



NEWSLETTER

Full of health & social care information & support



July 2025

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Local Health & Social Care Updates

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 2025, 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 Manager

Dear Reader

Welcome to the summer edition of our Healthwatch Walsall Newsletter. As your independent health and social care champion we continue to ensure that your voice heard within the system.

Since our last Newsletter in Spring, we have published our Annual Report for 2024/2025 which highlights the work undertaken during the last year. The highlights from the Report **Unlocking the power of people-driven care** are as follows:

- Engaged with over **26,900 residents**.
- Published **27 reports** on key health and care issues.
- Delivered **11 Enter & View visits** making **54 recommendations**.
- Undertaken two key patient experience projects about **Cancer Services** and **Urology Services**.
- We also carried out a short, focussed piece of work on **Phlebotomy Services** at Walsall Manor Hospital.

All our reports are published on our website: www.healthwatchwalsall.co.uk

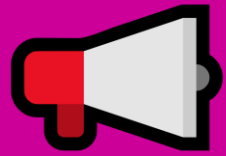
We have a busy summer planned working on our priority project around accessing primary care mental health services for ethnic communities. Please look out for us in your area and share your experiences with us. Further details are included later on in this Newsletter.

We are currently planning for our Annual Public Meeting which will be held on Thursday 23 October, 11.00 a.m. – 1.00 p.m. with lunch and networking. Please look out for further details and do join us. We are delighted to have a guest speaker who will be presenting on the new Health Hubs.

We are delighted to be joined by a new Community Insight & Intelligence Officer who is joining us in early September. Ellie will be out an about in Walsall looking to speak to as many people as possible. Please take the time to share your experiences of health and care with Ellie, she will be delighted to talk to you.

As always, thank you for supporting Healthwatch Walsall we appreciate the time you give us.

