



# Work Programme

April 2026 to March 2027

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### STATUTORY REQUIREMENTS OF A LOCAL HEALTHWATCH

1. To obtain the views of local residents on health and social care services, to help shape the delivery and improve the quality of the design and commissioning of services.
2. To make recommendations to service providers and commissioners in developing, designing, shaping, and improving the quality-of-service delivery.
3. To support the involvement of local residents in the designing and commissioning of local services.
4. Provide information and advice to inform local residents on choices available to them.
5. To escalate findings to local commissioners and providers and nationally to Healthwatch England along with recommendations for service change.

# Introduction

## About us

Local Healthwatch organisations were established under the Health and Social Care Act 2012 to be a champion for people using health and social care services. Healthwatch Walsall is delivered by Engaging Communities Solutions CIC (known as ECS) – a Community Interest Company with a focus on delivering local Healthwatch, Social Research and Advocacy services. ([www.weareecs.co.uk](http://www.weareecs.co.uk))

Healthwatch Walsall will champion the interests of people who use health and social care services and ensure that they have an opportunity to speak out about their concerns and health and social care priorities.

Healthwatch Walsall will ensure that the views of the public and people are considered by those who commission and provide services.

## Our responsibilities

By law, all local Healthwatch are required to:

- Provide information and signposting about health and social care services.
- Monitor concerns and complaints.
- Enable people to feed back about their experiences of health and social care services.
- Collate information and compile reports about people's experiences and views.

Local Healthwatch have the benefit of a national umbrella organisation, Healthwatch England, from whom we receive development and support. Healthwatch England collects intelligence from the Healthwatch network, identifying national themes and producing reports on common areas of concern. They can raise issues at a national level.

[www.healthwatch.co.uk](http://www.healthwatch.co.uk)

## We will meet our responsibilities by:

Listening to people from all communities in Walsall; helping to involve people in decisions about their care and how it is delivered, giving people information to make choices about their health and care and working in partnership to make change happen.

As Healthwatch Walsall, we will give critical challenge to highlight where improvements can be made, be the voice of the public, show the impact our work can make and work hard to listen to people throughout the Borough.

## Strategic Aims

This year, our strategic focus is to:

To raise the profile and visibility of Healthwatch Walsall to make people aware of our role, and remit and to ensure people know how to feedback on local NHS health and social care services.

Support more people to have their say and provide clear information and advice to help them take control of their health and care.

Provide an effective, high-quality local service as Healthwatch Walsall, building local partnerships and networks to achieve change together.

Work together with professionals, providing useful insight to improve the planning, delivery and support of health and social care throughout Walsall Borough.

To increase public awareness (and choice) of local services for residents through an enhanced Healthwatch information and signposting service.

### Priority Areas from April 2026 to March 2027

From our Annual Public Meeting held in January 2025, through our public listening survey and other data sources, and given this will be our last year of existence, 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 in January 2026, and the following list of work projects were agreed:

### Use of the NHS 111 App

This project will explore the use of the NHS App and whether local people have, or will use the App, to manage any planned care. The work will be carried out by survey and by speaking to members of the public whilst out and about in the Borough undertaking general engagement.

Link to survey: <https://tinyurl.com/mryh8v3s>

## Hospital Appointments

In this project, we will seek to understand the views of local people on their experience of Hospital Appointments and any issues they have faced. The work will be carried out by a survey and by speaking to people on a face-to-face basis at Walsall Manor Hospital.

Link to survey: <https://tinyurl.com/2de64ns9>

## Neurodiversity

In this project, we will seek to understand the views of local neurodiverse people on their experience of health and care services and issues they face when accessing appointments. There will be an underpinning survey for this project, but the majority of the work will be carried out by focus groups providing a more qualitative study.

There were a number of additional projects agreed by the ISAB which will be reviewed and undertaken at different stages of the year.

All our projects will culminate in written reports including recommendations which will be shared with commissioners, providers and wider stakeholders.

## Enter & View:

We will be conducting a range of Enter and View visits to both social care and primary care settings. This programme will run from April – November 2026.

Previous reports can be found on our website: <https://tinyurl.com/y45h2z9u>

## National Adult Social Care Survey

Healthwatch Walsall will undertake the National Adult Social Care Survey, for people with cognitive impairment on behalf of the Local Authority. This work allows people with cognitive impairment to have their voices heard and share their views about the Home in which they reside. The work will run from mid-November to March 2027 and is part of our contract with the Local Authority.

# Measuring Impact

Through a detailed activity plan, we have set clear aims and objectives as our delivery targets to achieve throughout the year to ensure we maximise the impact we have, in addition to our priority project work.

