



Impact and Insight eBulletin

Your review of September 2022

healthwatch
Walsall

September engagement

- Weekly attendance at Walsall Manor Hospital public area.
- Weekly attended the Walsall Manor Hospital Discharge Lounge, Frail and Elderly Service

- 2,657 website visits
- 4,119 page views
- 12 Service Feedback Centre reviews

- 32 peoples emails or telephone calls
- We made 2 escalations to service providers
- We signposted 8 times to support services and referred twice to POhWER

September Issues & topics

Waiting time to be seen in excess of 68 weeks. Original patient urgent referral allegedly downgraded now increased hospital waiting time. More GP contact issues.

Concerns around patient treatment and care at Walsall Manor Hospital (WMH). Care & treatment at A&E

Waiting times at Walsall Urgent treatment centre. Continued cancelled appointments at Walsall Manor Hospital

Making a difference and what we've achieved

Person unable to see dentist on NHS so passed two contacts of NHS dentists that may still be taking NHS patients

Patient unable to get 4th booster COVID jab at current GP and pharmacist. HwW advised to contact 119 to establish locations and procedures to book

HwW discussed complaints process with hospital patient regarding their continued cancelled appointments. No knows how to

Signposting and support

Walsall Patients Advice and Liaison Service (PALS)

Local GP Practice Managers

POhWER

Time2Talk (Walsall health care services customer services)

Walsall Place – Integrated Care Board (Commissioner of services)



6 Outreach events we carried out/ supported

At these events we speak to the public.

- Walsall Manor Hospital every Wednesday morning
- Undertook another Enter & view visit on a large care venue
- We continue to visit Walsall Manor Hospital a number of times to speak to discharge patients
- MMR Vaccine open day event local GP practice
- Launch of the Safe place Hub
- SENDIAS Autumn Fair



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

Or use a QR code
your
**voice
counts**

**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)
or Aileen at Healthwatch Walsall
(aileen.farrer@healthwatchwalsall.co.uk or call
0800 470 1660) for more info.



healthwatch
Walsall



Forthcoming health related awareness days/month For October (some Of)

- ADHD Awareness Month 2022
- Breast Cancer Awareness Month 2022
- Go Sober For October 2022
- International Day Of Older Persons 2022
- Pituitary Awareness Month 2022
- National Cholesterol Month 2022
- Lupus Awareness Month 2022
- National Hygiene Week 2022
- Backcare Awareness Week 2022
- World Hospice and Palliative Care Day 2022
- World Mental Health Day 2022
- Restart A Heart Day 2022 Sight Day 2022
- Epilepsy Action Virtual Tea and Cake Break 2022



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

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 6,000 people in the UK take their own lives, with over nearly three times as many to take their own lives than women, one reason for this is that men are less likely to ask for help or express depressive or suicidal feelings. Many other people will also attempt to kill themselves, or experience suicidal thoughts. Each life lost to a suicide is a tragedy and represents a person who is in tremendous emotional pain. Suicide has a devastating impact on family, friends and colleagues. There are multiple risk factors, including financial difficulties, emotional and relationship problems, physical illness or disability, mental health problems such as depression, social isolation and a history of substance misuse. Without suitable support people can become overwhelmed by the issues that they face.

We can help prevent deaths by suicide in Walsall by supporting people who are in severe distress, helping them get to appropriate services is their first step towards hope and recovery.

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

If you need urgent support: 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

Email: jo@samaritans.org Web: www.samaritans.org

SANDEE: 0500 304 7000. Provides mental health information and support between 4 pm – 10 pm

daily. http://www.sans.ac.uk/sabat_us_sab/walsall/

C.A.M. 0800 58 58 58. National helpline for men to talk about any issues they are facing.

and help with any issues they are facing. Visit their website: <http://www.themanshelpline.org/>

Helpline and information service: 0900 5009927. Opening hours are 9am to 4pm

Monday to Friday <https://www.rethink.org>

Paynes UK: 0800 068 41 41 (under 25) HCP/INUR. Is open 24/7. Text: 07860 028967

Email: paynesuk@paynesuk.org Paynes UK is a UK Prevention Project of the UK Prevention Project

Stay Alive App: The Stay Alive app, developed by Crisis Text Line, is a suicide prevention resource for the UK, packed full of useful information and tools

to help you stay safe in crisis. Download the Stay Alive app from your app store

Local support available in the Walsall area

Black Country 24/7 urgent mental health line: 0800 088 5516. This service offers a free 24/7 helpline for people in the Black Country who

need support on urgent mental health concerns. Text message 07800 025 283.