Aileen Farrer
Healthwatch Walsall Manager

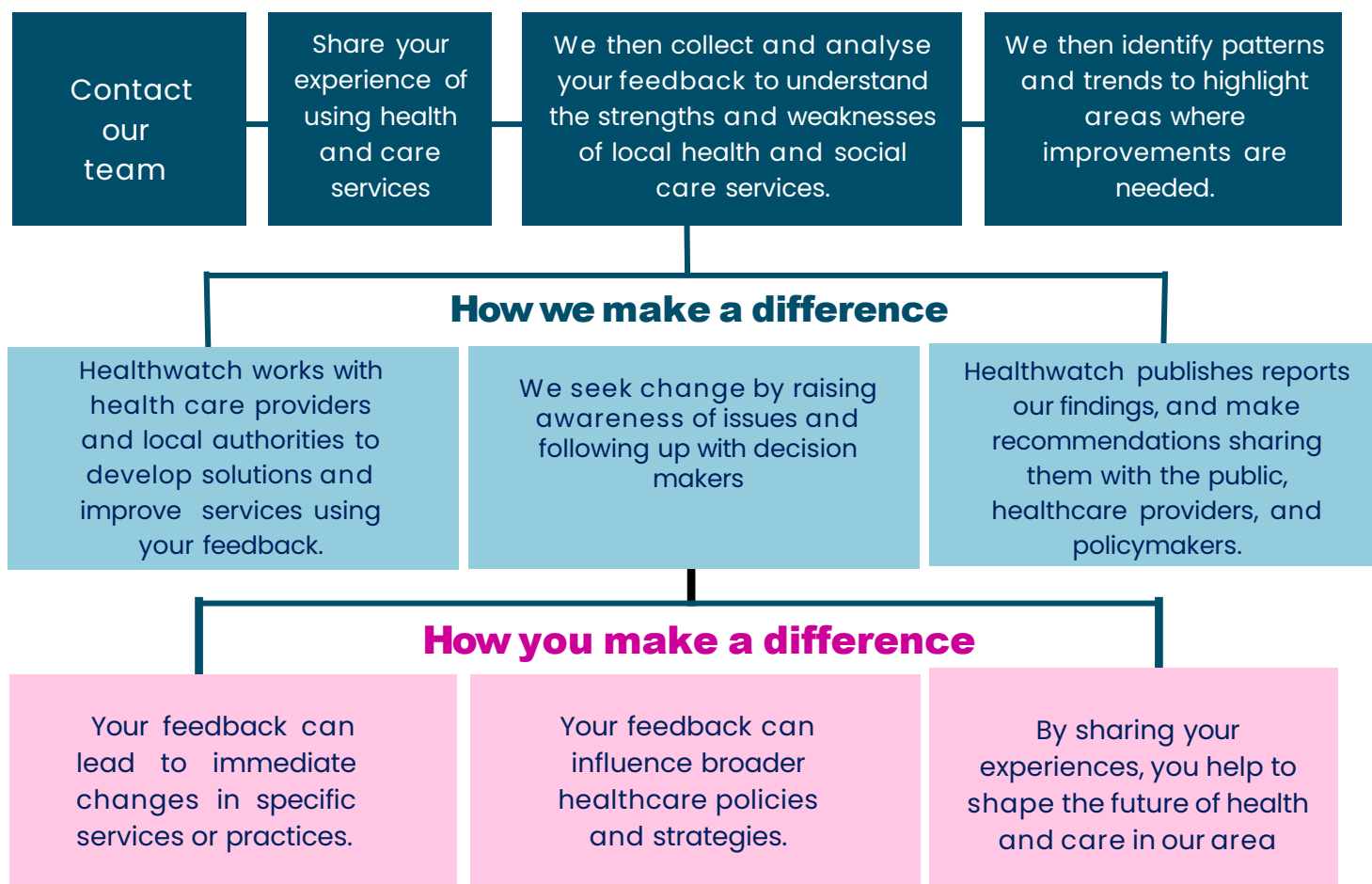


**How you
can get
involved and
make a
difference**

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 like 'Have your say', 'News & reports', 'Get involved', 'What we do', and 'Advice & information'. Below this is a dark blue header with the text 'Share your views' and a sub-header 'Tell us about your experiences of NHS and social care services. Giving feedback, both good and bad, can help improve services.' A green message box states 'You have already submitted this webform. View your previous submissions.' Below this, a section titled 'Take five minutes to share your experiences' encourages users to provide feedback to help improve services.

Available 24/7

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

healthwatch
Walsall

Share your experiences

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.



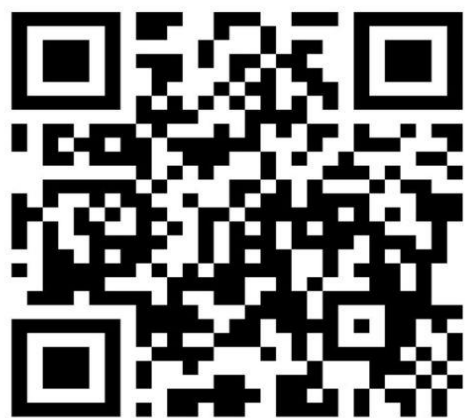
Take part in a short survey

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



**Engaging
Communities
Solutions**

Click here to take part in the survey:
<https://tinyurl.com/5ac96fnm>

Join our virtual voices



**Join Healthwatch
Walsall Virtual Voices
to share your
thoughts on services
in Walsall.**

Each month we will ask your views on different topics, you can share your thoughts through email polls and online surveys. Your feedback will be used to help make positive changes to services.

The best bit about Virtual Voices is that you only have to take part in the subjects that interest you and all our surveys and polls are designed to take as little of your time as possible!

To join Virtual Voices, you need to live in Walsall and be 16 or over.

To get involved please email your interest to

<https://www.healthwatchwalsall.co.uk/contact-us>

**Put 'Virtual Voices' in the
subject section of your email.**



healthwatch
Walsall

Sign up

Email: <https://www.healthwatchwalsall.co.uk/contact-us>



Interested in becoming a volunteer?

There are many ways you can make a difference as a volunteer



As part of our ongoing recruitment drive

healthwatch Walsall

Volunteers Needed!

We are looking for people who want to make a difference in their community and identify opportunities for health and care services changes or improvements.

Get in touch now

To contact us call 0800 470 1660 for a brief chat about what we have to offer.

WE NEED HELP & CAN OFFER UP TO 12 INTERESTING VOLUNTEERING ROLES!

visit: <https://www.healthwatchwalsall.co.uk/volunteer>

your voice counts



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!

