



healthwatch

Walsall

Summer
News letter



Engaging
Communities
Solutions

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Message from Healthwatch Walsall Manager



Dear Reader

I hope this summer edition of the Healthwatch Walsall Newsletters finds you well and that you have managed to keep safe during the very hot weather we have been experiencing.

We have all been busy here at Healthwatch Walsall during the summer months and our Community Outreach Officer, Karen Kiteley is pleased to be able to be out and about again in the Borough visiting as many venues as possible and gathering the views of the citizens of Walsall. If you have a group that would like to hear about the work of Healthwatch please contact us and Karen will be pleased to come and

talk to you.

Our Engagement & Information Lead, Tom Collins is busy leading our first work priority project which is around discharge from Walsall Manor Hospital and you can read more about this later in the Newsletter. If you have any experience around discharge, please contact us, we will be delighted to hear from you.

Our Senior Insight Lead Lynne Fenton continues to undertake befriending calls to the lonely and isolated members of the public which commenced very early on in lockdown and are still being well received. Lynne is also working on a pioneering concept of speaking to service users in care homes, this is in its infancy but is something we hope will gain momentum.

Our Youth Engagement Officer, Loretta Higgins is working hard to hear the views of young people in Walsall and is successfully recruiting young volunteers. Again, there is more information about this later on in the Newsletter, but for any young person who may wish to gain volunteering experience, then Loretta would like to hear from you.

We held a successful Annual Public Meeting early in August where we were able to present our Annual Report for 2021/2022 and this was followed by a public information session on social prescribing in Walsall. Thank you to the speakers, stallholders and for all who took the time to attend the event.

Our Healthwatch Advisory Board continue to meet on a bi-monthly basis and the public meetings are open to attend, so if you would like to hear an update from Healthwatch Walsall, then please contact us and attend one of our Board Meetings. We always welcome members of the public and like to hear about your health and social care experiences.

I shall finish there, but I hope you enjoy the Newsletter and thank you for taking the time to read this publication.

Aileen Farrer Manager,
Healthwatch Walsall

What we have been doing

Walsall Manor Hospital

We are pleased to let you know that Healthwatch Walsall have been given the go ahead to return to a weekly face-to-face engagement slot at the Walsall Manor Hospital. The area we are sited at is near to the main reception/first floor escalator area. Hospital visiting is still reduced, but we are able to talk with patients, staff and any visitors who may be allowed to visit. We are gathering intelligence from these sessions and dealing with issues as they arise.

General Outreach

- We visited a number of groups in the various areas of Walsall.
- We undertook a second part of our returned Enter and View.
- We attended the opening ceremony of the new Walsall Carers organisation.
- We attended and reported on a maternity services visit organised by Walsall Manor Hospital.
- We visited the Motivation Hub coffee morning event and spoke to parents.
- We attended a number of stakeholder meeting, regarding services in Walsall.
- We reached out to communities in Darlaston and Palfrey by visiting various locations.

Share your health and social care service(s) experiences by visiting us on our Service Feedback Centre.

Link: <https://healthwatchwalsall.co.uk/services/>

Telephone: 0800 470 1660 Or by Email: info@healthwatchwalsall.co.uk

Reports

We have recently issued "**Black Country Children's Mental Health Report 2022**". To read or download

Click Here: <https://tinyurl.com/yn8utnn8>

We have also recent issued our **Healthwatch Walsall Annual Report 2021/2022**. To read or download

[Click Here](#)

We have other reports issued on our website, so visit our website and see what interesting reports and information is on there. Visit: <https://healthwatchwalsall.co.uk/our-reports/>

Enter and View (E&V)

Face to face Enter and View visits in care/nursing homes have now resumed and we are pleased to let you know that our first visit in almost two and half years has been carried out. The report has been produced and distributed to stakeholders and relevant parties.

A schedule of visits has been drawn up for the next 4 months.

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

Healthwatch Walsall work with Walsall Together

Let's Talk about... Suicide Prevention
Suicide is preventable - If you or someone you know is having suicidal thoughts, this information can help you to get the right support.

Every year over 5000 people in the UK take their own lives, often in a very sudden way. They often do this in secret, and many of them are young people. It is important to know that you can help someone who is thinking about suicide. You can help them to get the support they need to stay safe and well.

Help and Support is available if you or someone you know are having suicidal thoughts or feel like harming yourself

If you are in an emergency: Go to your nearest Accident and Emergency Department (A&E) or call 999 if you are at risk of harming yourself or others.

