



**healthwatch**

Walsall



**Autumn  
Newsletter**

**October 2023**



Engaging  
Communities  
Solutions

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## Managers Message



Aileen Farrer, Manager - Healthwatch Walsall

Dear Reader

Welcome to the Autumn 2023 Newsletter which I hope you find useful and enjoy reading about what we have been doing so far this year and our areas of focus moving forward.

In the Summer edition we welcomed Peter Allen to our staff team as our Community Outreach Lead. Since starting with us Peter has been out and about through all communities in the Borough and he has been supporting all our work projects. If you have any forthcoming events that you would like Peter to attend, please contact us.

You can read all about our variety of work projects in this Newsletter and we would encourage you to participate in the surveys so that we can garner as much intelligence as possible and present the views of the public to health and social care providers and commissioners.

We are continued to be supported by our volunteers and if volunteering is something you have been thinking about, please contact Tom Collins via email [tom.collins@healthwatchwalsall.co.uk](mailto:tom.collins@healthwatchwalsall.co.uk) or by telephone 0800 470 1660.

Finally, our Annual Public Meeting is being held on 17 October from 11.00 a.m. at Ryecroft Community Centre. It would be good to see you in person and if you would like to attend please contact 0800 470 1660 or Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk) to book your seat now.

## Our Work Programme for 2023/2024 - UPDATE

We have launched several of our work programme projects. If you have had experiences around any of the services or conditions that we are looking at, then please take part in the survey(s).



They surveys can be found on our website on the main banner:

<https://tinyurl.com/m2maw8k8>

or see below promotional flyers.

We will soon be looking at patient experiences when using Walsall Manor Hospital NEW Emergency Care Centre (A&E). So please visit the above section of our website and take part.

A promotional flyer for a survey. The top half features a collage of images: a nurse supporting an elderly patient, a woman holding her neck, and a man sitting on a bench. The text reads: 'Have you or are you suffering from Long COVID?'. The bottom half is a dark blue banner with white text: 'Take part in our short survey and let us know if you have the support you need?'. Below this, it provides the survey link: 'Use the link: https://tinyurl.com/mprscsvk' and the phone number: 'Or if you wish to take part over the phone Telephone: 0800 470 1660'. The Healthwatch Walsall logo is at the bottom left, and a QR code is at the bottom right.

**Have you or are you suffering from Long COVID?**

**Take part in our short survey and let us know if you have the support you need?**

**Use the link: <https://tinyurl.com/mprscsvk>**  
**Or if you wish to take part over the phone**  
**Telephone: 0800 470 1660**

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Or use the QR code

Link to take part in a short survey: <https://tinyurl.com/mprscsvk>

**Are Walsall  
health & social  
care services  
communicating  
with you in  
ways that you  
can  
understand?**



**Take part in our short survey  
and let us know?**

**Use the link: <https://tinyurl.com/4dsam5hy>  
Or if you wish to take part over the phone  
Telephone: 0800 470 1660**

**healthwatch**  
Walsall

Or use the  
QR code



Link to take part in a short survey: <https://tinyurl.com/4dsam5hy>



# NHS 111

How does  
it work  
for you?

Take part in our short survey  
and let us know?

Use the link: <https://tinyurl.com/2s3fs3c9>

Or if you wish to take part over the phone  
Telephone: 0800 470 1660

**healthwatch**  
Walsall

your  
**voice**  
counts

Or use the  
QR code



Link to take part in a short survey: <https://tinyurl.com/5bsk7rer>

## Out and About in Walsall



We recently attended the SENDIAS Event at Walsall Town Hall, Freshers event at Walsall College, Maternity unit at Walsall Manor Hospital, Walsall Connected (Walsall Manor Hospital) and more...

We continue our weekly attendance at Walsall Manor Hospital every Monday morning from 9.00 a.m. – 12.30 p.m. Come and see us and share your experiences.

We are also at the Migrant and Refugee Centre every Thursday morning and then we move to the New Hub at Walsall Bus Station to talk to people.

These outreach sessions allow us to talk to you and hear your stories. Please join us, we would like to see you and speak with you,

There are other events being arranged so please keep visiting our Events Calendar on our website the link for which is <https://www.healthwatchwalsall.co.uk/events>

## Enter and View update

We continue to undertake our visits to services across Walsall which now includes visiting primary care services and care homes.

We recently visited Cedar Falls Care Home and Gorway House, these reports will be published shortly so keep an eye on our Reports section of our website.

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

If you or a relative wish to share any experiences that may mean we take a closer look at a service then call 0800 470 1660 or email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk).

## Volunteer with us

We have 12 roles that you can choose from so there is something for everyone. So to find out more then t: 0800 470 1660 or e: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)



As part of our ongoing recruitment drive

**healthwatch**  
Walsall

# Volunteers Needed!

We are looking for people who want to make a difference in their community and identify opportunities for health and care services changes or improvements.



