

Insight Report

E-BULLETIN JUNE 2025



Engagement figures for June 2025

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People engaged with face to face: 144

Attended events: 31

Website visitors: 421

Page Views: 3,018

New site users: 400

Number of social media posts:

Number of social media followers:



Issues and Themes for June 2025

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- Service user stated they are unable to obtain GP appointments and cannot even get past the front desk.
- Patient was discharged from Walsall Manor Hospital to a care home but felt that, had physiotherapy been provided, they might not have needed to enter a care home. They felt their mobility was held back by this.
- Complaint made by service user directly to PALS not responded to.
- Parent waiting for SEND meeting to discuss and plan child's support needs and to get back into education.
- Person looking for companionship, but not aware of local support services that could be accessed by social prescribing.
- Patient feels GPs do not take Menopause seriously.
- A relative reported that their family member needed assistance with changing while on the ward, but this did not happen for quite some time. They also mentioned that some staff had strong accents, which made communication difficult.
- Service user waiting for the Speech and Language Therapy service to make contact. It has been some time, and they feel let down by the delay.



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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The poster is for the Youth Healthwatch Walsall initiative. 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 right show people holding signs that say '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
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!

Our current project. Get involved!

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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



Our next project. Get involved!

We want to hear from people from ethnic communities about accessing Mental Health Service 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 Walsall ethnic minorities



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



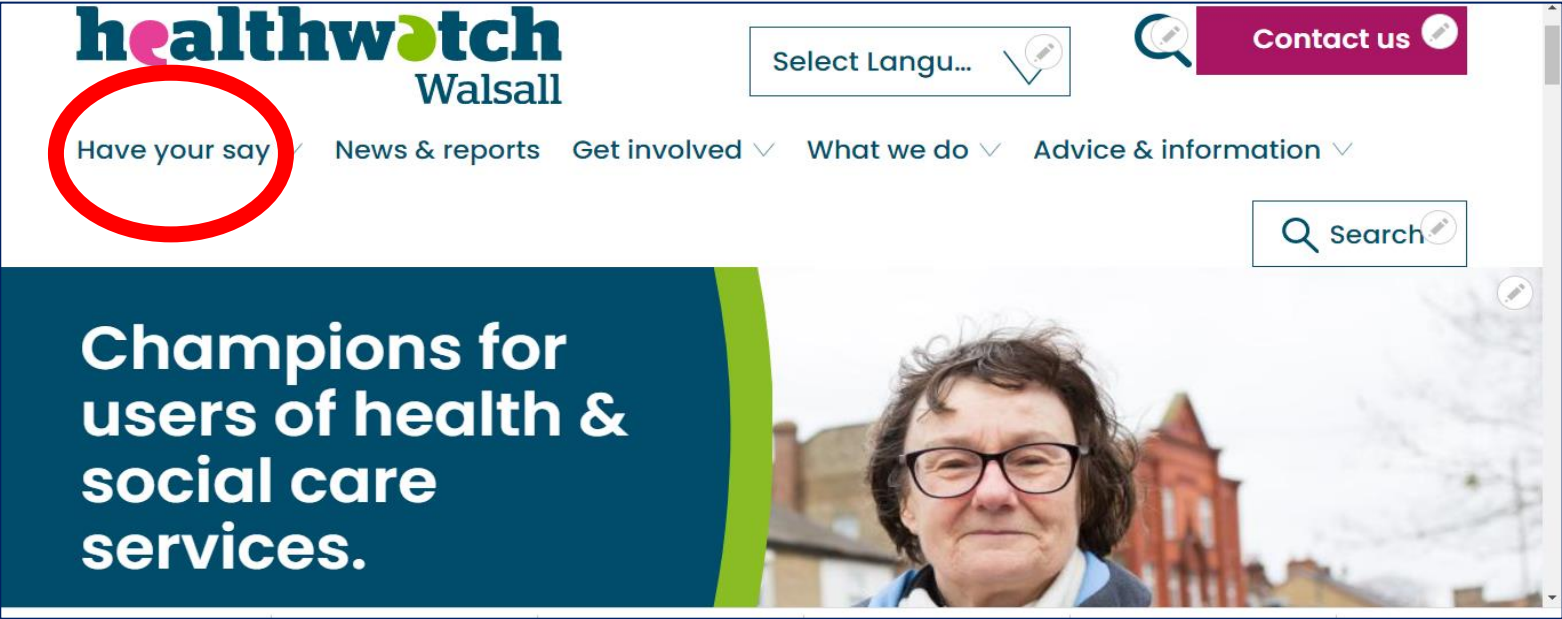
healthwatch
Walsall

Email: info@healthwatchwalsall.co.uk

 Engaging
Communities
Solutions

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

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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'

healthwatch

Walsall

or call
0800 470 1660

Local Support in Walsall

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- 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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