



Autumn Newsletter

September 2026

healthwatch
Walsall



Engaging
Communities
Solutions

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Local Health & Social Care Updates

healthwatch
Walsall

About Us

Healthwatch is your local health and social care champion dedicated to listening to your concerns and sharing them with system leaders to improve health and care services across Walsall Borough.

In 2026, we are committed to amplifying the voices of Walsall residents and local communities. We invite you to support our ambition and help us raise awareness. Visit our website to share your views on health and social care services in your area.

Link to website: www.healthwatchwalsall.co.uk



A message from the Healthwatch Walsall Chief Executive Officer

Dear Reader

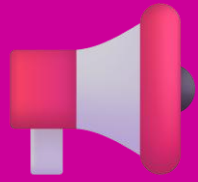
As we move into autumn, I'm pleased to welcome you to the latest edition of the Healthwatch Walsall newsletter. The change in season provides a good opportunity to reflect on the work we have undertaken over the past few months and, most importantly, on the experiences and views that local people have shared with us about health and social care services across Walsall.

Listening to local residents remains at the heart of everything we do. Through our engagement activities, community conversations, feedback and information and signposting service, we continue to hear about what is working well, as well as the challenges people can face when accessing services. Your experiences help us identify themes and areas where improvements may be needed, and we are committed to ensuring that the voice of local people is heard by those responsible for planning and delivering services.

In this edition, we will share some of the latest work and activities from Healthwatch Walsall, including opportunities for local people to get involved and have their say. We will also highlight useful information about health and social care services and updates from our team. Whether you have recently shared your own experience with us, attended one of our engagement sessions, or simply want to find out more about what is happening locally, we hope you find this newsletter useful and informative.

Finally, I would like to thank everyone who continues to take the time to speak to us, share their experiences and contribute to improving health and social care in Walsall. Your feedback makes a difference, and we encourage you to continue getting involved and telling us what matters to you. We look forward to continuing to listen, work with our communities and ensure that local voices remain at the heart of health and social care.