**Get  
in  
touch  
now**

**WE NEED HELP &  
CAN OFFER UP TO  
12 INTERESTING  
VOLUNTEERING  
ROLES!**

To contact us  
call 0800 470 1660  
for a brief chat about what  
we have to offer.



visit: <https://www.healthwatchwalsall.co.uk/volunteer>

Link to take to register an interest to volunteer:  
<https://www.healthwatchwalsall.co.uk/volunteer>

## Messages from our partners



**Black Country**  
Integrated Care Board

### **Get vaccinated, get winter strong**

This winter, eligible people can protect themselves with the COVID-19 and flu vaccination. People can now book their COVID-19 vaccination online via the [National Booking System](#), by downloading the NHS App, or by calling 119 for free.

Eligible groups may also be offered a vaccination by their GP surgeries or other local NHS services.

Those eligible include:

- all adults aged 65 and over
- care home residents
- frontline health and social care staff
- those at increased risk because they are pregnant or have a certain underlying health condition
- unpaid carers
- household contacts of those at risk.

The annual flu vaccine is also being made available to these groups.

This year's adult COVID-19 and flu vaccination programme has been brought forward on the advice of scientists following the emergence of a new variant (BA.2.86) and ahead of the winter period.

Sally Roberts, Chief Nursing Officer for the NHS Black Country Integrated Care Board (ICB), said: "It is important for those who are eligible to top up their protection, even if they have had a vaccine or been ill with flu or COVID-19 before, as immunity fades over time and these viruses change each year.

"The NHS winter flu and COVID-19 vaccination programme provides vital protection to those eligible and their families over winter, keeping people from developing serious illnesses, and helping to minimise hospitalisations during busy winter months."

COVID-19 vaccination for those aged under 18 years will begin later in the year – the NHS will let eligible families know when this offer opens.

[Eligible people can book their flu vaccine by visiting the NHS website here.](#)

[Eligible people can book their autumn COVID-19 vaccine via the National Booking System here.](#)



For those who are unable to get online, vaccinations can also be booked by calling 119. Calls to 119 are free from mobiles and landlines and the booking service provides support in 200 different languages.

Those who have difficulties communicating or hearing or are a British Sign Language (BSL) user can use textphone 18001 or the NHS 119 BS interpreter service.



## **New NHS website launches for children, young people and pregnant women**

A new NHS website has been created to support pregnant women and children and young people in the Black Country.

Launched by the NHS Black Country Integrated Care Board (ICB), the 0-18 years website for the Black Country has been created in partnership with local healthcare professionals and contains a range of health advice in one place.

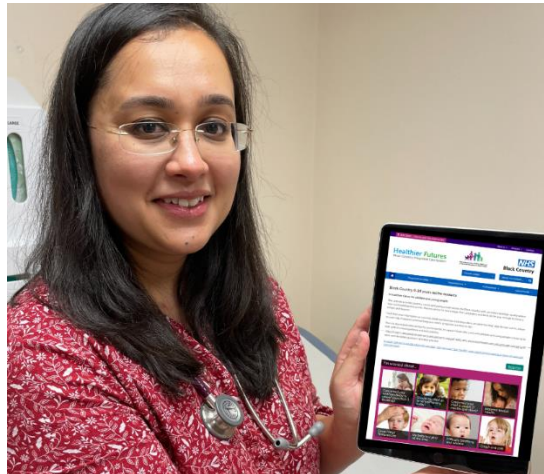
There's an extensive directory of common childhood illnesses such as rashes, coughs, asthma, sickness, earache, conjunctivitis, and head injuries as well as information on maternity and mental health and wellbeing.

The health information showcases a traffic light system so parents and carers know the signs to look out for, where to seek help, what to do to keep an unwell child comfortable, and how long symptoms should last. It can be easily shared by print or by sending a link via SMS for free.

To access the new 0-18 years website for the Black Country, visit [www.blackcountry0-18.nhs.uk](http://www.blackcountry0-18.nhs.uk).

The 0-18 years website for the Black Country is part of the national Healthier Together group of websites, which are used by the NHS up and down the country and have shown a positive impact by reducing GP appointments and A&E attendances.

[Dr Tania Hussain features in a short video to launch the online platform](#)



### **A cough that lasts three weeks or more could be a warning sign**

You may not realise that a cough for three weeks or more could be a sign of lung cancer, but it's vital that you contact your GP practice if you have a persistent cough, and don't wait to see if it resolves on its own.

It's probably nothing serious, but finding cancer early makes it more treatable and can save lives. Your NHS wants to see you.

For more information on cancer signs and symptoms go to [nhs.uk/cancersymptoms](http://nhs.uk/cancersymptoms)

An NHS advertisement featuring a man in a kitchen coughing into a tissue. A yellow warning triangle with an exclamation mark is overlaid on his chest. The text 'A cough that lasts three weeks or more could be a warning sign' is written in white on a black background. The NHS logo is in the top right corner. At the bottom, it says 'Just contact your GP practice' and includes the 'Clear on cancer' logo and the slogan 'Help us help you'.

Do you have public information, advice,  
information, or messages that you want to share  
with the residents of Walsall.