For non-emergency situations: Visit your GP

National support and helplines

Samaritans: Tel: 116 123. Offering emotional support 24 hours
 Crisis: 0300 304 7000. Providing mental health information and support between 9 pm - 10pm daily. <http://www.samaritans.org>

CALAD: 0800 28 28 28. National helpline for men to talk about any issues they are having regarding their mental health. Tel: 0800 28 28 28. <http://www.calad.org.uk>

Local support available in the Walsall area

Black Country 24/7 urgent mental health line: 0800 066 6565. This service offers a free 24/7 helpline for people in the Black Country who are experiencing a mental health crisis. Tel: 0800 066 6565.

Healthwatch Walsall: Development & Recovery Service: 0800 066 6565. We have a telephone helpline open to anyone in Walsall who is experiencing a mental health crisis. We can offer support and advice to help you get the help you need. Please do not hesitate to call us if you need help. We are here to help you.

The Secondary Hub 1: Quern Farm, Edgbaston, Walsall B52 2DE - Open every day 9am - 10pm on weekdays (including Bank Holiday evenings) and every 10pm - 11pm on Saturdays and Sundays. We have a telephone helpline open to anyone in Walsall who is experiencing a mental health crisis. We can offer support and advice to help you get the help you need. Please do not hesitate to call us if you need help. We are here to help you.

Men's Anxiety and Depression Support Group: A group for men from Walsall with anxiety, depression, or mood disorders. We meet at the Walsall Health Centre. The group meets on Wednesdays from 10am - 11am at Walsall Health Centre. For information contact: 0800 066 6565. Tel: 0800 066 6565.

Black Country Support for Suicide Services: Email: info@blackcountry-supportfor-suicide.co.uk Call: 0800 066 6565

Walsall Bereavement Support Service: 01927 552111. Email: info@walsallbereavementsupport.co.uk Call: 01927 552111

It's OK not to be OK - Make that call and get the help that is there for you

healthwatch **Walsall** **0800 066 6565** For more information visit <https://healthwatchwalsall.co.uk/useful-links/>

We are undertaking our last piece of work on behalf of Walsall Together, 'Male Suicide Prevention'.

We have put together an informative poster/ flyer with a list of useful organisation people can get in touch with if they need help. This is being shared with a number of employers and outlets in focused areas of Walsall.

Link to the poster: <https://healthwatchwalsall.co.uk/useful-links/>

This concludes our work as set out by Walsall Together. But we will continue to work with them to ensure Walsall residents get the best access to services in Walsall.

Volunteering with Healthwatch Walsall

We are currently recruiting volunteers and we have opportunities available. If you wish to help us help Walsall people, then contact us either by email: info@healthwatchwalsall.co.uk or Tel: 0800 470 1660.

There is a varied selection of volunteer roles, visit our website to check them out. Link: <https://healthwatchwalsall.co.uk/our-volunteer-roles/>

Volunteering provides 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.

We are also keen to recruit volunteers who have the skills to write or talk various languages so that we can continue to reach the diverse communities in Walsall.

We also have 'Youth Healthwatch'. If you are 14 to 24 and want to become a volunteer, then give us a call.

Volunteers with languages needed



We are in need of volunteers that can speak and translate English to other languages spoken or written form to help us reach people in Walsall that have difficulties in accessing services. Tel:0800 470 1660 & volunteer.

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Walsall

Become a Young Healthwatch Volunteer

Call Loretta Higgins
on:07732 683449

Young people can make a big difference

The graphic features the Healthwatch Walsall logo at the top. Below it is the main title 'Become a Young Healthwatch Volunteer' in a large, bold, dark blue font. To the right of the title is a yellow sun-like graphic. Below the title is the contact information for Loretta Higgins. At the bottom of the graphic is a diverse group of young people of various ethnicities and ages, smiling. The background is white with yellow and blue abstract shapes and dots.

Our Current Work Programme

At the April 2022 Healthwatch Advisory Board Meeting, two work priority projects were agreed for the year 2022/2023.

We are currently working on our first project which is around discharge from the Walsall Manor Hospital. We are undertaking this work by a number of ways, including face-to-face engagement in the Discharge Lounge at the Hospital, by a survey and we will be holding online focus groups. The project has commenced and will run until mid-February so that we can understand the views and experiences of the local population during the summer, autumn and winter months.



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/33bmpzzx>



Or use a QR code

your voice counts

Or call
Tel: 0800 470 1660
We can help you fill it on by phone

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Email: info@healthwatchwalsall.co.uk

We will also be organising some online drop-in sessions on Zoom so keep a look out on our Events calendar. Link: <https://healthwatchwalsall.co.uk/event/>

Young people can get involved by completing our youth survey.



