

Speaking up for Better Care

Healthwatch Walsall
Annual Report 2025 to 2026



Delivered by



**Engaging
Communities
Solutions**



Welcome and introductions

Attendees and Members of the public

Staff

- Chief Executive Officer – Aileen Farrer
- Engagement & Information Lead – Tom Collins
- Insight & Intelligence Officer – Ellie Lilly
- Insight & Intelligence Officer – Ghazanfar Sami Khan

Independent Strategic Advisory Board

- Chair – Ross Nicklin
- Members – Umaymah Nawaz, Herbie Khosah and Ingrid Lindon

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Agenda

- Presentation of our Annual Public Report 2025 to 2026
- Social Care presentation/discussion
- Questions & Answers
- Close of meeting





Speaking up for better care

Healthwatch Walsall Annual Report 2025/2026

Our Annual Report 2025 to 2026

Presented by: Aileen Farrer/Ross Nicklin

Engagement 2025/2026

- **302** events attended across Walsall.
- **103** meetings attended online / in person.
- **1,733** people were engaged with face to face.
- **1,982** people shared their experiences.
- **10** escalations to providers/commissioners.
- **1,194** people were given advice, information and signposted to support.
- **32** public reports published
- **12,791** website visitors.
- **10,543** new visitors to our website.
- **24,566** website pages viewed.
- **3,069** social media followers for the year.
- **535** social media posts.

Experiences and Unmet Needs of Walsall Young Carers

Aim of project to understand whether young carers:

- Had unmet needs.
- Had awareness of available support and services.
- Identify any barriers in accessing appropriate support.
- 42 young carers completed our survey.
- Focus groups held in schools.
- Young carers group attended.

Key issues we heard:

- 83% told us they had accessed mental health or emotional support.
- 50% told us they did not know if their GP knew they were a young carer.
- Young carers would benefit from support to have time to themselves.
- Young carers commented on support from teachers which was variable.

OUTCOME – Recommendations from the report have been included in the Local Authority's All Carers Strategy.

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Access to Primary Care Mental Health Services for People from Ethnic Communities

Aim was to understand if ethnic communities faced barriers to accessing primary care mental health services.

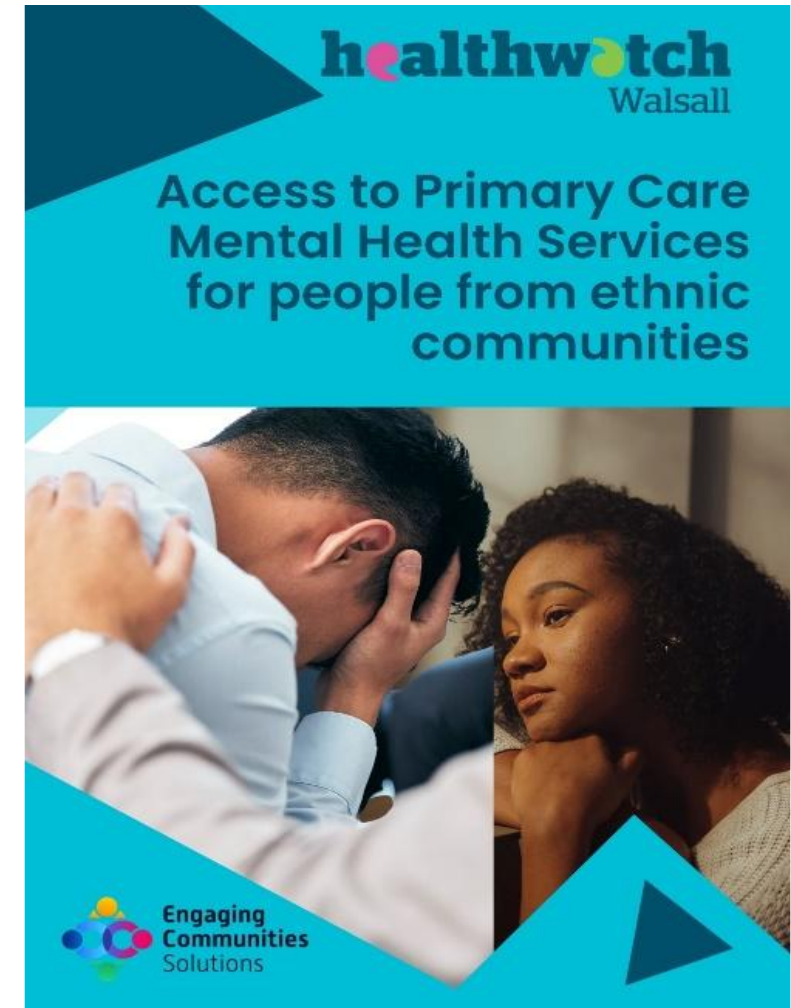
- 172 people completed the survey.
- 2 focus groups held.

