

Insight Report

# **E-BULLETIN**

## **APRIL 2025**



# Engagement figures for April 2025

Insight Report

People engaged with face to face: 210

Attended events: 39

Website visitors: 1,092

Page Views: 3,756

New site users: 732

Number of social media posts: 47

Number of social media followers: 2,855



# Issues and Themes for April 2025

## Insight Report

- Person unhappy with attitude of maternity Nurse at Walsall Manor Hospital.
- Patient needs upgrade for incontinence pads bin but waiting for signature to sign off, but this did not happen.
- Toileting waiting time lengthy for patient on ward at Walsall Manor Hospital.
- Positive comments about staff at Beeches Day Hospital.
- Patients only getting 28 days of medication for month 31 days long.
- Pharmacy not always communicating about missing medication from prescription.
- Person who presented at pharmacy was sold over-the-counter meds for sore throat but was in fact diagnosed with tonsillitis.
- Number of people signposted to Extra GP appointments when they are unable to get an appointment at their own GPs.
- Referral to CAMHS service rejected but no reason given. Parent having to contact CAMHS to find out why this has happened.





# Our current project. Get involved!

## We want to hear from young carers

- Do you know where to get support from?
- Do you know what support there is?
- What support do you get?
- What works for you and what doesn't as a young carer?

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/53pr8nwt>  
or call: 0800 470 1160

## Are you a Young Carer aged between 13 to 19 ?



We want to listen to  
what you think...

Tell us what support you get  
as a carer and what you  
need, by taking part in our  
survey. Use the link below, or  
scan the QR code.



Link to survey: <https://tinyurl.com/53pr8nwt>

If you would like to talk to us, call us on 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!**

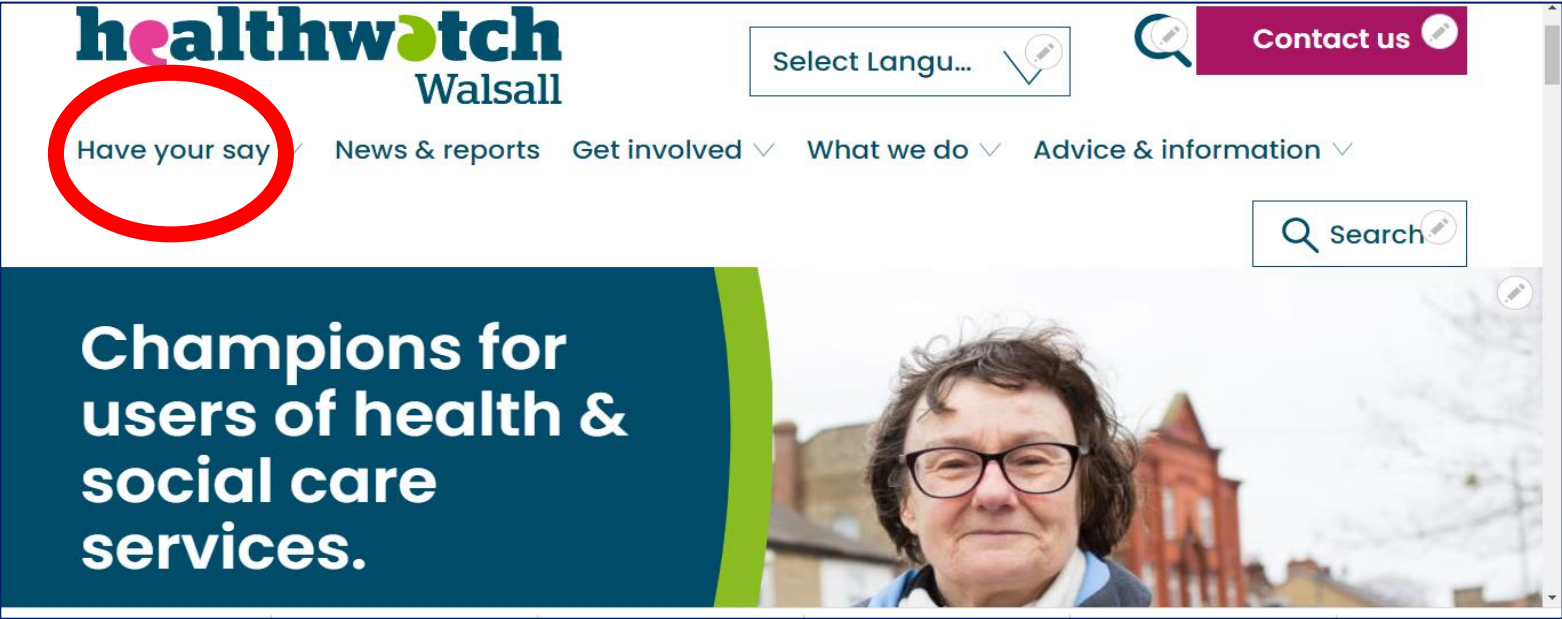
At Youth Healthwatch Walsall we want to make health and social care better for young people, we can only do this with your help!

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

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'

A laptop and a smartphone displaying the healthwatch Walsall website. The laptop screen shows the 'Share your views' section, and the smartphone shows the mobile version of the site.

### healthwatch Walsall

or call 0800 470 1660



# Local support In Walsall

## Insight Report

- Mental Health support: <https://tinyurl.com/4j34w4x2>
- Children & Young People: <https://tinyurl.com/bdhmz558>
- Walsall Living 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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