

Insight Report

**E-BULLETIN**  
**AUGUST 2025**



# Engagement figures for August 2025

Insight Report

People engaged with face to face: 101

Events attended: 6

Website visitors: 675

Page Views: 5,282

New site users: 552

Number of social media posts: 72

Number of social media followers: 3072



# Issues and Themes for August 2025

- Relatives seeking information about support and equipment available for a recent amputee patient.
- Patient attempted to book a GP appointment via Accurx, but the service was not available (turned off). Patient then telephoned the GP practice, but was advised to book via Accurx, which remained unavailable.
- Excellent service given to patient by the Orthoptics Department at Walsall Manor Hospital.
- Lack of GP visits being made to a care home, service sending nurses and care managers only.
- Patient with ongoing mental health concerns reports difficulty accessing care. Although previously advised by their GP to make contact when needed, they have been unable to do so due to reception staff gatekeeping and restricting access.

To share your Walsall health and social care services experiences visit our Have Your Say platform on our website.

Link: <https://www.healthwatchwalsall.co.uk/share-your-views>



# Get involved!

## We want to hear from people from ethnic communities about accessing Mental Health Service via Primary Care services (GP)

- Do you know what support there is available?
- How can you access mental health support via Primary Care services?
- Do you feel listened to?
- Have you accessed Mental Health services and how was your experience via Primary Care services?

We have a short survey to complete or get in touch and have a chat with us.

Take part in the survey: <https://tinyurl.com/5ac96fnm>  
or call: 0800 470 1160

## Insight Report

We want to understand if there are barriers to accessing Walsall mental health services in primary care for people from ethnic minority backgrounds in Walsall.