Activity		Aims and objectives
<u>Enter and View Programme</u>	<p>The annual programme is determined by intelligence received, follow-up actions from previous Enter and View visits and our standard programme of work.</p> <p>The focus on the Enter and View Programme for 2026/2027 will be care settings and primary care venues.</p>	<p>Aim: To carry out nine Enter and View visits from April to November 2026/</p> <p>We will aim to analyse findings and report within 10 days to the provider and publish our report and recommendations on the Healthwatch Walsall website 20 days after the visit has taken place.</p>
<u>Public Feedback</u>	<p>We will continue to encourage the public to feedback their experiences of using local health and social care services. This feedback will form part of our regular reports to the Healthwatch Walsall Independent Strategic Advisory Board and will be used to identify any themes and trends in local services.</p> <p>This feedback will also form part of reports sent to service providers, commissioners, and stakeholders.</p>	<p>Aim: We will collect the experiences of service users between April 2026 and the end of March 2027 to inform service improvement and to ensure user voices are heard. We will do this through multiple platforms, including Snap Surveys, Virtual Voices, the Healthwatch Walsall website feedback portal, hardcopy paper surveys, interviewing face to face and outreach activities and through working with third-party organisations.</p>

<p><b><u>Reporting</u></b></p>	<p>Healthwatch Walsall will conduct independent reviews on various health and social care services. Reports will be published based on the intelligence we receive from members of the public and sent to the relevant Boards, commissioners, providers and contract monitoring Officers.</p>	<p>Aim: To publish intelligence/insight reports on a quarterly basis.</p>
<p><b><u>Promotion</u></b></p>	<p>We will ensure our services are widely available and promoted in a range of formats. Our website, Facebook, Twitter, Instagram, and other social media platforms will provide live updates on engagement topics, service delivery changes and enable networking with other organisations.</p>	<p>Aim: To see an increase in our social media followers and subscribers.</p> <p>To ensure that the website is updated regularly with relevant topics and issues.</p> <p>Aim to create a TikTok account to meet the needs of the younger population.</p>
<p><b><u>Strategic Influencing</u></b></p>	<p>Healthwatch Walsall is represented on a wide range of Strategic Boards that oversee health and social care including the Walsall Health and Wellbeing Board and the Health Overview and Scrutiny Committee. Our remit is to work with these partnerships to ensure the voice of the public, patients, service users and carers are heard, and to provide advice, guidance, and assurance on how to achieve this.</p>	<p>Aim: To ensure Healthwatch Walsall remains a strong public voice in strategic decision making.</p>
<p><b><u>Healthwatch Independent Strategic Advisory Board (ISAB)</u></b></p>	<p>Develop a well-balanced ISAB with a complimentary skill set and culture that allows collaborative working to enable effective decision making, and a platform in which the ISAB will formally agree and implement a plan of work.</p>	<p>Aim: To grow the number of ISAB members.</p> <p>To ensure the ISAB receives necessary training and support to fulfil its role during the year.</p>

<p><b><u>Volunteers</u></b></p>	<p>Volunteers play an essential role in the delivery of Healthwatch Walsall. They add value and support us to achieve our mission and strategic objectives. By having an effective volunteer programme, Healthwatch Walsall will provide opportunities for social inclusion, skills and confidence development and support routes into employment.</p>	<p>Aim: To continue to increase the Healthwatch Walsall volunteer cohort, including work experience placements for students and young volunteers.</p>
<p><b><u>Additional funded projects</u></b></p>	<p>Healthwatch Walsall will look at opportunities to take on additional funded projects or pieces of work that are aligned with our mission and values.</p>	<p>Aim: To generate additional income of 10% of the contract value to help sustain the current contract delivery and enhance the delivery offer.</p>
<p><b><u>Community Engagement</u></b></p>	<p><b>Face-to-face:</b> Our staff and volunteers will visit a range of community groups and outreach events to seek patient and public opinions and views. We will ensure our engagement activities focus on Walsall Borough’s diverse communities and continue to earn their respect.</p> <p>We will also continue to seek the views of people, who in the past, have been in the minority in intelligence gathering.</p> <p><b>Virtual engagement activities:</b></p> <p>We will provide platforms for focus group activity using mediums of Microsoft Teams and Zoom. This is to ensure we reach a larger target audience, including those who are in employment, carers and those living with long-term conditions.</p>	<p>Aim: To attend event opportunities between April 2026 to March 2027.</p> <p><b>Virtual engagement activities:</b></p> <p>To undertake a series of virtual focus groups and discussions online from April 2026 to end of March 2027.</p>

Find us and our reports on our Social Media platforms

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>



Facebook: @HealthwatchWSL

X (Twitter): @HWWalsall

Instagram: healthwatchwsl

YouTube: Healthwatch Walsall 2020

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**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.

The contract to provide Healthwatch Walsall is held by Engaging Communities Solutions C.I.C.  
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