100% of people voted
health and social care in Walsall
could be improved!



We want Walsall young
people to get the best
health and social care
access possible!

So if you are 14 - 24 , take
part in a short survey. Tell
us how you feel about the
services in Walsall. Use the
link.



<https://tinyurl.com/2p98zku4>

Or use the QR code



If you want to join our
youth healthwatch team
then call 07732 683449
today!

Messages from our Partners

Public information/ advice and a support that is available.

Black Country Voices



The Black Country Integrated Care Board (ICB) have recently set up an online panel to give local people greater say – it's called 'Black Country Voices'.

Black Country Voices is a voluntary membership scheme for people who are interested in sharing their views and experiences to help to develop and improve local services. Anyone can become a member.

The panel represents people who live, work and use health and care services across the Black Country. They take part in online surveys, sharing their views and feedback about planning and improving local health and care services.

Their views will be shared with health and care decision makers to help improve services. We will give panel members regular feedback on the results of survey they take part in and how their views are being used to influence developments.

To find out more, or to sign up to the panel, please [click here](#).

Healthy Connections page: <https://blackcountry.icb.nhs.uk/get-involved/campaigns-and-toolkits/healthy-connections>



Ask your pharmacist about...sprains and strains

Simple sprains and strains are two of the most common injuries, especially in the summer months. When it's dry and warm, more people are enjoying themselves outside and with that comes the risk of injury.

You may have a sprain or strain if:

- You have pain, tenderness or weakness – often around your ankle, foot, wrist, thumb, knee leg or back
- You have swelling and bruising in the injured area
- You can't put weight on the injury or use it normally
- You have muscle spasms or cramping (where your muscles painfully tighten on their own).

For the first couple of days follow the four steps known as **RICE** therapy. This will help bring down the swelling and support the injury:

- **Rest** - stop any exercise or activities and try not to put any weight on the injury
- **Ice** – apply an ice pack (or a bag of frozen vegetables wrapped in a tea towel) to the injury for up to 20 minutes every 2 to 3 hours

- **Compression** – wrap a bandage around the injury to support it
- **Elevate** – keep it raised as much as possible.

It can be very painful, however most sprains and strains can be treated at home without the need to see a GP. The common treatments for sprains and strains includes painkillers, such as paracetamol, or anti-inflammatory medicine such as ibuprofen gel, mousse, or spray to help bring the swelling down, all of which can be purchased over the counter at your local pharmacy. Your local pharmacist will be able to help you choose the best medication for you.

Walsall Carers Hub

17 Lichfield St, Walsall WS1 1TU



walsallcarershub.org.uk



info@walsallcarershub.org.uk



01922 616 798



WalsallCarers



WalsallCarersHub.WCH

Visit our website for opening times

Pre-book an appointment to speak to one of our friendly advisors.

Walsall Carers Hub is led by Forward Carers, delivered by Midland Mencap and funded by Walsall Council.

Forward Carers is an award-winning social enterprise that prides itself on making a real difference to Carers. We work in partnership with other not-for-profits and businesses to create Carer Friendly Communities.

Midland Mencap is a charity working and campaigning for accessible and inclusive services and a better quality of life for everyone.



forwardcarers.org.uk



midlandmencap.org.uk

Forward Carers is commissioned by Walsall Council to deliver Walsall Carers Hub in partnership with Midland Mencap.



Led by Forward Carers,
delivered by Midland Mencap

Caring For A Family Member Or Friend?

If you help or support someone due to a disability, serious illness, frailty or addiction, **we're here to help.**



01922 616 798



walsallcarershub.org.uk

Are You A Carer?

Carers support family members & friends in many ways...



Household Chores



Emotional Support



Personal Care



Physical Assistance



Finances



Communicating



Health

FREE Support

Walsall Carers Hub offers a range of support:

- Information & Advice
- Welfare Advice
- Online Training
- Support Groups
- Employment Support
- Digital Support
- Events & Activities
- Health & Wellbeing
- Max Discount Cards for Parent Carers

We're here to help all Carers regardless of any communication need. Call us today.



01922 616 798



walsallcarershub.org.uk



info@walsallcarershub.org.uk

Carer's Wellbeing Check



If you provide care for someone living in Walsall and caring has an impact on your life, you can talk to Walsall Carers Hub about the help and support you may need across all aspects of your life, including your work.