Aileen Farrer
Healthwatch Walsall Chief Executive Officer

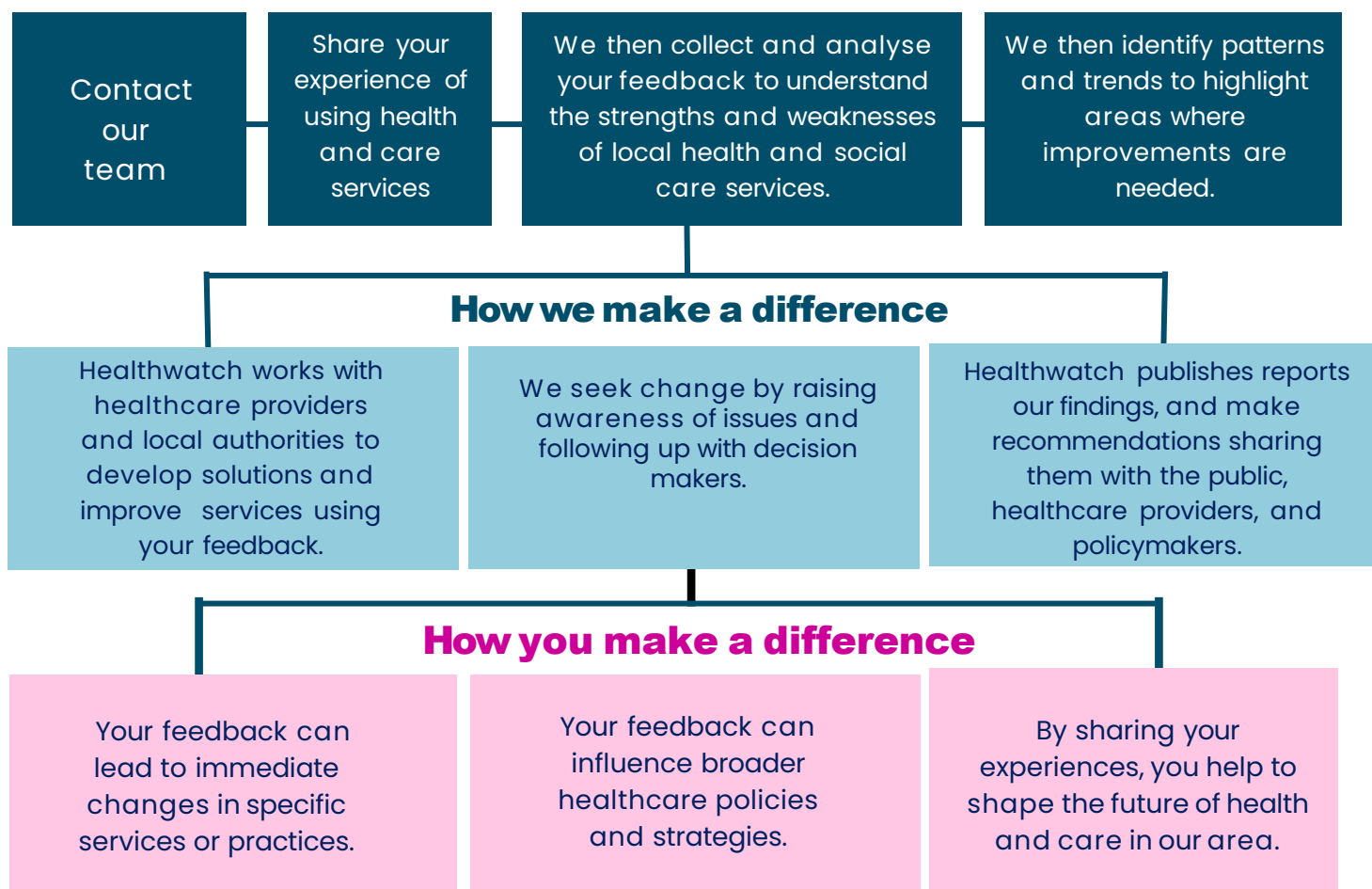


**How you
can get
involved and
make a
difference**

Share your experiences with us!

We want to hear your thoughts on health and care services in our area. Your feedback will help us ensure that NHS leaders and social care decision makers are aware of your needs and can make improvements to care.

How it works?



The screenshot shows the Healthwatch Walsall website interface. At the top, there's a navigation bar with links: 'Have your say', 'News & reports', 'Get involved', 'What we do', and 'Advice & information'. A search bar is also present. Below the navigation bar, the main heading is 'Share your views' with a subtext: 'Tell us about your experiences of NHS and social care services. Giving feedback, both good and bad, can help improve services.' There's a message box stating: 'You have already submitted this webform. [View your previous submissions](#).' At the bottom, there's a section titled 'Take five minutes to share your experiences' with a brief description of the purpose of the feedback.

Available 24/7

Link: <https://tinyurl.com/3778j3ps>

healthwatch
Walsall



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Walsall



**YOU ARE INVITED
TO OUR...**

Annual Public Meeting



**Ryecroft Community Hub,
28 New Forest Rd,
Walsall,
WS3 1TR.**



**Thursday 8th October
2026**



9.30 am till 12 noon.

*With advice and
information
from a number
of Walsall
support
organisations*

**To reserve your place call 0800 470 1660
or email: info@healthwatchwalsall.co.uk**

healthwatch
Your health and Social care
champion in Walsall **Walsall**

Delivered by



**Engaging
Communities
Solutions**

**Have you been discharged from
a Walsall hospital
bed in the
last year.**

**Please share
that experience**

SCAN ME



Or use the link:

<https://www.smartsurvey.co.uk/s/hwwalsall/>

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**To take part you
can fill in a paper
copy available now
or you can go on
line by using the QR
code or the link
below.**

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Call us on 0800 470 1660

email: info@healthwatchwalsall.co.uk

website: www.healthwatchwalsall.co.uk



Issues Raised by Our Community

Mum had better maternity experience at Walsall Manor Hospital

Mum said they had better care and a better experience than before of Walsall Maternity services.



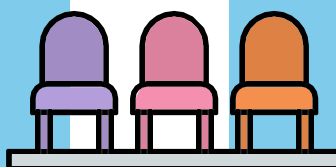
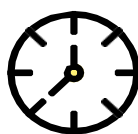
Have you had an over night stay ay Walsall Manor Hospital?

Take part in a survey and share that experience.
Use the link below:

<https://www.smartsurvey.co.uk/s/hwwalsall/>

People not aware of advocacy help.

Whilst it is available it is only available from a couple of organisations.
POhWER (NHS complaints advocacy <https://www.pohwer.net/>)
And 'Advocacy Matters' <https://advocacymatters.org.uk/>



Our latest reports are now available!

We have issued 2 other work programme reports and they are available on our website now!

Link to view:

<https://tinyurl.com/yzj6nv97>

Person had hospital appointment cancelled and taken off hospital waiting list without consultation.

If this has happened to you also?
Then please let us know.

