



Annual Report 2024–2025

**Unlocking the power of
people-driven care**

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“The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They’re changing the health and care landscape and making sure that people’s views are central to making care better and tackling health inequalities.”

“The feedback local Healthwatch hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it’s like to use health and care services nationwide. Local people’s experiences help us understand where we – and decision makers – must focus, and highlight issues that might otherwise go unnoticed. We can then make recommendations that will change care for the better, both locally and across the nation.”

A message from our Chair

Within the health and social care landscape, it's important to remember that the public's needs are constantly shifting, as individual circumstances also change.

Whilst on one day, a person may not need to access local health and social care services, the very next, for whatever reason, it may become a necessity.

Therefore, it is vital that we at Healthwatch Walsall remain as a constant, shining a light on those health and care issues that are most important to you.

We are the **independent champion** for users of health and social care services within the Borough of Walsall, with a mandate to reach as many citizens and diverse communities as possible.

Last year at our successful, publicly attended Annual General Meeting, you told us about the issues that concern you most. Not surprisingly, **better GP access, hospital waiting lists** and **mental health** were high on your agenda. We will endeavour to monitor these issues throughout this coming year.

Reflecting on 2024/2025, some of our project work enabled us to look more closely at your experiences of using both Cancer and Urology services. Our subsequent findings have been welcomed by the Hospital Trust, our recommendations have been accepted by their Executive Team and an improvement action plan is being developed to further enhance patient experience.

For 2025/2026, our work programme will include projects that look at the access and barriers to primary mental health services for minority communities and finding out what are some of the unmet wider needs of young carers. They represent a group within the community who are very hard to reach.

However, whilst extremely important, these projects represent only a small part of the work we undertake throughout the year. For example, our statutory **Enter & View** visits to publicly funded health and social care settings, enable us to gather and report on service users' experiences. These settings include care & residential homes and GP practices.

You can read more about our daily work within the pages of this annual report.



Finally, I would like to recognise the dedicated hard work that the small team at Healthwatch Walsall undertakes each year.

Together, with a loyal cohort of volunteers, they endeavour to bring your collective, (and at times), powerful stories to the attention of those that determine and provide health and care services throughout the Borough.

Ross Nicklin,
Independent Strategic Advisory Board Chair,
Walsall

About us

Healthwatch **Walsall** is your local health and social care champion

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

To make sure that people's experiences help make health and care better.



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Our year in numbers

We have supported more than **1,709** people to have their say and get information about their care. We currently employ **4** staff, and our work is supported by **11** volunteers.

Reaching out:



1,709 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

1,347 people came to us for clear advice and information on topics such as: **accessing GP appointments, finding out about Extra GP appointments, finding an NHS dentist to register with, how to raise concerns or make a complaint about a service experience(s).**

Championing your voice:



We published **27** reports about the improvements people would like to see in areas including improved hospital communication, reduced hospital waiting times and access to GP appointments. In our reports, we made several recommendations across both health and social care delivery.

Our most popular reports were projects concerning Walsall **Cancer** and **Urology** services. The reports highlighted areas around the need to improve communication with patients, issues around appointments and unclear treatment plans.

Statutory funding:



We are funded by Walsall Metropolitan Borough Council. In 2024/2025 we received **£190,450** which is the same as last year.

A year at a glance

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in **Walsall**. We also have been busy online on our social media. Here are a few highlights.

Engagement

We attended **374** events in Walsall. We visited various venues to speak to and hear from people from different communities.



We spoke to **1,694** people face to face at various venues in different communities.



Website

13,000 people visited our website during the year. Of these **9,318** were visiting our website for the first time.



We had **26,353** page views on our website, visiting a range of pages particularly our reports and our advice and information section.



Social Media

We had **3,073** social media followers over the year across several platforms: Facebook, Instagram, X and YouTube.



We made **947** media posts across all of our platforms reaching **53,360** people.