A Carer's Wellbeing Check will look at and advise you about the support we can provide from welfare advice to information on short breaks. We can also refer you to other specialist groups which provide expert advice and support about health, housing, education, employment, training and leisure opportunities.

Contact us and register for FREE with Walsall Carers Hub today.

What is the Patient Participation Group (PPG)

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG.

Why should I join?

You have been to the surgery as a patient, parent, carer or friend.

Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

You will also gain a better understanding of the NHS, and gather feedback from other patients.

How often does the Patient Participation Group meet?

We meet at the surgery, but not too often. We know that you are busy, so we meet only a few times per year and hope that you can join us.

If you can't make meetings then don't worry – you can still be part of our virtual group.

Contact your own GP Practice/ Surgery and join your PPG today!



VOLUNTARY ORGANISATIONS INVITED TO BECOME PRIMARY CARE AMBASSADORS

The Black Country and West Birmingham CCG has received funding to deliver a Primary Care Ambassadors Scheme. We are looking to recruit 6 organisations working in either the Walsall North or West One PCN areas to take on these roles. Successful organisations will each receive £2000 for their support.

CALL 07864 921736 | EMAIL donnaa@onewalsall.org

AMBASSADOR RESPONSIBILITIES INCLUDE:

- Developing two-way communication channels between the public and the NHS
- Draw on community contacts in line with the agreed PCN focus audiences e.g. defined health inequality, population data
- Seeking to address digital inclusion and encourage the uptake of the NHS APP
- Provide a named lead for the project
- Attend the ECS training course for their place
- Deliver activities as directed by the VCSE infrastructure organisation for their place
- Provide monthly reports to the VCSE infrastructure organisation for their place

For a discussion or to book onto a training session, please contact us.

COVID19 information, advice & updates

Walsall Council COVID19 help and support, information link: <https://tinyurl.com/hd6jne2a>

We continue update our COVID19 have below some useful links and contact numbers from the information on our website. [CLICK HERE](#) to visit.

Walsall Place COVID19 information page, containing translated and multi format advice and information. Link: <https://tinyurl.com/y2zsnd8c>



Easy Read COVID19 Vaccination information. Page link: <https://tinyurl.com/5e2ss79f>

NHS COVID Booster vaccination Information and registration page link: <https://tinyurl.com/29rk4x4k>

Long COVID19 Information Link: <https://tinyurl.com/2p82ndm7>

For more information go to www.nhs.uk/nhs-app/. A short video on how to use and download the NHS app can be found [here](#).

Walsall Safeguarding Partnership information and contact

Adult Safeguarding

If you or another adult you know is being abused, we can help. Please contact us, we will work with you and listen to you.

Telephone: 0300 555 2922 Textphone: 07919014925

Email: initialintake@walsall.gov.uk

Website: https://go.walsall.gov.uk/adult_safeguarding

Abuse is often a crime. If you think a crime has been committed contact Walsall Police.

If there is an emergency always dial 999.

To report crime or anti-social behaviour, to contact your local police station or to get police assistance in a non-emergency dial 101.

Children Safeguarding

If the child or young person is not at risk of being significantly harmed consider an [early help](#) response on 0300 555 2866 (Option 1) if you are unsure please view our right help, right time guidance on the [procedures page](#).

More information about Early Help can be found at [on our Early Help pages](#)

If you suspect that a child or young person is being, or is at risk of being significantly harmed as a result of abuse or neglect, you must report this immediately:

- During office hours (Monday – Thursday, 8.45am – 5.15pm Friday, 8.45am – 4.45pm) call Multi-Agency Safeguarding Hub: 0300 555 2866
- Out of office hours (evenings, weekends and bank holidays) Emergency Response Team Telephone: 0300 555 2922

To make a child protection referral, please send all information to the MASH using the Multi Agency Referral Form (MARF)

Download the MARF available on the [West Midlands Regional Procedures](#)

Please send your completed form to: MASH@walsall.gov.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

Our YouTube Channel

Video Title	Views	Posted
Our Annual Public Meeting 2020 (slides into a short film)	10 views	1 week ago
Walsall HW Public Services Day 2020	25 views	1 month ago
Healthwatch Walsall Mens' health week 2020	17 views	1 month ago
Healthwatch Walsall volunteers week 2020	41 views	2 months ago

We have now posted 12 videos to date on our new YouTube. To visit and watch our videos simply go onto YouTube and search for Healthwatch Walsall 2020. Check out the channel for new videos.

Our Service Feedback Centre

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

Browse

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

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 maybe 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



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healthwatch Walsall

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