Call 0800 470 1660 or email:
info@healthwatcwalsall.co.uk



If you have any concerns about any health or social care services, then please get in touch. Or if you wish to leave a compliment then you can share those as well.

Have Your Say.
[Visit our website 24/7](#)



The work we have been doing

Our monthly updates

As well as our public engagement outreach at various Walsall locations we have produced a number of reports which are based on what you told us.

Each month we produce an 'Insight E-Bulletin' that gives a brief overview of what we have been doing and some of the issues that you have raised. This feeds into our services intelligence and can highlight key concerns, issues and themes that you have shared with us.

To read these and other monthly E-Bulletins use the link: <https://tinyurl.com/mr2ukcuc>

Our yearly work programme findings & reports

Each year we agree a 'Work Programme', projects from the previous years patient experiences intelligence that we have gathered and issues that have recently become apparent from our local intelligence.

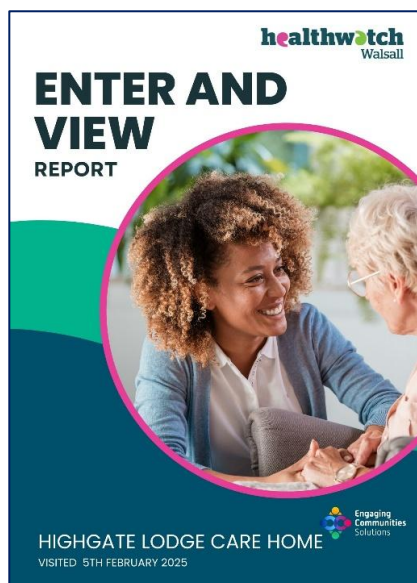
We undertake these projects and issue public reports of our findings and recommendations. The final reports are shared with the public, service commissioners and providers.

To read these reports, use the link: <https://tinyurl.com/yzj6nv97>

Our Enter and View Visits

As well as our public engagement outreach at various Walsall locations, each month we carry out Enter & View visits to care homes and primary care services. We listen to service users to find out about what does and what does not work for them.

From our visits, we produce our report sharing what service users told us and what we saw on the day of our visit.



Our Enter & View programme covers a range of venues from GP surgeries to pharmacies, care and residential homes and day centres. We aim to have as broad a programme of visits as possible.

Our reports can help identify service users' needs for improvements or to highlight the excellent work that service providers deliver through their hard-working staff. Ultimately this will make a positive service user experience for the people of Walsall.

If you want to share an experience of a service, you can do this in your own time 24/7 by visiting our 'Have Your Say' platform.

Link to do so: <https://tinyurl.com/3778j3ps>

Link to E&V reports: <https://tinyurl.com/82fkxtuf>



Information from our partners



Walsall Community Association

Saturday Night **SOCIAL CLUB**

RE-OPENING

Saturday 26th September 2026

Running Every Other Week



Free Entry



Friendly Dominoes



Music



Bar Open

9pm 'til Late



Walsall Community Association
36 Wolverhampton Road, Walsall, WS2 8PR

 **Tel:** 01922 615179
 **Mobile:** 07915878533
 **Email:** walsallcommunityassociation@outlook.com
 **Website:** accawalsall.com

DJEMBE DRUMMING WITH DAMON

**The New
Art Gallery
Walsall**

AFRICAN DRUMMING

Men's workshop

**No experience
needed**

90 minutes

**All equipment
provided.**

**Limited capacity
Bookings required on
Eventbrite**

12pm to 2pm

17th October 2026

The New Art Gallery Walsall



— — REPEAT DAILY & — —
LOCK IT INTO EVERY CELL:

LOVE

I choose love.
I am love.
I radiate love.

OPEN

I am open.
I welcome life.
I trust the flow.

COMPASSION

I lead with compassion.
I care deeply.
I am understanding.

KINDNESS

I am kind.
I uplift others.
I spread goodness.



METTAMINDS



WALSALL
MEN'S WELLBEING
👑 **ALLIANCE** 👑



**WALSALL HAS LOTS OF
GROUPS AND ACTIVITIES**
FIND THE ONE FOR YOU



WWW.MENSWELLBEINGWALSALL.COM



STRONGER TOGETHER





WALSALL
MENS WELLBEING
👑 **ALLIANCE** 👑



COLLABORATE

- With Cross sector organisations working in partnership
- Sharing best practice, building evidence and supporting positive outcomes and wellbeing for men in Walsall

FROM AN ORGANISATION?