Signposting

We signposted people **290** times to support, alternative routes of GP access and shared information and advice to meet residents needs.



We escalated **19** issues which included safeguarding concerns and important service issues.

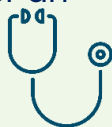


A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in **Walsall**. Here are a few highlights.

Spring

We informed patients about 'Extra GP Appointments' to ensure they could access GP treatment when their own GP service was not able to offer an appointment.



We published our Teens and Toddlers and Thrive Courses Feedback Report. We were able to feedback to providers and commissioners the high value young people place on these courses.



Summer

We began reviewing Walsall's cancer and urology services as part of our annual work programme. Visiting the hospital and engaging with patients and promoting our related online surveys.



We continued to carry out our Enter and View scheduled programme of visits and published the subsequent reports and shared them with the public, providers and commissioners.



Autumn

We visited services at Walsall Manor Hospital and spoke with cancer and urology patients, whilst also promoting the surveys across the Borough.



We undertook a small focused piece of work in the Phlebotomy Department at Walsall Manor Hospital. The Trust welcomed the report and have responded to the recommendations made by Healthwatch Walsall.



Winter

We provided advice and information to help people stay well during Winter. We did this through our website, newsletters, round-ups and bulletins.



We had 102 responses to our Pharmacy First project and published our report including recommendations. These were centred around raising patient awareness of services available.



Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



The patient experiences of Cancer services in Walsall

Following Healthwatch England's **July 2023 report 'hidden wait in cancer care'** - we set out to understand how these issues affect people in Walsall. We used surveys, support group visits, and conversations on the chemotherapy ward where we gathered direct feedback from patients.

This local insight complements national findings and helps highlight where care is working well - and where it needs to be improved.



76% of patients reported that their treatment proceeded without delay, an encouraging indicator of efficiency and co-ordination across services. There was also a significant amount of praise for the chemotherapy teams, with many patients highlighting the professionalism, compassion, and dedication of staff throughout their care journey.

Other key things we heard:

31% of patients felt that their experience of Walsall Cancer services could be improved.

25% of patients said that from the point of diagnosis, they were not given information about waiting times to access treatment.

25% of patients said there had been delays in treatment due to staff shortages, maintenance of machinery, delays in pharmacy services and delays in the referral process.

58% of patients said the way they received a diagnosis could not have been improved. However, feedback showed that patients faced significant challenges, delays in receiving results, a lack of sensitivity from staff and patients feeling inadequately supported.

What difference did this make?

This report has been received by the Trust and discussed at relevant internal meetings. The recommendations are being addressed, and the findings have also been discussed at Walsall Together local Integrated Care Partnership.

It was pleasing to note that our work also highlighted some of the excellent care and compassion that many clinical professionals showed patients through their Cancer journey.

Link to report: <https://tinyurl.com/2p9hvvwa>

Patient experiences of Walsall Urology services

By listening to 91 people who had accessed services in the past 18 months, we gained an understanding and clear insight into what's working well and where changes are needed to improve patient care. While many patients appreciated the quality of care and felt supported by compassionate healthcare professionals, significant concerns were raised around communication, appointment scheduling and waiting times.



"Text had been received 10 days earlier reminding of appointment time and date but no mention of where and what department and no letter received either."

"Didn't receive the letter, I still don't know what to do and I was given the wrong information."

Other key things we heard:

57%

of respondents told us they felt they were informed about the next steps of their urology journey.

30%

of respondents said they did not feel informed and that they felt lost in the system.

36%

of respondents said they did not receive updates about their urology care/treatment.

Our findings indicated a mixed patient experience with urology services at both Walsall Manor Hospital and New Cross Hospital.

At Walsall Manor Hospital, **47** people rated their experience as very good or good, while **23** rated it as poor or very poor, and **15** gave a neutral response.

What difference did this make?

This report has been received by the Trust and discussed at relevant internal meetings. The recommendations are being addressed, and the findings have also been discussed at Walsall Together local Integrated Care Partnership.

