

## WHAT PATIENTS TOLD US

On the 3rd of February Healthwatch Walsall saw the return of our First Friday Focus. Members of the public joined us to discuss their experiences of Health and Social Care services in Walsall and tell us what they think. Read on to see what people are saying about local services.

### HOSPITAL FEEDBACK

- Very happy with recent surgery at Walsall Manor Hospital and follow up appointments
- My husband (64) has been referred to a Neuro-Surgeon, facing a 52 week wait at QE.No-one seeing him. Condition getting worse, no-one can help him because he's waiting for the specific appointment. GP has escalated this. Can't afford to go private.
- Went for an X-Ray was told would have to wait 5-7 days for results but they came back sooner. X-Ray appointment ran an hour late as there was only one room in use.
- Long waits, particularly at A&E. My husband had an issue with a tooth but wouldn't go to A&E because of the long waits.
- Discharge from Hospital to Care Homes been problematic, difficulty getting to an appropriate Home.

### DIABETIC EYE SCREENING FEEDBACK

- Had diabetic eye screening appointment sent through by post, sent to Asda Options who undertook the screening. Received results back in 2 weeks.

# First Friday Focus - Feedback continued

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- Diabetic eye screening service. Company managing this “utterly useless”. Had appointment on 5 October 2022, advised would get results in 3 weeks. Nothing received. Started to contact the company in early January and the result of the test was sent on 11 January when the test date was 11 October. Was told the reason for delay was the postal strike. Letter was full of mistakes, appalling and rude. When I phoned up to chase the results I was 15th in the queue, after 18 minutes moved to 14th. Frustrating experience. Commercial organisation running the service - farming out to options. Decided not to raise a formal complaint put on Healthwatch Walsall “Have Your Say” online portal.

## OTHER SERVICES FEEDBACK

- Daughter referred to physiotherapy but not impressed with the attitude of therapist, daughter is 27 and has high functioning autism. Therapist talked over daughter to mother.
- Pelsall Village GP practice has new phone system which is working well. Staff friendly.
- Referred to Orthopaedics at Cannock with a knee issue. Other knee also hurts but this couldn't be looked at at the same time. Now been referred to service at Pinfold. Hope I don't have to go to one place for one knee and another place for the other.
- I have great support worker and CPN and meet them monthly. Been really helpful and get a great service. Meet at Coffee Shops or at a choice of my own as this is a more normal setting.

## First Friday Focus - Feedback continued

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- Attended progress of ICB event, greater connectivity evident, was encouraged by this.
- No follow up for carers after death of a loved one. Concern about life changes when you become a carer and the aftermath seems there is nothing for carers once they are bereaved. Healthwatch Walsall been supporting me since Covid, this has been such a support and having regular conversations has been valuable. Social prescriber put me in touch with someone, but they couldn't help me.



Healthwatch Walsall would like to thank all participants at the February First Friday Focus session and for sharing the valuable intelligence.

Our next First Friday Focus session will be held on Friday 3 March 2023, online and will be around bereavement services.