Take part in a short survey

Or take part in a chat

<https://tinyurl.com/5ac96fnm>

Tel: 0800 470 1660

Or use  
the QR  
code



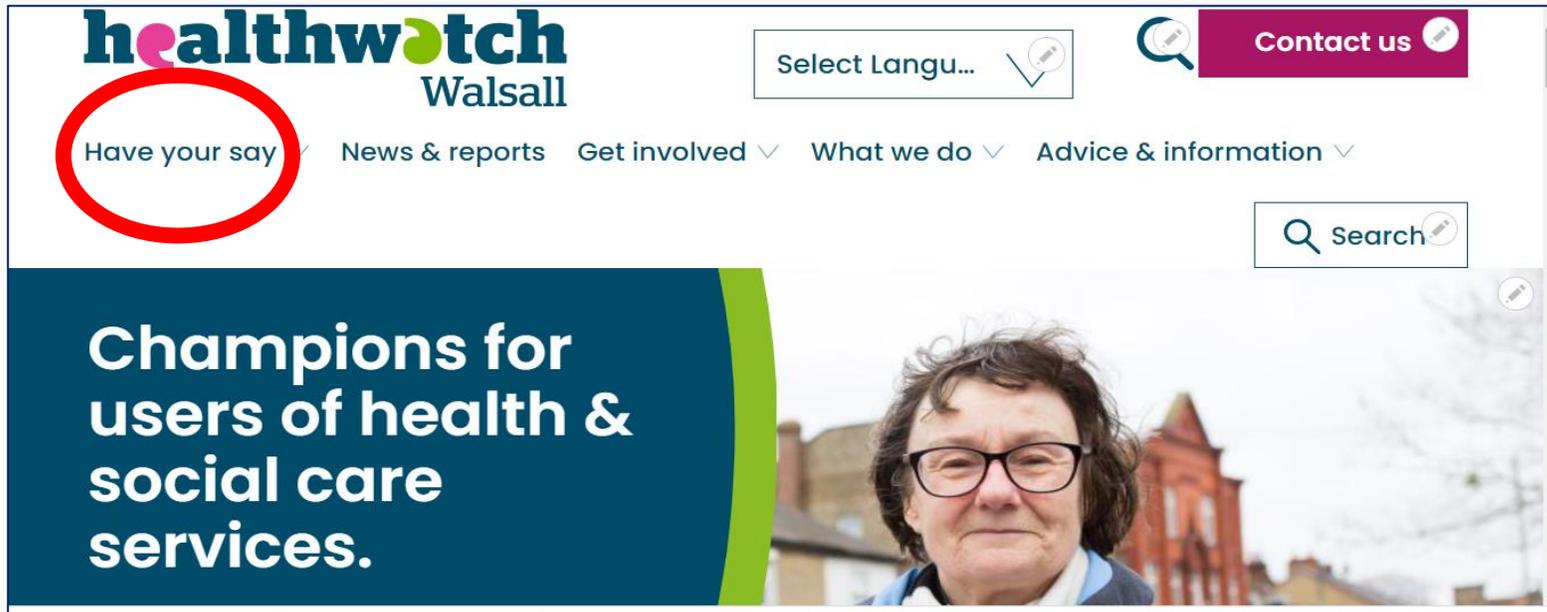
**healthwatch**  
Walsall

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

 Engaging  
Communities  
Solutions

# Have Your Say

Review your Walsall health and social care services online 24/7  
Share your experiences  
at: <https://www.healthwatchwalsall.co.uk/share-your-views>



Or call: 0800 470 1660

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

## Insight Report

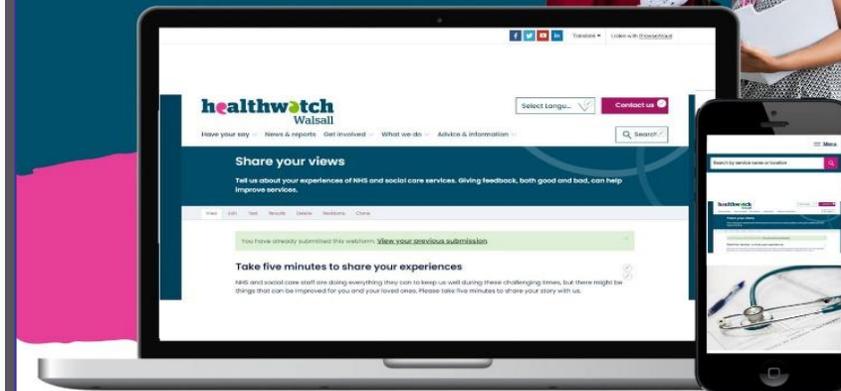
# Have Your Say

Share your Walsall health & social care services experiences on our website or use your mobile phone.

Visit our webpage:

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

click on the tab 'Have Your Say'



**healthwatch** Walsall or call 0800 470 1660

# Youth Healthwatch is recruiting

## Want to make a difference for people health and care in Walsall?

We have a range of volunteering opportunities available with Healthwatch Walsall. We hope the various roles we have on offer will give you the opportunity to:

- Make a difference to your local community
- Meet new people
- Enhance your knowledge base
- Access training and support
- Use your existing skills and develop new ones
- Add valuable experience to your CV

For more information call: 0800 470 1660  
Or Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

## Insight Report

are you a young person looking for work experience?

### JOIN OUR YOUTH INITIATIVE

contact us at  
[youthhealthwatch@healthwatchwalsall.co.uk](mailto:youthhealthwatch@healthwatchwalsall.co.uk)  
or call/text us on 07732 683449

**Have your say**

**All are welcome!**

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!

# Local Support in Walsall

- Mental Health Support: <https://tinyurl.com/4j34w4x2>
- Children & Young People: <https://tinyurl.com/bdhmz558>
- Walsall Wellbeing Directory: <https://tinyurl.com/58m4ws9w>
- Extra GP appointments: 01922 501999
- Dementia Support services: <https://tinyurl.com/syt29ey6>
- Walsall Food Banks: <https://tinyurl.com/4dzh9xxb>
- NHS111 – Call 111

Visit our useful link page: <https://tinyurl.com/5n8svnjw>

Where you will find more useful links and contacts to health and social care services and support should you or someone you know need help.



Our social media Platforms are:

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020



**Committed  
to quality**

We are committed to the quality of our information. Every three years we perform an in depth audit so that we can be certain of this.



**healthwatch**  
Walsall

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