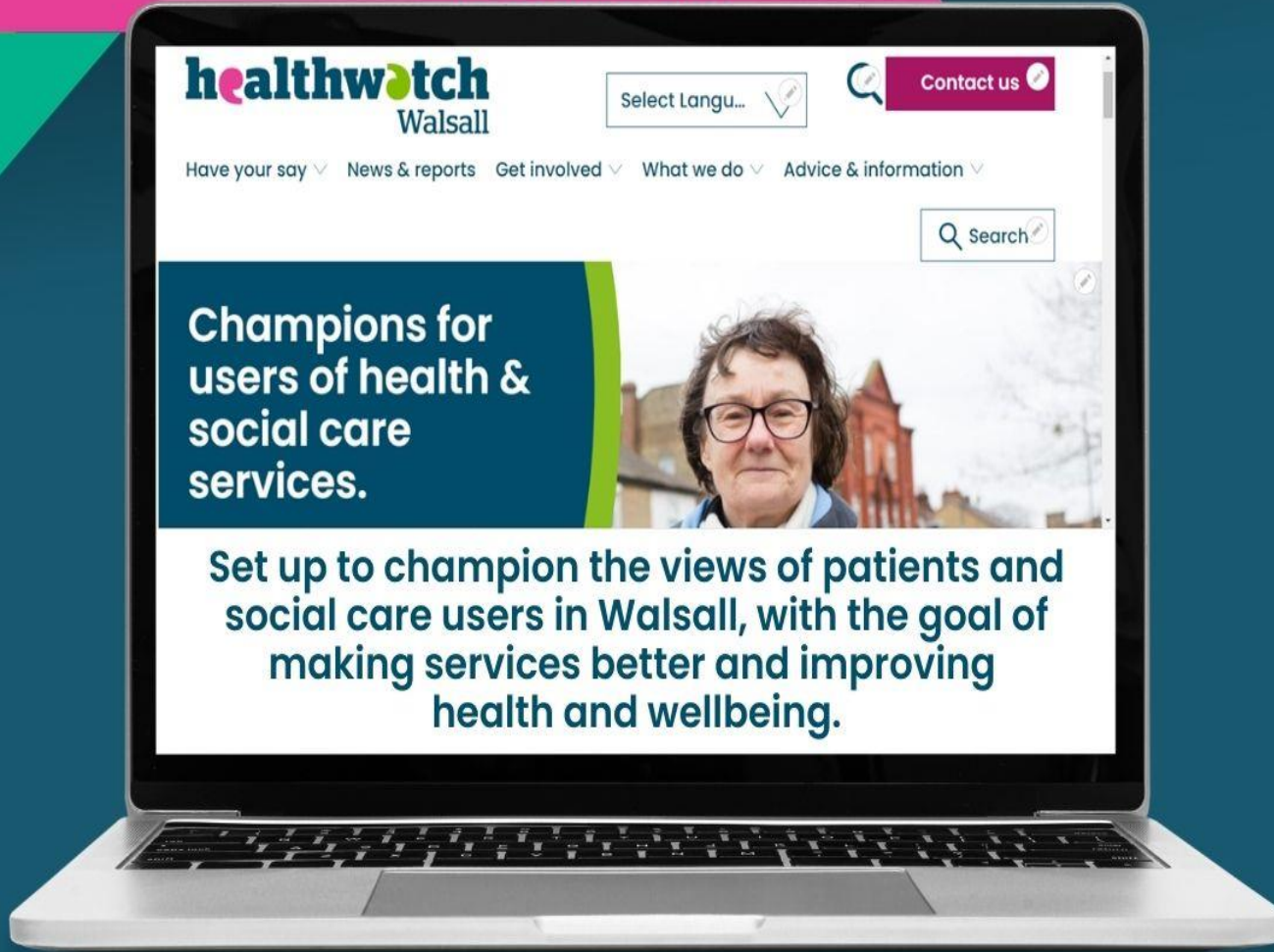
**Your review of December 2022**

**healthwatch**  
Walsall

# NEW

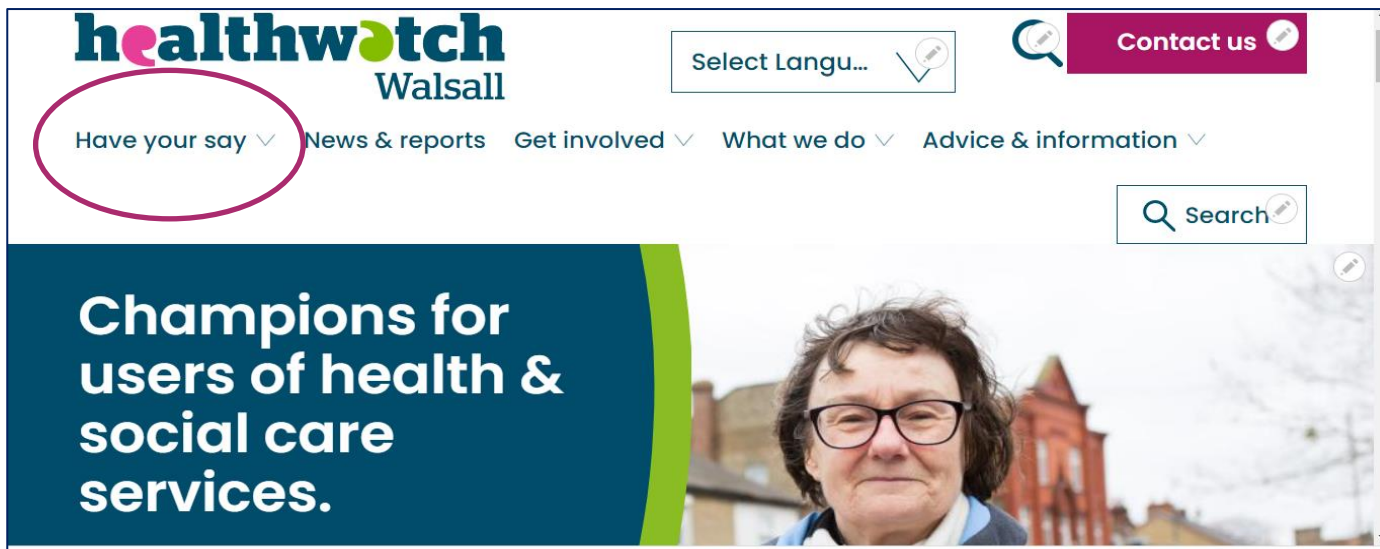
Look web site

# healthwatch Walsall





# We have launched our NEW website



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'**. Link: <https://tinyurl.com/29e3uscn>

Let us know what you think about our new website!

**Call: 0800 470 1660**

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



# Our Engagement

We attended over 28 events out in the various communities of Walsall, and held 5 online events.

We have 2,995 social media followers across: Facebook, Twitter, Instagram and YouTube. And we have set up a Snap Chat platform



# December Issues & Topics

Concern around GP availability at a practice

NHS111 referral to Walsall Urgent Treatment Centre told an appointment but no appointment made by NHS111

GP not following upon hospital information after patient attended Hospital

If you wish to share your service experiences then visit our website 'Have Your Say'

Access to Talking Therapies taking months

The screenshot shows the Healthwatch Walsall website interface. At the top, there is a navigation bar with the Healthwatch Walsall logo on the left, a 'Select Language' dropdown menu, and a 'Contact us' button on the right. Below the navigation bar, there are several menu items: 'Have your say', 'News & reports', 'Get involved', 'What we do', and 'Advice & information'. A search bar is located on the right side of the navigation bar. The main content area features a heading 'Share your views' and a sub-heading 'Take five minutes to share your experiences'. Below this, there is a paragraph of text: 'Tell us about your experiences of NHS and social care services. Giving feedback, both good and bad, can help improve services.' At the bottom of the screenshot, there is a small table with columns for 'View', 'Edit', 'Text', 'Results', 'Delete', 'Revisions', and 'Clone'.

## How we have helped

We attended community and specialist events and told people about services.

We have told people about Extra GP appointments, NHS111, Local support organisations and simply listened when someone needed to talk.

Continued to point people to the right places to make a complaint or raise a concern

## It's Back!



**COMING  
SOON**

*Due to demand!* **Our** *Due to demand!*

**1st Friday Focus  
chats are back!**

Our popular online chat about health  
& social care services & much more...

