



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

## 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

# 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](mailto:info@healthwatchwalsall.co.uk)**

## Insight Report

**healthwatch**  
Walsall



### 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>

Use the QR code

**healthwatch**  
Walsall

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

## Insight Report



**YOU ARE INVITED  
TO THE  
PUBLIC MEETING PART OF**

**Independent Statutory  
Advisory Board Meeting**

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

 **Monday 26th  
January 2026**

 **11.30 am to 12.30 pm**

Please feel free to share your health or social care services experiences, concerns or compliments.

This is your chance to share what services or issues you'd like us to look at for the upcoming 2026/2027.

**To join us reserve your place by Email:**  
**[info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)**  
**or call 0800 470 1660**

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

**Walsall**

Delivered by  
**Engaging Communities Solutions**





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

# Free Energy & Climate Advice

Would you like **FREE** advice on:

- Saving energy around the home.
- Improving the efficiency of your home.
- Understanding your energy bills.
- Ways to reduce your carbon footprint.

The Walsall Energy Action Project is offering **FREE** 1-2-1 advice sessions and Home Energy Advice visits for the residents of Walsall.

For more information please contact your nearest partner hub below.

<p><b>Bloxwich Library/Launchpad</b>, WS3 2DA</p> <p><b>Ryecroft Community Hub</b>, WS3 1TR</p> <p><b>Darlaston All Active</b>, WS10 8AA</p> <p><b>Aquina Community Hub</b>, WS1 3BS</p> <p><b>Nash Dom CIC</b>, WS1 4AL</p> <p><b>Brownhills C.A. The Lamp</b>, WS8 7JS</p>	<p><b>weap@walsall.gov.uk</b></p> <p>01922 626693</p> <p>0121 568 6144</p> <p>01922 644006</p> <p>01922 616444</p> <p>01543 452119</p>
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To request a Home Energy Advice visit please scan the QR code to the right and fill in the 'Request a Home Visit Form'. If you don't have access to the internet, or require assistance, please contact one of the partner hubs.

## Walsall SENDIASS

### EHCP Information Workshop

Does your child or young person have an EHCP in place?

Are you not sure of what all of the sections within an EHCP mean?

EHCPs are often issued without being fully explained - in this workshop we will explain each section of an EHCP including:

- What EHCPs are and the legal duties behind them.
- The processes involved such as an Annual review.
- How to go about changing anything or requesting a different placement.

Join our workshop:

**Thursday the 11th of December 10am-12:30pm**

**walsallsendiass@family-action.org.uk**

**01922 612008**

**Manor Farm Community Centre, Rushall, WS4 1EU (Room 3)**

Scan for more info about Walsall Sendiass

**family-action.org.uk**

Family Action is a registered charity in England & Wales no. 764173. Registered as a Charity in the Isle of Man no. 1206. Registered Company Limited by Guarantee in England and Wales no. 01048896.

**Scan to book:**

Or, if you are viewing screen, [click here!](#)

SENDIASS hosted by

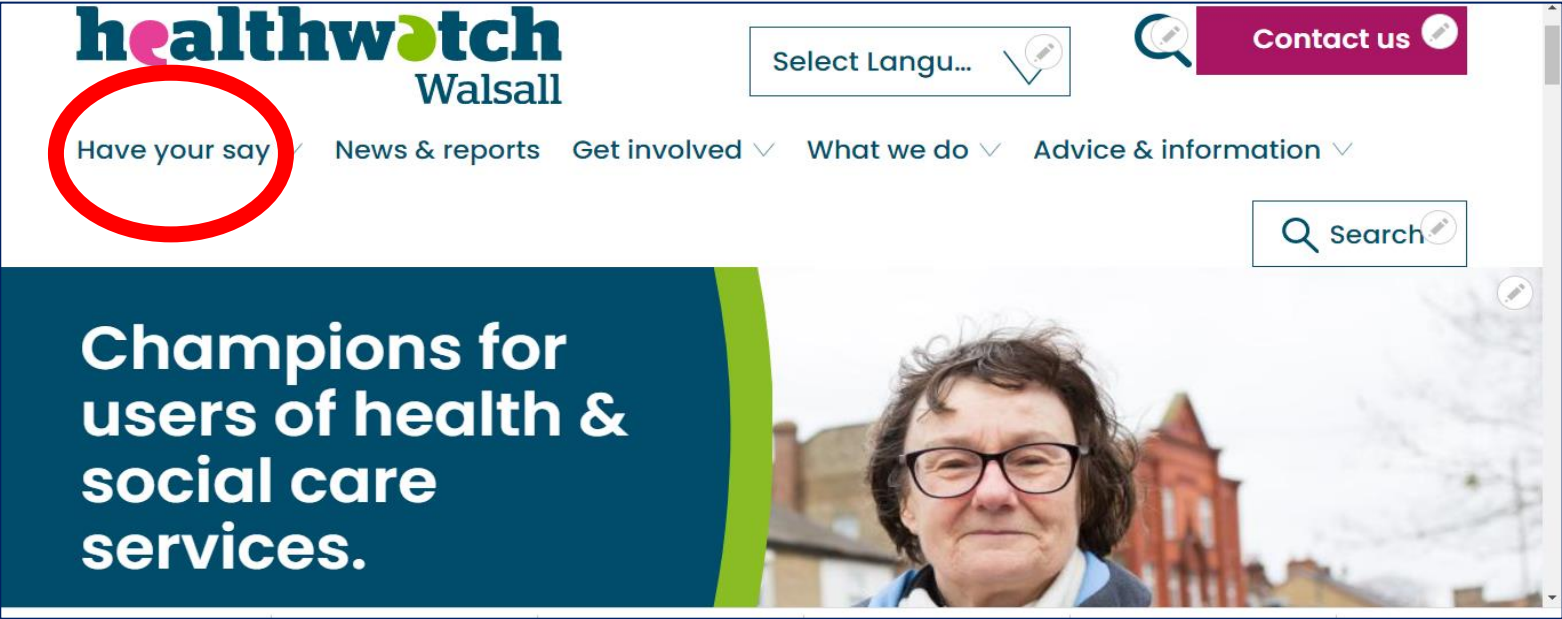
To read or download use the link: <https://tinyurl.com/28w3bjat>





# 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'





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



The poster is for the Youth Healthwatch Initiative in Walsall. It features a blue background with various icons at the top: two people in a cloud, a bandage, and a group of people under a sun. The text asks if the reader is a young person looking for work experience and encourages them to join the initiative. It provides contact information via email and phone. A pink speech bubble says 'Have your say'. Below this, it states 'All are welcome!' and shows four diverse young people standing on a platform. At the bottom, it says 'At Youth Healthwatch Walsall we want to make health and social care better for young people, we can only do this with your help!' and includes the 'Engaging Communities Solutions' logo. Three icons at the bottom represent 'TALK TO US!', 'VOLUNTEER', and 'GET INVOLVED!'.

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

## 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



**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

Tel: 0800 470 1660

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

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