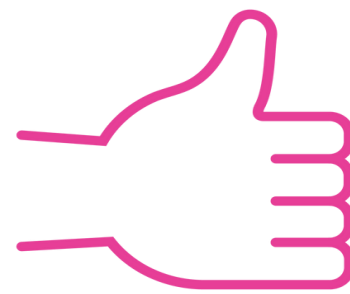
Engaging Communities Solutions



GET INVOLVED

Volunteer with us and help make a difference to Health and Social Care your community receives:

- Young Healthwatch volunteers** ensures that young people's voices are heard and help to influence change to make Health and Social Care services better for children and young people - No DBS is required.
- Publication and Document Editor volunteers** supports ECS / Healthwatch looking over materials and reports to ensure they are accessible to the public and / or its intended audience. - No DBS is required.
- Digital Communications / Social Media volunteers** support ECS / Healthwatch to manage social media / website by reviewing and creating content - DBS is required.
- Enter and View Authorised Representative volunteers** listens and observes people's experiences of Health and Social Care services, including people living in residential homes to understand what is working well and what can be improved - DBS and references are required.
- Community and Engagement volunteers** collect feedback about people's experiences of Health and Social Care services including engaging people at various locations including hospitals, libraries etc - DBS is required.
- Information and Signposting volunteers** support people to get the information they need about Health and Social Care services and how to access community support - No DBS is required.



There are 12 volunteering roles that you can get involved in!



Healthwatch Advisory Board members (HAB) supports the Healthwatch work programme including Enter and View visits, support the team by attending strategic meetings representing Healthwatch and building relationships with key Health and Social Care, voluntary and community sector stakeholders - DBS is required.

Online Feedback Collector volunteer collects feedback about people's experiences of Health and Social Care services that have been posted online, this contributes to the Intelligence and Information Healthwatch use to inform improving change - No DBS is required.

Virtual Visitor volunteers supports Healthwatch by building a picture of Health and Social Care services by interviewing residents, patients, family members, relatives and staff online. THIS IS NOT THE SAME AS ENTER & VIEW AUTHORISED REPRESENTATIVE VOLUNTEER ROLE. No DBS is required.

Research volunteers work with the ECS / Healthwatch team to plan and deliver research activities through a variety of methods - DBS is required.

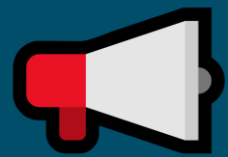
Healthwatch Champion / Ambassador volunteers is being the eyes and ears of what is happening in the community ensuring people are engaged, listened to and provided with an avenue to inform Healthwatch their views and experiences on Health and Social Care services - DBS is required.

You can find full details and of each of these roles on our website along with an application form on www.healthwatchwalsall.co.uk

Alternatively you can email our volunteer co-ordinator: Tom.Collins@healthwatchwalsall.co.uk

Get in touch: 0800 470 1660
@HWWalsall
Healthwatch Walsall

Link to volunteer webpage: <https://www.healthwatchwalsall.co.uk/volunteer>



Issues Raised by Our Community



A simple scan can save a lot of pain and time

Parent feels a scan when child attended hospital could have saved a lot of pain and waiting time. Attended Walsall Manor 3 times with same problem now referred to a Birmingham Hospital.

Have you experienced this?
Tel: 0800 470 1660

Waiting time for young people to access Children and Adolescent Mental Health Services (CAMHS) can take a very long time.



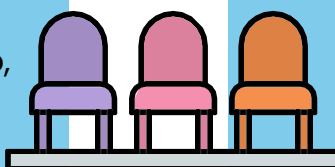
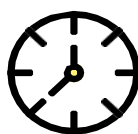
Have you experienced this?
Tell us!
0800 470 1660

healthwatch
Walsall

People still looking for NHS dental care

We are still receiving enquiries from Walsall people on where they can access NHS dental care.

The availability with some dentists we believe is still there, but it changes as patient lists get full. So, unfortunately it is still a case of ringing round individual practices.



Increasing move to go digital for your medical care. Does it work for you?

[Have Your Say.](#)
[Visit our website 24/7](#)
[Click on this text](#)

Discharge from hospital to care home

One patient told us they felt that their mobility recovery was affected by going from hospital into a care home. They also felt they were the only one addressing regaining mobility and got themselves mobile which could have happened sooner.

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.

Tell us about your care!
<https://tinyurl.com/3778j3ps>



Reports, Findings and Recommendations

We publish reports that take a deeper look at some of the issues you have told us about. Read our latest reports below.:

Specialist Eye Care Report

Healthy vision is something many of us take for granted – until there's a problem. An estimated 50% of sight loss is avoidable. That's why people must be able to have their eyesight tested regularly and, if there is a problem, get the help they need.

