



Insight Report

E-BULLETIN DECEMBER 2025



Engagement figures for December 2025

Insight Report

- ❑ People engaged with face to face: 224
- ❑ Events attended: 29
- ❑ Website visitors: 1,314
- ❑ Page views: 1,826
- ❑ New site users: 1,176
- ❑ Number of social media posts: 36
- ❑ Number of social media followers: 3,070



Issues and Themes for December 2025

Insight Report

- Mother has had two children in Maternity at Walsall Manor Hospital and said she can't fault them.
- Patient said hip replacement at Walsall Manor Hospital was 'excellent'.
- Relative of bowel cancer patient said that they received 'excellent treatment' at Walsall Manor Hospital.
- 5 hours wait at Walsall Emergency Care Centre (A&E).
- Patient who received Chemotherapy treatment at Walsall Manor Hospital said that it was 'excellent'.
- Chemotherapy patient who was told parking would be free at Walsall Manor Hospital during treatment visits being charged.
- Limited support for mental health issues from GP surgery.
- Patient waiting for knee operation for 16 months.

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 Services via Primary Care services (GP)

- Do you know support there is?
- 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

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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

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

Or take part in a chat

Tel: 0800 470 1660



Or use
the QR
code



healthwatch
Walsall

Email: info@healthwatchwalsall.co.uk



Get involved for our 2026/2027 work

Each year we ask you the public to let us know which health or social care services you want us to look at.

What concerns do you have?

What worked well or what didn't?

How is it affecting your or someone else care or wellbeing?

Take part in a short survey and this will be added to possible work projects for 2026/2027.

Use the link: <https://tinyurl.com/292sz8yf>

For more information call: 0800 470 1660

Or Email: info@healthwatchwalsall.co.uk

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Take part in our 2026/2027 Listening survey

Tell us what Walsall health or social care service(s) you want us to look at, and why?

Online Link:

<https://tinyurl.com/292sz8yf>

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Or telephone 0800 470 1660



Come and meet us and share your health and care experiences

We are holding our Independent Strategic Advisory Board meeting in January 2026.

This is an opportunity to meet us in person, find out how we make decisions about our work, hear about the intelligence people have shared with us about services they have used.

You can also share any health or social care services experiences that you have had recently, they can be positive or negative experiences – we value them all.

So, pencil a date in your calendar and come and see us!

To book your place email: info@healthwatchwalsall.co.uk

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 **Brownhills Community Association**
Chester Rd North
Brownhills,
Walsall, WS8 7JE

 **Monday 26th January 2026**
 **11.30 am to 12.30 pm**

To join us reserve your place by Email:
info@healthwatchwalsall.co.uk
or call 0800 470 1660

healthwatch
Your health and Social care champion in Walsall

Delivered by
Engaging
Communities
Solutions

Our Winter Newsletter is available

Insight Report

Packed full of information and advice from lots of Walsall professionals and support organisations.

Dates for 2026		WEEKLY CAFE EVERY WEDNESDAY 2-4PM COMMUNITY ENGAGEMENT CENTRE, FOOD STREET, W52 9EW						
		Lunchtime	Afternoons	Community Centre	Kinnes Court	Young Direct	Brewery	Community Engagement Centre
January	1 st Friday	12.30pm-2.30pm	2 nd Monday	1.30pm-2.30pm	3 rd Tuesday	1pm-2pm	19th Friday	
	9 th Jan	12.30pm-2.30pm	10 th Jan	1.30pm-2.30pm	11 th Jan	1pm-2pm	26th Friday	
February	17 th Jan	12.30pm-2.30pm	18 th Jan	1.30pm-2.30pm	19 th Jan	1pm-2pm	2 nd Saturday	
March	24 th Jan	12.30pm-2.30pm	25 th Jan	1.30pm-2.30pm	26 th Jan	1pm-2pm	9 th Saturday	
April	31 st Jan	12.30pm-2.30pm	1 st Feb	1.30pm-2.30pm	2 nd Feb	1pm-2pm	16 th Saturday	
May	7 th Feb	12.30pm-2.30pm	8 th Feb	1.30pm-2.30pm	9 th Feb	1pm-2pm	23 rd Saturday	
June	14 th Feb	12.30pm-2.30pm	15 th Feb	1.30pm-2.30pm	16 th Feb	1pm-2pm	30 th Saturday	
July	21 st Feb	12.30pm-2.30pm	22 nd Feb	1.30pm-2.30pm	23 rd Feb	1pm-2pm	6 th Sunday	
August	28 th Feb	12.30pm-2.30pm	1 st Mar	1.30pm-2.30pm	2 nd Mar	1pm-2pm	13 th Sunday	
September	4 th Mar	12.30pm-2.30pm	5 th Mar	1.30pm-2.30pm	6 th Mar	1pm-2pm	20 th Sunday	
October	11 th Mar	12.30pm-2.30pm	12 th Mar	1.30pm-2.30pm	13 th Mar	1pm-2pm	27 th Sunday	
November	18 th Mar	12.30pm-2.30pm	19 th Mar	1.30pm-2.30pm	20 th Mar	1pm-2pm	3 rd November	
December	25 th Mar	12.30pm-2.30pm	26 th Mar	1.30pm-2.30pm	27 th Mar	1pm-2pm	10 th November	

For more information call 0822 638235 or email info@cafe-dementia.com

Follow us on our Facebook <https://www.facebook.com/cafedementia>

A friendly, supportive, welcoming place for people living with dementia and their carers to meet others in a relaxed, informal setting provided by our dedicated volunteers.

Green Square Accord

To read or download use the link: <https://tinyurl.com/28w3bjat>

December 2025



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>

healthwatch Walsall

Select Langu... Contact us

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

Search

Champions for users of health & social care services.

Or call: 0800 470 1660

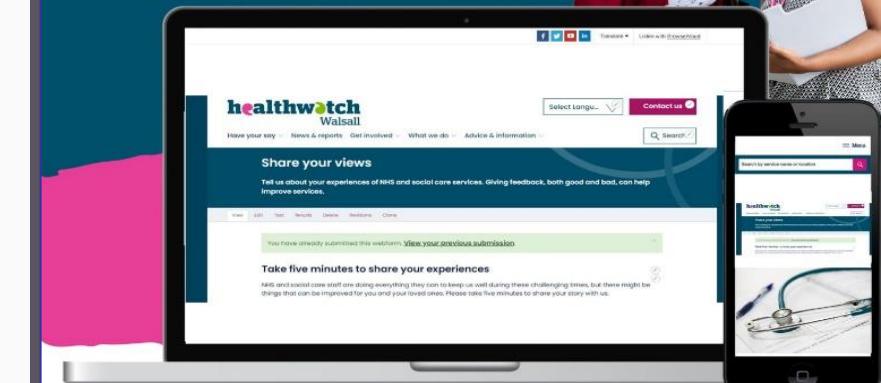
Email: info@healthwatchwalsall.co.uk

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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
click on the tab 'Have Your Say'



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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

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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!

TALK TO US! **VOLUNTEER** **GET INVOLVED!**

Engaging Communities Solutions

Local Support in Walsall

Insight Report

- 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



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.



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Tel: 0800 470 1660

Email: info@healthwatchwalsall.co.uk

Office at: Blakenall Village Centre
79 Thames Road, Blakenall. WS3 1LZ