Key issues we heard:

- 43% experienced communication/language barriers.
- 43% felt there is a lack of cultural identity and understanding from some professionals.
- Still a stigma and fear of judgement around poor mental health from within own community, family and health professionals.
- Not being listened to and professionals “working from a script”.
- Lack of GP appointments.
- Lack of knowledge about what help and support available.

OUTCOME: Report sent to the Mental Health Trust to feed into their review of primary care mental health services in line with wider neighbourhood health work.

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Follow Up Maternity Experiences of Black and Asian Women

Follow up from original project in 2023.

Key Findings

- All reported positive experiences with information received
- Clear, useful and easy to understand.
- Leaflets were provided and helped what was discussed.
- Staff explained things in a way that made sense and encouraged questions.
- Felt informed about how to access emotional wellbeing and mental health support.
- Responsiveness to personal needs (requests for private room).
- Relaxed reassuring environment.
- Shorter discharge process.
- Increased visibility of representation within maternity.

OUTCOME: Recommendations in previous report had been implemented.

Artwork called
'Shades' appears
by kind
permission by
Medical Illustrator
Chidiebere Ibe



**Still Listening:
A Follow Up on Maternity
Experiences of Black and
Asian Women in Walsall**

June 2025

Phlebotomy Department – Walsall Manor Hospital

From engagement at the Hospital significant queues seen outside Phlebotomy Department. We decided to take a closer look at what issues were arising for patients.

- 58 patients engaged with us over 2 visits.

Key issues we heard were:

- 84.5% of people we spoke to were not given a choice of where to have their bloods taken.
- 27.5% of people we spoke to said they were sent to the Hospital by their GP.
- Putting additional pressure and wait times for patients.
- No GP booking system.
- Told by Hospital staff that since Covid patients sent from GP practices has increased by up to 50%.
- No extended opening hours to accommodate shift workers.
- Patients also referred by other Hospital departments making it effectively a “walk in service”.

OUTCOME: Healthwatch Walsall has been invited to undertake a follow-up review and survey a larger sample of patients to inform service development.



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**Insight Report: Patient experience of
Phlebotomy services at Walsall
Manor Hospital**



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April 2025

Pharmaceutical Needs Assessment

Healthwatch Walsall engaged with residents about their views on how community pharmacies meet local needs. This helps inform the Walsall Local Authority Pharmaceutical Needs Assessment.

- 164 service users engaged with us.

Key issues we heard:

- 91% of people said that pharmacies 'meet' or 'mostly meet' their needs.
- 16% of people said they would prefer earlier or later opening times to fit around their work.

People also told us they would:

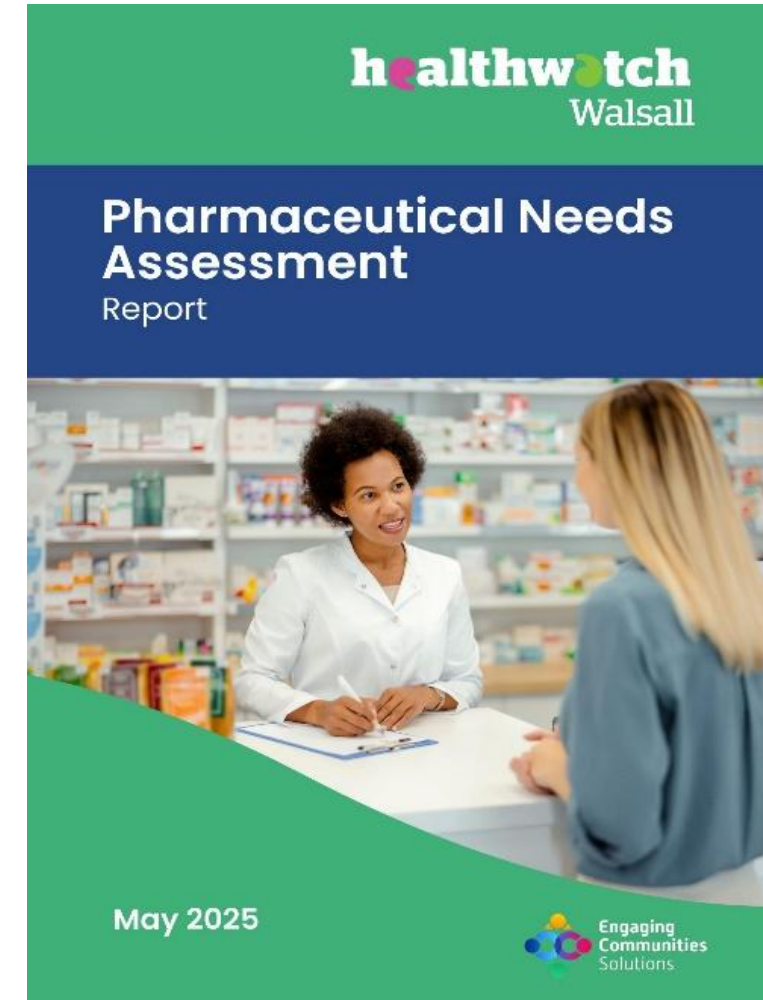
- Like to see Saturday openings.
- Like to see some late-night openings.

Top 3 issues people faced when accessing their pharmacy:

- Parking difficulties.
- Location of pharmacy.
- Public transport availability.

People also use their pharmacy for a wide range of additional services under Pharmacy First.

OUTCOME: Service user voice incorporated into the Local Authority Pharmaceutical Needs Assessment.



All of our reports are published on our website at: <https://tinyurl.com/nebzrhm3>

The screenshot shows the healthwatch Walsall website interface. At the top, the logo is on the left, and 'English' with a checkmark and a 'Contact us' button are on the right. Below the logo is a navigation bar with links: 'Have your say', 'News & reports', 'Get involved', 'What we do', and 'Advice & information', each followed by a dropdown arrow. A search bar is on the right of this bar. The main header is a dark blue bar with the text 'News and reports'. Below this is a light grey filter section. It contains a 'Search' input field, a 'Filter by article type' dropdown menu (highlighted with a red circle and showing 'Report'), and a 'Filter by theme(s)' dropdown menu (showing 'Nothing selected'). To the right of these filters are 'Reset' and 'Apply' buttons. At the bottom, there is a row of four small image thumbnails, each preceded by the healthwatch Walsall logo.

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English ✓

Contact us

Have your say ▾ News & reports Get involved ▾ What we do ▾ Advice & information ▾

Search

News and reports

Search

Filter by article type Filter by theme(s)

Report ▾ Nothing selected ▾

Reset Apply

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August 2020

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National Adult Social Care Survey



On behalf of the Local Authority, Healthwatch Walsall undertakes the National Adult Social Care Survey for **people with cognitive impairment**.

This allows us to speak to residents to find out about their views on their living environment. It also enables us to raise any issues with the Local Authority at the point at which they are raised.

Our findings are submitted to the Local Authority and fed into the full return which is made to NHS Digital.

Impact of this work is to be inclusive and give visibility to people with cognitive impairment as a significant cohort for the Local Authority.

Can identify inequalities by highlighting whether they experience different levels of wellbeing or satisfaction.

Can help identify areas for improvement.



Healthwatch England Consolidated Themes

Local Healthwatch provides an important source of community intelligence and early warning.

- Identifying concerns and trends.

Local Healthwatch continues to play a vital role in reaching people whose voices might otherwise go unheard.

- People struggling to access services, e.g. Maternity and Neonatal.

Healthwatch is helping services work better.

- Missed appointments.
- Navigating developing pathways.