Then please send them in to our email account  
[Info@healthwatchwalsall.co.uk](mailto:Info@healthwatchwalsall.co.uk)

### **Your Voice. Your Decision**

A lasting power of attorney gives you a voice and protects your decisions. They are helpful for everyone over the age of 18.

This legal document makes it easier for the people you trust to support you when you need it most. It means you keep control of certain decisions by choosing who you want to make them if you lose mental capacity. This could be temporary to help manage finances during a short hospital stay, or for longer-term decisions about your health and care.

### **How it works**

There are two different types of lasting power of attorney, also known as LPAs. One covers property and finance, such as paying bills or managing bank accounts. The other covers health and care, such as medical treatment or living conditions.

When you make a lasting power of attorney you, known as the “donor”, name people you trust, known as “attorneys”. Attorneys make decisions on your behalf if you don't have mental capacity.

The Office of the Public Guardian is responsible for registering lasting powers of attorney. Once in place the people you trust can quickly, easily, and legally step in.

### **What you need to know**

close family or friends would not be able to make decisions on your behalf if you lose mental capacity without an LPA

- registering a lasting power of attorney is probably easier and cheaper than you think. Depending on your circumstances, it can be free
- making a lasting power of attorney helps plan for your future on your own terms

Learn more about lasting powers of attorney: <https://powerofattorney.campaign.gov.uk>

Who will speak for you if you can't speak for yourself? Join the conversation online  
**#YourVoiceYourDecision**

LASTING POWER OF ATTORNEY

My daughter has  
always been my **world**  
Now she can be  
my **voice**



If you lose the power to make certain decisions, a lasting power of attorney keeps those decisions with the people you trust.

Find out more at [powerofattorney.campaign.gov.uk](http://powerofattorney.campaign.gov.uk)



Office of the  
Public Guardian

## Walsall Afro Caribbean Centre

**Walsall Community Association**  
**Luncheon Club**  
Every Wednesday 11am - 4pm

Full Day Sessions & Eat-In Meals: £10.00  
Take-away Meals: £8.00

Exercise Activities 12-1pm  
Meals Served 1pm-2pm  
Bingo & Dominoes 2pm-3pm

Cost of Living & Health Advice Sessions  
Wednesday 27th Sept / 25th Oct / 29th Nov  
12-3pm

.....  
Walsall Community Association  
36 Wolverhampton Road, Walsall, WS2 8PR  
Tel: 01922 615179  
Email: [walsallacca@msn.com](mailto:walsallacca@msn.com)  
Facebook: [WalsallACCA](https://www.facebook.com/WalsallACCA) | [accawalsall.com](http://accawalsall.com)

## P.O.P Positive Outcomes Project

The Positive Outcomes Project (POP) is a health and wellbeing service catered for young adults aged 16–25 in Walsall. We are here to create an accessible support network that is welcoming. We will mentor young adults by exploring challenges together and any issues that are affecting them. We will encourage better coping mechanisms and signpost to specialist help.

This service is co-produced and designed by them, which adds ownership and creativity. There are a few pathways to engage young adults in this service. The Hubs are a friendly, safe space, where young adults can drop in, socialise, and access the necessary support. We will be opening 6 Hubs in key locations across Walsall.

These will host positive group activities which include a life hacks group, employability skills and many more depending on current issues raised. Whilst we are waiting for our Hubs to open, we will be using our mobile hub “the youth bus” to visit communities as a pop-up drop-in service.

We encourage everyone to keep an eye on our social media pages, as it will inform you if we are in your local area. The website is an online directory which is accessible to everyone, it covers a vast number of issues and provides links and details of referral pathways. This can be used to signpost young adults to a wide range of local health and wellbeing services. Mentoring and 1 to 1 support are available via a referral through our website.

This allows a nurturing approach with the young adult being matched with one of our mentors, who are trained to deliver health and wellbeing support. Our mentors are passionate about making a difference and changing lives. Our mentors will be present at the Hubs to motivate and inspire young adults. Sessions can be in person or virtually

The graphic features the text 'POP POSITIVE OUTCOMES PROJECT' in large, bold, pink letters. Below this, it states 'Essential Support for young adults aged 16 to 25yrs in Walsall'. A central teal banner contains the text: 'We offer 1-2-1 support, mentoring, group activities & an online directory of support services'. To the left, it says 'Log on to our website using this QR code' with a QR code. Below the QR code are social media icons for Facebook, Instagram, TikTok, and YouTube, followed by the website 'popwalsall.co.uk'. At the bottom, logos for Walsall Council and Bloxwich Community Partnership are shown.

## 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](http://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](http://bloxwichblakenall.foodbank.org.uk).

## 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

Thank you for taking the time to read this Newsletter, we hope you find it of interest.

If you are a group or an organisation that may have some interesting public information or updates about health and social care in Walsall then please contact to see if it can go in our next Newsletter.



# healthwatch

## Walsall

Share your health or social care services experiences by visiting our 'Have Your Say' section of our website

### Contact us

Blakenall Village Centre

79 Thames Road

Blakenall

Walsall

WS3 1LZ

Tel: 0800 470 1660

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

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