Healthwatch England says "Eye care is the busiest outpatient speciality in the NHS in England, and with an ageing population, demand is set to grow further. According to NHS statistics, of the nearly 59,000 people currently waiting for specialist eye care as of December 2024, only two thirds (66.8%) have been waiting less than the 18-week target set by Government, compared to a target of 92%."

We looked at from a local perspective to see how or if people were affected in Walsall.

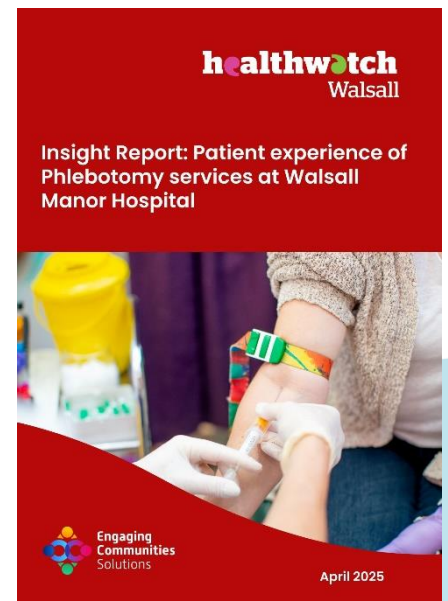


To read the full report [Click Here](#)

Patient experience of phlebotomy services at Walsall Manor Hospital

During a general outreach session at Walsall Manor Hospital, we noted a significant queue extending from the phlebotomy department into the main Hospital corridor. This was causing access issues to other departments and a potential safety risk. We spoke to two members of Hospital staff who informed us that a large number of unexpected 'walk-in' patients had arrived without appointments, contributing to the congestion.

As a result, the department experienced increased pressure, prompting the redeployment of clinical staff and Phlebotomists from other Hospital wards to support the service at 002. We were advised that this is a recurring issue which frequently results in significant delays for patients with pre-booked appointments, including individuals undergoing treatment for cancer. In response to these concerns, we decided to explore this theme further by engaging with patients attending the department to hear of their experience.



To read the full report [Click Here](#)



Reports, Findings and Recommendations (Continued)

Pharmaceutical Needs Assessment report

The Pharmaceutical Needs Assessment (PNA) is a key commissioning tool for NHS England, Local Authority and Black Country Integrated Care Board (BCICB). The PNA includes pharmaceutical services and other services that may be delivered through community pharmacy. The PNA maps current provision, assesses local need, and identifies any gaps in provision.

It is reviewed every 3 years and Healthwatch Walsall were pleased to be asked to have an integral role in the patient engagement process. Robust, up to date evidence is important to ensure that community pharmacy services are provided in the right place and that the pharmaceutical services commissioned by NHS England and services commissioned by Walsall Council and the BCICB meet the needs of the communities they serve.

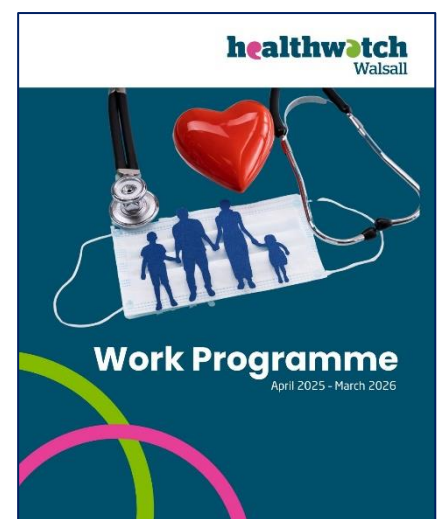
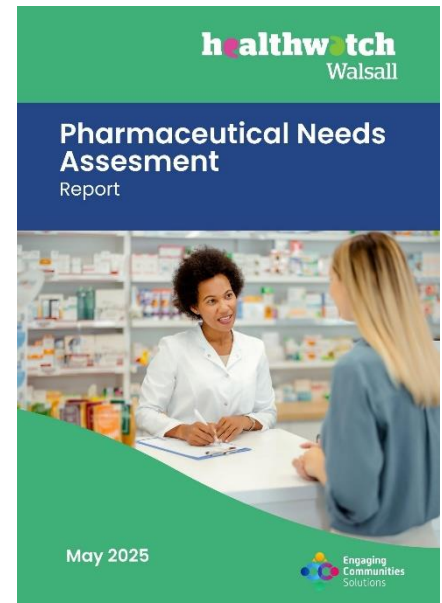
Healthwatch Walsall were asked to engage with the citizens of Walsall to ascertain their views on how Community Pharmacies meet their needs. The PNA is a statutory required document which help Walsall Borough Council assess current and future pharmaceutical needs for the local population.