Enter and View

WHAT IS ENTER & VIEW

Healthwatch organisations have the power to Enter and View health and social care settings.

Observe activities and speak to residents about the services they receive.

10 Authorised Representatives support this work

57 recommendations made from our visits.

The impact of carrying out Enter & View visits is about being able to provide the Local Authority with service user experience and for providers to address any issues.

WHERE WE VISITED:

- Watermill Care Home
- Rushall Care Home
- Inglewood Care Home
- Alexia Court Care Home
- Beechdale GP Practice
- Mossley Fields GP Practice
- Birchills Health Centre
- Portland Medical Practice
- Dr Mahbub Surgery
Dr. Sinha
Dr. Verma, Dr. Manohar & Dr. Anand
Dr Kumar of Brace Street health Centre



Our Volunteers

Throughout the year we work with our volunteers who help us carry out our work including Enter and View visits as an Authorised Representative.

They have attended community events engaging with the public and raising the profile of Healthwatch Walsall as well as in their own networks and communities.



Our income and expenditure

Income		Expenditure	
Annual grant from Government	£190,450	Expenditure on pay	£133,476
Additional income	£375	Non-pay expenditure	£30,482
		Office and management fee	£23,995
Total income	£190,825	Total Expenditure	£187,853

Additional income is broken down into:

- £375 microgrant received for undertaking a focus group with people with learning disabilities/autism.

Our 2026/2027 current work projects

- Use of NHS App – COMPLETED AND PUBLISHED.
- Walsall Manor Hospital Appointments – COMPLETED AND PUBLISHED.
- Neurodiversity, Service User Experience of Health Services – COMPLETED AND PUBLISHED.
- Activities in Care Homes – CURRENTLY BEING UNDERTAKEN.
- Young People (Vaccinations) – CURRENTLY BEING UNDERTAKEN.
- Maternity Triage – PLANNED TO START COTOBER 2026.
- Healthwatch England – Hospital Discharge – CURRENTLY BEING UNDERTAKEN.



Social Care presentation

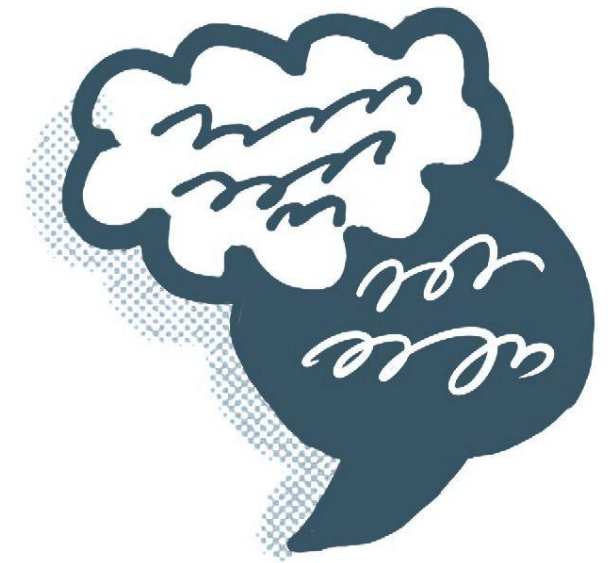


Presented by Ross Nicklin

Chair of the Healthwatch Walsall Independent Statutory Advisory Board

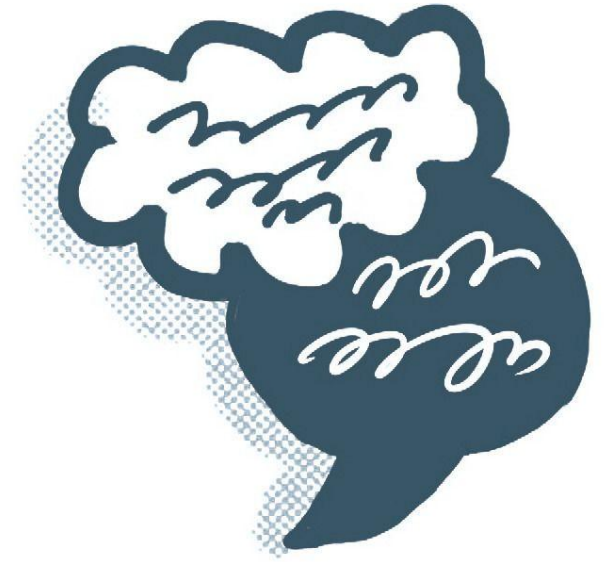
Social care: The problems

- Access – means testing/assets over £23250/one in seven over 65 will spend £100k on care.
- Quality of Care – 15 minute visits / unavoidable neglect.
- Workforce pay & conditions – underpaid & overworked.
- Market fragility – providers struggling to stay in business.
- Disjointed care – lack of integration with health.
- The Postcode Lottery – variation in access & service.