↓ **JOIN US** ↓



WWW.MENSWELLBEINGALLIANCE.COM



STRONGER TOGETHER



Walsall Council



DEMENTIA CARERS TOGETHER

Carers Supporting each other, Sharing experiences

Join us on the **first Tuesday of every month:**

- Meet other carers
- Share experiences and advice
- Get useful information and resources
- Enjoy activities and chat

Dementia Carers Course

Gain the skills and knowledge to care for your loved ones with confidence. Contact us for more information.

Location: **Community Engagement Centre, Ford Street, Walsall, WS2 9BW**

Time: **10am – 12pm**

GET IN TOUCH TODAY!

Community Engagement Centre

01922 638825

[Greensquareaccord.co.uk/hais](https://greensquareaccord.co.uk/hais)



Follow us on Facebook: @HealthAndIndependence

Follow us on Twitter: @Healthindepend



Black Country and
West Birmingham
Clinical Commissioning Group

Citizen Advice Bureau Walsall and Sandwell

Here is a summary of the Projects and services that we offer in Walsall, these can change regularly so please do keep an eye on our website and Facebook accounts:

<https://citizensadvicesandwell-walsall.org>

<https://www.facebook.com/citizensadvicesandwellwalsall>

also see the barcodes at the bottom of the page.

Generalist Advice (unfortunately we do not have an open door service in Walsall, our Walsall Office based at Walsall Hub does not provide this service, **please do not** send residents to this address as we do not give Generalist Advice from here.)

Our CASSIE Mobile Unit is out and about in the Walsall area for **Generalist Advice only** – please see the website for the timetable and locations, It is out 3 times a week at present but please check the timetable for up to date information:

<https://citizensadvicesandwell-walsall.org/get-help/mobile-advice-unit/>

Specialist Debt Advisers:

Our team of Specialist Debt Advisers can help residents resolve debt problems whatever the cause or amount they owe.

We can arrange an appointment by filling in the referral form on the Website:

<https://citizensadvicesandwell-walsall.org/get-help/debt/>

Or fill in the referral form attached and email it to:

contactus@citizensadvicesandwell-walsall.org

Or call the Debt Helpline on: 0800 240 4420

Energy Support:

You can drop into our mobile advice unit CA-HEAT for Energy Advice.

Locations and timings can be found on our website: please note – due to weather or change in circumstances, the venues may be cancelled or changed.

<https://citizensadvicesandwell-walsall.org/get-help/mobile-advice-unit/>

We can also arrange an appointment in our offices by filling in the referral form on the Website:

<https://citizensadvicesandwell-walsall.org/get-help/debt/>

Or email us at:

contactus@citizensadvicesandwell-walsall.org

See attached Leaflet.

Specialist Welfare Benefit Advisers

Our team of Specialist Benefit Advisers can help residents with anything to do with Benefits. We can arrange an appointment by filling in the referral form on the Website:

<https://citizensadvicesandwell-walsall.org>

Or email us at:

contactus@citizensadvicesandwell-walsall.org



**citizens
advice**

**Sandwell
& Walsall**

Are you struggling with your energy costs?

Our CA-Heat mobile advice service offers helpful home energy advice for the communities of Sandwell & Walsall.

**Come and meet our Friendly Team,
we're here to help!**



Please check our website for
other venues we will be attending:
www.citizensadvice-sandwell-walsall.org

Funded through the Energy Industry Voluntary Redress Scheme



**citizens
advice**

**Sandwell
& Walsall**

Sandwell and Walsall Citizens Advice are here to help you with a wide range of problems you have or issues you might face. We provide free, non-judgemental and impartial advice.

Our Mobile Advice Unit **CA-HEAT** - **Citizen's Advice Home Energy Affordability Team** is operating in your community. We offer a free, confidential drop in service at a different location in Sandwell & Walsall each day.

Specialist services can support with:

**Energy Efficiency Advice
Benefit Checks
Income Maximisation**

**Help Understanding Your Bills
Switching Energy Suppliers**

Please call or visit our website for further details:

www.citizensadvicesandwell-walsall.org

Email: **contactus@citizensadvicesandwell-walsall.org**

Funded through the Energy Industry Voluntary Redress Scheme

SUTTON PARK CHALLENGE

1km, 5km, and 10km Challenges

SUNDAY 5TH OCTOBER 2025, 10AM
SUTTON PARK, SUTTON COLDFIELD, B74 2YT

SIGN UP VISIT:

[MIDLANDMENCAP.ORG.UK/GET-INVOLVED/
SUTTON-PARK-CHALLENGE/](https://MIDLANDMENCAP.ORG.UK/GET-INVOLVED/SUTTON-PARK-CHALLENGE/)

OR SCAN HERE:



midland **mencap**

JOIN MIDLAND MENCAP'S SUTTON PARK CHALLENGE



Choose your distance, complete it your way and help support people with learning disabilities and their families in the West Midlands.