It was pleasing to note that our work also highlighted some of the excellent care and compassion that many clinical professionals showed patients through their urology journey.

Link to report: <https://tinyurl.com/nyz5x9y2>

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in **Walsall** this year.

Championing Inclusion



Listening to voices of under-represented people.

A chemotherapy patient informed us that the hospital lacked a choice of wigs suitable for Black women experiencing hair loss.

We incorporated this feedback into our recommendations and escalated the issue to senior leadership. Walsall Hospital is now undertaking initiatives to improve cultural competence and deliver more inclusive care for all patients.

Getting the appropriate care and support



By talking to people, we can understand their needs.

We engaged with a resident living in a care home who was more appropriately suited to a supported living environment, a transition that should have taken place up to two years earlier.

Following escalation to the Local Authority, a suitable supported living placement was identified and offered within two days. The resident successfully moved and was able to celebrate their first Christmas in the new setting, enjoying the greater independence they had long desired.

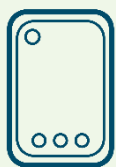
Enabling voices not readily heard



Each year we undertake the National Adult Social Care surveys for people with cognitive impairment in care and nursing homes.

Our work in the National ASC Survey for provided a valuable opportunity to gain insight into the lived experiences of adults with cognitive impairments residing in care and nursing homes, from their own perspective. The survey offered a deeper understanding of daily life in these settings and highlighted areas where quality of life could be improved. We used this insight to raise concerns and share recommendations with the Local Authority, supporting efforts to drive improvements and enhance residents' overall wellbeing.

Needing to reach someone



We attempted to contact the Walsall Mental Health Liaison Service on behalf of a prospective patient. However, the phone number listed on the website was incorrect. Upon obtaining the correct number through alternative means, our calls were not answered despite multiple attempts.

Following escalation to the Walsall Trust Communications Department, the website was promptly updated with the correct contact information. A voicemail system was also confirmed to be in place, allowing individuals to leave messages for call-backs when team members are unavailable.

NHS Dentistry



A patient undergoing cancer treatment contacted us after discovering they had been removed from their NHS dental practice's patient list. They were seeking advice on how to access NHS dental care and asked if we were aware of any local practices currently accepting new NHS patients.

In response, we contacted several dental practices on their behalf and successfully identified a dentist who was able to offer a next-day appointment under NHS provision.

Providing help



A parent urgently required medication for their child, who had recently been diagnosed with Autism Spectrum Disorder and Attention Deficit Hyperactivity Disorder (ADHD). Despite exhaustive efforts to locate the medication at local pharmacies, the parent was unable to obtain it. Consequently, they reached out to us for assistance.

Healthwatch Walsall promptly contacted the Medicines Management team, who co-ordinated a call-out to pharmacies across the Walsall area. Thanks to their swift and diligent efforts, the required medication was located, allowing the parent to collect it the same day.

Grateful for the support received, the parent later sent a compliment to Healthwatch Walsall, stating:

"Without contacting Healthwatch I would not have found or known where to go to get my child's medication. Fantastic service. I will use again."

Hearing from all communities

We're here for all residents of **Walsall**. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Groups such as: South Asian Women's coffee morning group, Walsall Afro Caribbean Community, Afro Caribbean men's mental health group, Families and Carers, and the Refugee and Migrant Centre.
- Each year on behalf of our Local Authority we undertake the National ASC survey for people with cognitive impairment. The findings from our work are included in the National repository of results helping to shape government direction and funding in the future.



Patient experiences of Walsall Eye Care Services

Healthwatch Walsall conducted a project with Black and Asian people to understand their experiences of optometry and ophthalmology in the last two years, including individuals who have in the past or are currently waiting for any specialist eye care treatment. To do this, we conducted a survey which was created by Healthwatch England.