To read the full report [Click Here](#)

Our 2025/2026 Annual Work Programme

From our Annual Public Meeting held in November 2024, through our public listening survey and other data sources, Healthwatch Walsall completed a priorities list on where the public wanted us to focus our work on for the next 12 months. This was considered at the public Independent Strategic Advisory Board on 25 March 2025, and the following work projects were agreed:

To read the full report [Click Here](#)





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 & other monthly E-Bulletins use the link: <https://tinyurl.com/mr2ukcuc>

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


One Love Community



One Love Community CIC
"More than just a coffee shop"

Health & Wellbeing Day

THURSDAY 21ST AUGUST
12PM-6PM
JOIN US FOR OUR FREE TASTER DAY
More Details to Come



Start your **Journey 2 Recovery** today

At:
Expressions Café
202 Bloxwich High Street
Walsall
WS3 3LA
Call Richard on: 07792816488

Taste Sessions 1pm-3pm TBC
Talks 3pm-6pm



Be Well Walsall, a free wellbeing service commissioned by Walsall Council, is here to support anyone who lives, works, or is registered with a GP in Walsall. Our team of health and wellbeing experts can help you:

- Improve your overall wellbeing
- Achieve and maintain a healthy weight
 - Quit smoking or vaping
- Access a free NHS Health Check

New Evening Weight Management Group!

We're excited to launch a new evening weight management group starting Wednesday 23rd July, from 6pm to 8pm at Caldmore Community Gardens.

Spaces are limited, so call 01922 444044 to book your place today!



Ready to feel healthier and happier?

We offer **free** support to help you to:

Improve your wellbeing


Be a healthier weight


Stop smoking


Get an NHS Health Check


Scan the QR to sign up today

bww.maximusuk.co.uk


@bewellwalsall@maximusuk.co.uk
01922 444044

 Walsall Council
24/2023



We Need You!

We are on the search for new volunteers!



At WSB we want everyone living with sight loss to have access to a fun, safe space, where they can make friends and support each other. That's why we need you!



**Social
Activities
Talking News**

**Whether it's reading for the
Walsall Talking News,
making and sharing cups of tea, or
helping to run activities with our
visitors! Our groups are always
looking for new friends!**



Get in touch!

walsallblind.org
01922 627 683





WSB YOUTH

WHAT'S GOING ON?

LEGO & MOVIE

19th July 10-12 at the society. Come build Lego, play games, crafts and have a movie day with us!

PAINTING WORKSHOP

23rd August 10-12 at the centre. The Creation Station joins us again to create your own painting on canvas! Come and create your own masterpiece.

BOWLING

27th September 10-12
Book on for bowling at TenPin Walsall Crown Wharf and food with fellow young people

HALLOWEEN

25th October 10-12 at the society.
Create a pumpkin to take home and have lots of fun with our Halloween party.
Fancy dress welcome!

COFFEE CATCH UP

Parent support group on 10:30-12 on 9th July, 10th September and 22nd October

HOW TO BOOK

Contact Lisa Youth Team on 07359 027242 to book your young persons free space onto the above activities. Coffee catch ups, Lego, paint workshop and Halloween will take place at the centre



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



A safe, relaxed and supportive place for you to discuss your own dementia diagnosis, or someone else's, get advice and meet other people in a similar situation

Follow us on Facebook: @HealthAndIndependence
Instagram: @HealthIndependenceservices