**Online, On Zoom**  
**10.00am Friday 3rd February 2022**

**Healthwatch**  
Walsall

*Stay Tuned*  
keep an eye our web site &  
social media for details

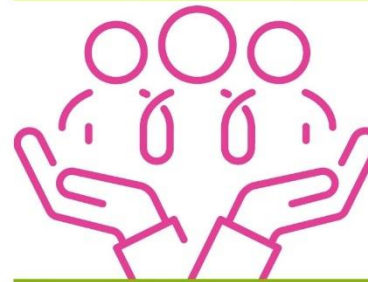
# Get involved by taking part in our surveys & focus groups

Walsall Manor Hospital  
**HOSPITAL DISCHARGE**  
PAINT A PICTURE OF WHAT IT'S LIKE?  
Take part in a survey about your or your relatives discharge to home, a care or nursing home.  
Link: <https://tinyurl.com/33bmpzxx>  
Or call  
Tel: 0800 470 1660  
We can help you fill it on by phone  
**healthwatch** Walsall  
Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)  
your voice counts

Link to survey: <https://tinyurl.com/33bmpzxx>

**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 Birmingham ([l.noszlopy@bham.ac.uk](mailto:l.noszlopy@bham.ac.uk)) or Aileen at Healthwatch Walsall ([aileen.farrer@healthwatchwalsall.co.uk](mailto:aileen.farrer@healthwatchwalsall.co.uk) or call 0800 470 1660) for more info.



**healthwatch**  
Walsall

6 Get involved by taking part in our surveys & focus groups

**COST OF LIVING CRISIS**

How do you cope?

Fuel Bills  
Shopping  
Mortgage costs  
Inflation  
Transport costs

**Healthwatch Walsall**

Tell us!

The graphic features a pink speech bubble containing the title 'COST OF LIVING CRISIS' and the question 'How do you cope?'. Below this, a green shape lists cost categories: Fuel Bills, Shopping, Mortgage costs, Inflation, and Transport costs. A dark blue shape contains the 'Healthwatch Walsall' logo. To the right, a circular inset shows a man and a woman sitting on a sofa, looking at a document together. The man has his hand to his forehead, suggesting stress or concern. The woman is holding the document. The background of the graphic is white with colorful abstract shapes in pink, green, and blue.

Is the high cost of living affecting you or your family members' well-being?

Healthwatch Walsall would like to know what is affecting you and your family, how you are/will be planning to manage and to find out what support you need?

Link to take part: <https://tinyurl.com/7s9542u5>





# We have launched our Young Persons Communication Campaign

Looking to find out how young people interact and communicate with health and care professionals across many services in Walsall.

We want young people to share what works, doesn't work and what's needed to help them access and navigate health and care services.

Survey link:

<https://tinyurl.com/zdmmawyz>

**healthwatch**  
Walsall

## Young Persons Communication Campaign

A campaign for and by young people in Walsall

Have you had an issue communicating with a professional?  
Have you had issues accessing health services?

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](mailto:loretta.higgins@healthwatchwalsall.co.uk)



# 6 Volunteer with us

## Healthwatch Advisory Board members

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.

Link to role: <https://healthwatchwalsall.co.uk/job-vacancies/>

## Or get involved as one of our Frontline Volunteer

Do you want to help communities to access health & social care services and help make peoples voices count?

Choose from a number of roles to make that difference

**Call: 0800 470 1660**

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





# Youth Healthwatch is recruiting

To find out more than call  
Loretta Higgins on:  
0800 470 1660 or 07732 683449.



are you a young person looking for work  
experience?

## JOIN OUR YOUTH INITIATIVE

contact us at  
[youthhealthwatch@healthwatchwalsall.co.uk](mailto:youthhealthwatch@healthwatchwalsall.co.uk)  
or call/text us on 07732 683449

All are welcome!

Have  
your  
say



At Youth Healthwatch Walsall we  
want to make health and social  
care better for young people, we  
can only do this with your help!



Engaging  
Communities  
Solutions

TALK TO US!



VOLUNTEER



GET  
INVOLVED!





# Local support in Walsall

- Autism & Learning disabilities: <https://tinyurl.com/6ts9c87h>
- Mental Health support: <https://tinyurl.com/22wx8555>
- Children & Young People: <https://tinyurl.com/ys7ct263>
- Walsall Living Directory: <https://tinyurl.com/72zmtsxu>
- Visit our useful link page: <https://tinyurl.com/5n8svnjw>
- Extra GP appointments 01922 501999

Our own suicide support information now available under our useful links section of our website.

Link: <https://tinyurl.com/mr2298kt>

As well as much more useful links and contacts to health and social care services and support should you or someone you know need help.





## Contact Us

Healthwatch Walsall

Blakenall Village Centre

79 Thames Road

Blakenall

Walsall WS3 1LZ

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

t: 0800 470 1660

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

## Social Media

Facebook: @HealthwatchWSL

Twitter: @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020