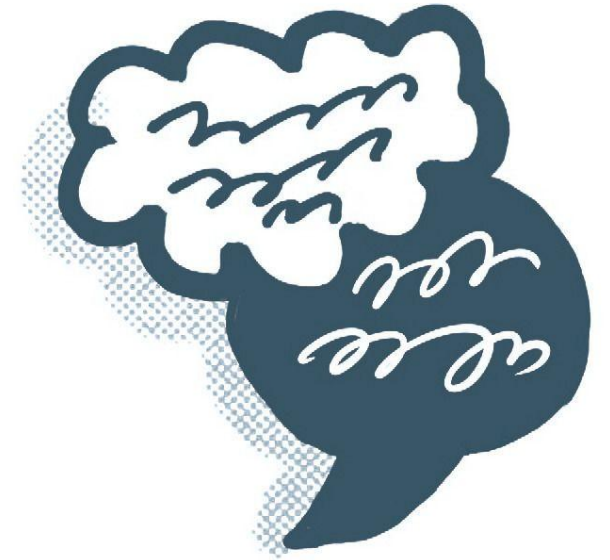
Social Care: Government response

- Social care reform July '26.
- Sweeping changes.
- Adult social care 'fair pay' agreement for 1.5m workers.
- Speed up review towards 'National Care Service'.
- Closer integration with NHS.
- Big impact on providers.
- Government funding £500m for workers 28/29.



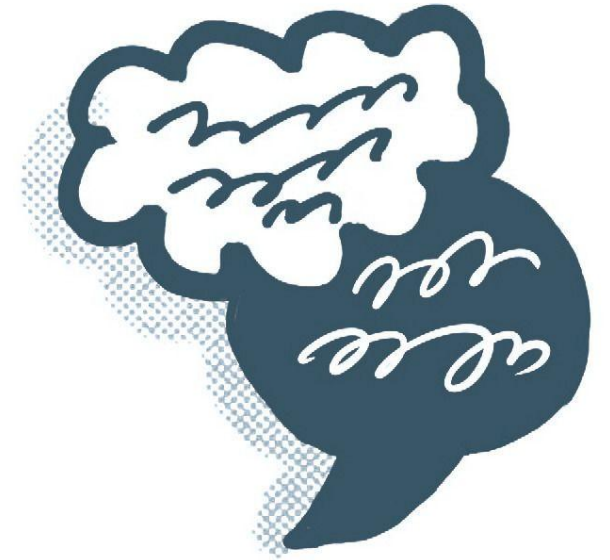
Social care: PM's speech re NCS

- Care will be provided based on needs, rather than ability to pay.
- Free at the point of use.
- Personal care; not residential care costs.
- No care costs for those with just state pension.
- Pension savings will help build up NCS.



What do you think?

- Thoughts.
- Discuss.
- Points for feedback.



BIG THANK YOU!

For the support from Walsall residents,
support organisations,
service providers
and service commissioners
we have worked with over the 13 years of Healthwatch.



Is delivered by

Engaging Communities Solutions

A blue banner with a circuit-like pattern. It features the healthwatch Walsall logo on the left, followed by the text 'Delivered by -' and a colorful logo for Engaging Communities Solutions. Below this, there are six healthwatch logos for different areas: Bedford Borough, Halton, Sandwell, Stoke on Trent, Telford and Wrekin, and Warrington. To the right of these are the logos for Halton Advocacy Hub and UHNM CRDC Partner. At the bottom, there is a yellow text box with contact information, and a dark blue bar with icons and contact details.

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Halton Advocacy Hub

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