Helthwatch Black Walsall: Guidance & Recovery Service: 0332 888979. We have a telephone helpline open to anyone living in

Walsall who needs support/guidance. We are mainly a 9am-5pm Monday-Friday service, although we can work in the evening/weekends

if there is demand, so please check with staff if you would like support, please call us.

The Sanctuary Hub: 1 Queens Parade, Blithwick, Walsall WS3 2EX. Open evenings 5 – 10 pm on weekdays including Bank holidays

Saturday and Sunday 12pm-12pm. The hub is a safe and friendly place you can go to access support from our local mental

health services hours, feeling unable to cope? Lonely or isolated? If you're feeling overwhelmed and don't know where to turn to get

mental health support and your usual source of support is closed, come to The Sanctuary Hub. Enquiries 0800 802 2288

Men with Anxiety and Depression Support Group: A place where men from Walsall suffering from Depression, Anxiety, low mood etc

can meet up to share and chat. The group meets on Wednesdays from 8.30-10 pm at Blackley Community Hub. For information

contact Richard - 07943 01695 or Martin - 01843 33311

Black Country Support after Suicide Service: Email: blackcountry.support@theblackcountry.co.uk Cell: 0800 008 5516

Walsall Bereavement Support Service: Offers support for those bereaved by suicide. <http://www.walsall.gov.uk> 01922 724811

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

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

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.



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





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
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!





24/7 Service Feedback centre

Share your health & social care experiences 24/7 with our online review centre.

Link: <https://tinyurl.com/4b52dv32>

Find a service Walsall

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.

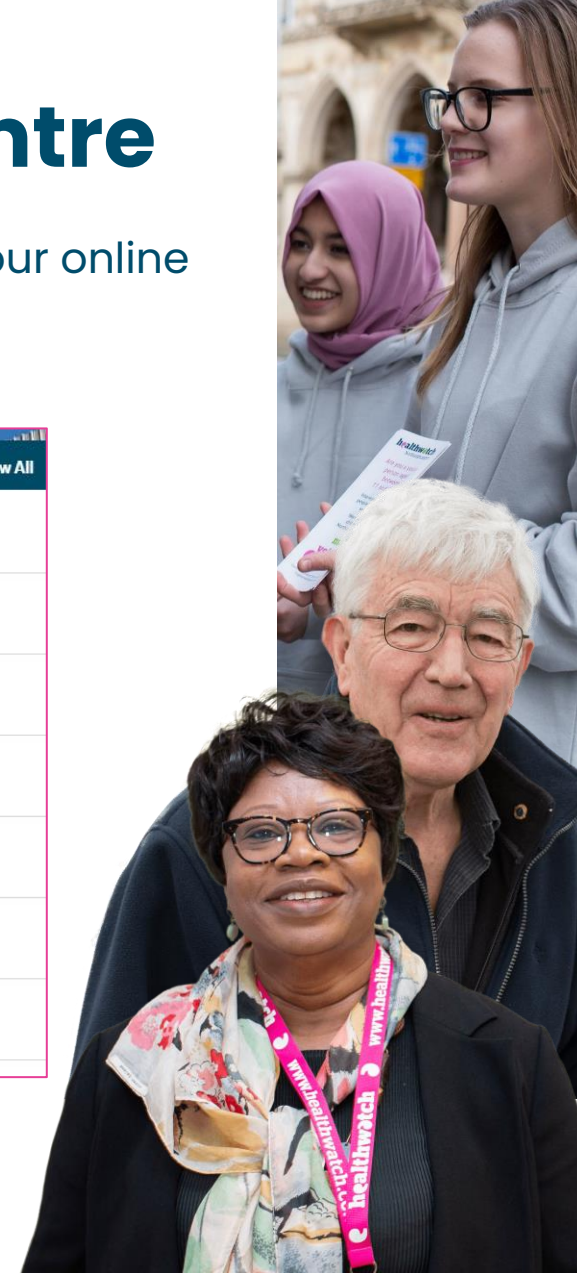
Sort by
Last Reviewed

Urgent Care Centre - Walsall Manor Hospital -
Wilbraham Road, Off Moat Road, Walsall, WS2 9PS
01922 656391
NHS Patients accepted
Based on 20 reviews

Walsall Manor Hospital
Manor Hospital, Moat Road, Walsall, WS2 9PS
01922 721172
www.walsallhospitals.nhs.uk
Based on 64 reviews

Browse View All

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



Call: 0800 470 1660

Email: info@healthwatchwalsall.co.uk



Contact Us

Healthwatch Walsall

Blakenall Village Centre

79 Thames Road

Blakenall

Walsall WS3 1LZ

www.healthwatchwalsall.co.uk

t: 0800 470 1660

e: info@healthwatchwalsall.co.uk

Social Media

Facebook: @HealthwatchWSL

Twitter: @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020