Dates for 2025	Speakers of Other Languages Community Engagement Centre Ford Street Pleck WS2 9BW 1 st Thursday 2pm-4pm	Community Engagement Centre Ford Street Pleck WS2 9BW 1 st Friday 2pm-4pm	Brownhills Knaves Court, High Street Brownhills WS8 6DJ 2 nd Thursday 2pm-4pm	Aldridge Community Centre Middlemore Lane WS9 8AN 3 rd Monday 10.30am-12.30pm	Young Onset Dementia Group (Under 65's) Community Engagement Centre Ford Street WS2 9BW 3 rd Thursday 2pm-4pm	Bloxwich Cartwright House Sandbank Bloxwich WS3 2HD 3 rd Friday 2-4pm	Aldridge Community Centre Middlemore Lane WS9 8AN 4 th Thursday 2pm-4pm
January	2 nd Jan	3 rd Jan	9 th Jan	20 th Jan	16 th Jan		23 rd Jan
February	6 th Feb	7 th Feb	13 th Feb	17 th Feb	20 th Feb		27 th Feb
March	6 th Mar	7 th Mar	13 th Mar	17 th Mar	20 th Mar	21 st Mar	27 th Mar
April	3 rd Apr	4 th Apr	10 th Apr	Easter Monday closed	17 th Apr	Good Friday closed	24 th Apr
May	1 st May	2 nd May	8 th May	19 th May	15 th May	16 th May	22 nd May
June	5 th June	6 th June	12 th June	16 th June	19 th June	20 th June	26 th June
July	3 rd July	4 th July	10 th July	21 st July	17 th July	18 th July	25 th July
August	7 th Aug	8 th Aug	14 th Aug	18 th Aug	21 st Aug	22 nd Aug	28 th Aug
September	4 th Sep	5 th Sep	11 th Sep	15 th Sep	18 th Sep	19 th Sep	25 th Sep
October	2 nd Oct	3 rd Oct	9 th Oct	20 th Oct	16 th Oct	17 th Oct	23 rd Oct
November	6 th Nov	7 th Nov	13 th Nov	17 th Nov	20 th Nov	21 st Nov	27 th Nov
December	4 th Dec	5 th Dec	11 th Dec	15 th Dec	18 th Dec	19 th Dec	Christmas Day closed

Weekly Café every Wednesday 2pm -4pm Community Engagement Centre, Ford Street, Walsall, WS2 9BW

For more information call **01922 638825** or email dementia.cafes@greensquareaccord.co.uk

Making a needs assessment request for an EHCP with Walsall SENDIAS



If you're wanting to make a Parental lead needs assessment request for an EHCP, then come along to this workshop for a step-by-step guide on how to complete the form. We will also give information about the process and timeframes

COME AND JOIN OUR WORKSHOP 😊

Tuesday 15th July 2025

10-11.30 am

**Manor Farm Community Centre,
Rushall, WS41EU (Room 3)**

To book [Click here](#)

If you have any questions, please drop us an email:

SEN and Disability
Information, Advice
and Support

**Walsall
sendias**



Walsall SENDIASS



SEND Fair



Please come along to our free SEND Fair, there will be a range of services and organisations there and you can find out more about local support and activities. The SENDIAS team will also be available with free and impartial information, advice & support. 😊

Tuesday 23rd September 2025

10am – 12pm

Manor Farm Community Centre, Rushall, WS41EU

If you'd like to attend, please book [here](#).

You can drop by any time between 10am and 12pm

We hope to see you there!



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

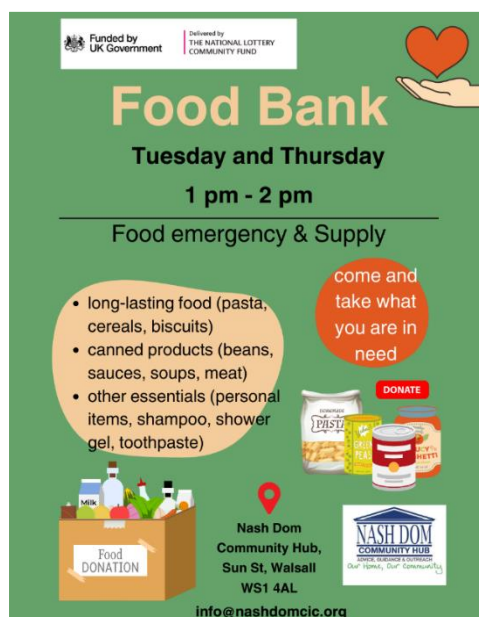
Telephone: 07794275119

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

healthwatch

Walsall

Share your Walsall Health and Social Care services experiences by getting in touch by using our services review platform "Have Your Say" on our website. Link: <https://tinyurl.com/3778j3ps>

Find us and our reports on our Social Media platforms



Facebook: @HealthwatchWSL
X (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.

How to contact us

Office:
Blakenall Village Centre
79 Thames Road
Blakenall
Walsall
WS3 1LZ

Tel: 0800 470 1660

Email: info@healthwatchwalsall.co.uk



**Engaging
Communities
Solutions**

The contract to provide Healthwatch Walsall is held by Engaging Communities Solutions C.I.C.
www.weareecs.co.uk Tel: 01785 887809 Email: contactus@weareecs.co.uk @EcsEngaging