This survey was available online and in hard copy. The online version was shared through our social media channels, the Healthwatch Walsall website and added into our newsletters.

Key things we heard:

38%

of respondents saw a significant deterioration in their vision.

30%

of respondents said they would have opted for private treatment if they could afford it.



"I trust an optician to refer me directly to NHS specialist services or tests for any eye condition I might have, without having to see a GP first".

"I would be comfortable going to qualified professionals working in a high-street opticians for the monitoring or treatment of an eye condition".

For many people, their vision deteriorated while waiting for treatment, making it harder to work, manage their home, and even maintain relationships. Some had spent over a year trying to access treatment, and the uncertainty had taken a serious toll on their mental health, leaving them anxious and struggling to cope.

What difference did this make?

This report has been sent to our partners in the Borough enabling service user views to be heard and wider discussions to take place. Our work also linked into the wider piece of work undertaken by Healthwatch England.

It was pleasing to note that our work also highlighted some of the excellent care and compassion that many clinical professionals showed patients through their eye care journey.

Link to report: <https://tinyurl.com/npuz42ur>

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or finding support people needed – you can count on us.

This year **1,347** people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information people can use and trust.
- Helping people access the services they need when required.
- Signposting people to additional support services available locally.
- Sharing information and updating people of any service changes.
- On occasions, just by listening.



Additional GP appointments

Many patients are still saying that they have difficulty in accessing a GP appointment.

As part of our ongoing community outreach across Walsall, we continued to raise awareness of the 'Extra GP Appointments' service—previously known as 'WALDOC' or 'Out of Hours Appointments'. Despite being available in Walsall for several years, many residents remain unaware of its existence and the valuable support it offers.

This GP-led service is designed to help individuals who are unable to secure appointments with their own Doctor. It offers both telephone and face-to-face consultations, often available on the same day. With four accessible sites across Walsall, the service operates during evenings, weekends, and bank holidays—providing extended healthcare access when people need it most.



"The last two times I have used this service I saw a GP the same day face to face".

How to make a complaint

Some individuals may wish to raise a concern or highlight issues that are not working well for patients, while others may choose to make a formal complaint about a service they have received. In certain instances, it becomes necessary to escalate these matters to service providers or commissioners to ensure timely action is taken.

Navigating complaints procedures can be complex, and failure to follow the correct process may result in the service user having to restart their complaint. At Healthwatch Walsall, we aim to guide individuals through the appropriate procedures to ensure their voices are heard. We provide relevant signposting to NHS complaints providers, advocacy service providers and where appropriate, we also escalate concerns directly to service providers or commissioners to support prompt resolution.

Providing support information

There is a wide range of support available in Walsall that many residents are simply unaware of.

At Healthwatch Walsall, we are committed to raising awareness of these valuable services. As part of our work, we regularly visit condition-specific and peer support groups that offer lived-experience advice and practical information. These groups play a vital role in helping individuals who may be seeking understanding, guidance, or emotional support. We continuously update our knowledge to ensure we can signpost people to the right support at the right time, based on their individual needs.

Working together for change

Working with neighbouring Healthwatch to ensure people's experiences of care in **Walsall** are heard at the Integrated Care System (ICS) level, and they influence decisions made about services across the system.

This year, we've worked with the Black Country Healthwatch (BCHW) as follows:

A collaborative network of local Healthwatch:



Healthwatch links into Integrated Care Systems (ICS) by representing the public voice and helping the Black Country ICS understand local priorities.

We do this through various means, including patient feedback, Enter and View visits, intelligence gathering from service users and our individual programme of priority projects.

Within the Black Country ICS, there are four local Healthwatch: Dudley, Sandwell, Walsall, and Wolverhampton. Whilst we have not undertaken any joint work projects during 2024/2025, we continue to maintain strong links and regular communication with one another.

As the Healthwatch organisations across the Black Country, we collaborated to submit a Freedom of Information (FOI) request to the Black Country Integrated Care Board (ICB), seeking greater transparency on key areas of public interest. The ICB provided a formal written response to the questions posed, which is now available on each of the respective Healthwatch websites for public access.