When: Sunday 5th October 2025, Races start at 10am
Challenges: 1km, 5km, and 10km
Price: 5km: £12 - 10km: £15 - 1km: £5



SIGN UP ON OUR WEBSITE:

midlandmencap.org.uk/get-involved/sutton-park-challenge

FAQ'S:

- Registration opens from 9am
- 1km fun run will start after the 10k race has finished.
- Run, jog, walk or wheel.
- Wheelchairs, pushchairs and dogs welcome.
- You must be aged 14 or older to take part in the 10k.
- Children under 11 must be accompanied by a responsible adult.

YOUR ENTRY INCLUDES:

- Manual timed event
- Full route signage and marshalling
- Water stations
- Medical support
- Free parking
- A photographer to capture all the fun
- A medal to add to your collection
- Regular updates about the event

For more information, please contact:

Email: PR@midlandmencap.org.uk

Phone: 0121 442 2944



/MidlandMencap



@MidlandMencapUK



@MidlandMencap



midland mencap

Your local Foodbanks

Pelsall Methodist Church – Chapel Street. Open Tuesdays, 11am – 1pm, and Fridays 1pm – 3pm.

Telephone: 07582 869895.

Website: walsallnorth.foodbank.org.uk

Bloxwich and Blakenall Food Bank Blakenall Village Centre, Thames Road, Blakenall, Walsall, WS3 1LZ. Open Thursdays 11am – 1pm. Telephone: 07747 301374.

Website: bloxwichblakenall.foodbank.org.uk

Humanity First

Saddlers Centre Walsall Town Centre

Walsall Community Food Pantry

Inside the Potter's House Church, 29 – 31 Freer St, Walsall WS1 1QF

Black Country Foodbank

Central Hall, Ablewell Street, Walsall, WS1 2EQ

Telephone: 01922 639700

Breaking Bread Food Bank

93/94 Walsall Street, Wednesbury, WS10 9BY

Wednesday 10am – 3pm Friday 1pm – 7pm

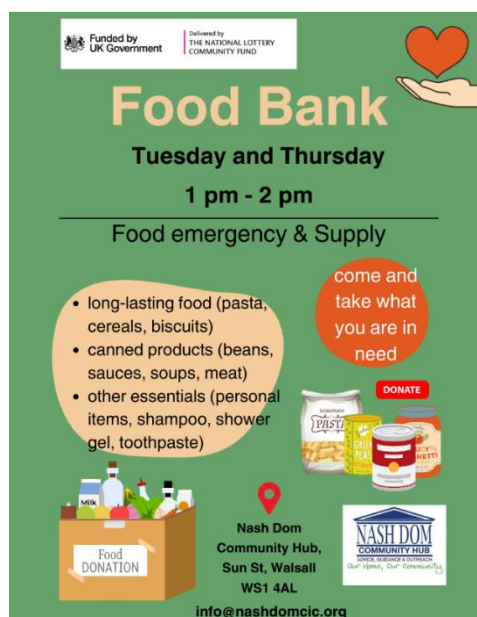
Telephone: 07794275119

Ashmore Park Pantry

St Alban's Church, Griffiths Drive, Ashmore Park, WV11 2LJ

Tuesday 12pm – 2pm Friday 4pm – 6pm

01902 732317



Funded by UK Government | Delivered by THE NATIONAL LOTTERY COMMUNITY FUND

Food Bank

Tuesday and Thursday
1 pm - 2 pm

Food emergency & Supply

- long-lasting food (pasta, cereals, biscuits)
- canned products (beans, sauces, soups, meat)
- other essentials (personal items, shampoo, shower gel, toothpaste)

come and take what you are in need

DONATE

Nash Dom Community Hub, Sun St, Walsall WS1 4AL
info@nashdomcic.org

Visit our website to
'Find services near you'
web page for a range of
support organisations to
meet various needs.

Link:

<https://www.healthwatchwalsall.co.uk/find-services>

IT'S FREE



Contact Us

Telephone: 0800 470 1660

Email: info@healthwatchwalsall.co.uk

Our Soicals

Facebook: HealthwatchWSL

X: HWWalsall

Instagram: healthwatchwsl

YouTube: Healthwatch Walsall 2020

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Engaging
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