A Memorandum of Understanding (MoU) is in place between the four BCHW to provide a framework that supports future agreements, partnerships, and collaborative projects. This MoU also helps to clarify mutual expectations and shared understandings.

We are committed to ensuring that the perspectives of all four Healthwatch organisations are represented, and we provide reciprocal feedback to support collective learning and a unified voice across the region.

Each of the Healthwatch Managers/Chief Officers takes a lead responsibility for attending a whole range of ICB meetings as follows:

Healthwatch Walsall:

- Black Country Integrated Care Board in a participatory, non-voting capacity.
- Black Country System Quality & Oversight Committee.

Healthwatch Sandwell:

- Prevention and Personalisation Strategic Forum.
- Digital Inequalities Sub-Group.
- Improving Access Strategic Group (sensory loss).
- Palliative and End of Life Care (PEoLC) Oversight Group.

Healthwatch Wolverhampton:

- Black Country Involvement Advisory & Assurance Group.

Healthwatch Dudley:

- Black Country Local Dental Network.
- Digital Inequalities.
- Improving Access Strategic Group (sensory loss).

As a collective, we regularly meet with the Care Quality Commission (CQC) and participate in the bi-monthly Integrated Care Partnership (ICP) and Integrated Care Board (ICB) meetings. In addition, the Black Country Healthwatch Managers meet as a group to share updates on what we are hearing from our local communities and to identify any emerging common themes across the region.



Showcasing volunteer impact

Our fantastic volunteers have given **200 hours** to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited community events to promote our work.
- Joined our Independent Strategic Advisory Board overseeing the work programme of Healthwatch Walsall.
- Carried out Enter and View visits to local services to help them improve.
- Attended and supported some of our public engagement events, speaking directly to members of the public.



Healthwatch volunteers & students

From finding out what residents think to helping raise awareness of Healthwatch Walsall, our volunteers and students have been active in our community.

"I've been volunteering with Healthwatch Walsall (HwW) for a number of years as part of their Enter & View team. I started visiting local Care Homes in the 2000's because I'd been helping Walsall Council as part of CUSP and joined HwW when CUSP transferred their volunteers.

Since joining HwW, that search for best practice has improved a lot and we generally note some details during our visits and make suggestions to the Manager regarding better solutions that we've seen elsewhere. Over the years, I've assisted with visits to GP surgeries as well as Care Homes and have just started to lead Enter & View teams.

Though my report writing still needs work, I thoroughly enjoy working with the HwW team as we help local people from Walsall".



Richard

"Volunteering with Healthwatch for nearly two years has been a deeply meaningful and eye-opening experience. Through Enter and View visits to care homes and GP surgeries, I've had the chance to engage directly with people and listen to their concerns about healthcare services.

This role has helped me develop essential skills such as communication, empathy, teamwork, and attention to detail. It has also taught me the value of patience and active listening qualities that are valuable in any professional field. The experience has broadened my perspective and will continue to guide me in future opportunities, whatever path I choose to take".



Salma

Volunteers also have oversight of the work we undertake via our Independent Statutory Advisory Board (ISAB)

"I currently work for Walsall Council and have a keen interest in health. During covid, I had an opportunity through Healthwatch to do a course on health conditions and sat an exam. Thankfully, I passed.

I have always had a curious mind around general health conditions. Healthwatch came to the forefront of my mind, when I heard about their Enter and View projects across the borough. As I am actively involved with a local GP surgery, I enquired to join Healthwatch on their ISAB, an opportunity to participate in understanding and possibly improving health services for the residents of Walsall. I can see how patients views and experiences can shape future services".

"Since volunteering with Healthwatch, I have commented on many Enter and View projects. Looked at various services cancer care and urology. Recommended on areas of improvement. Prioritised projects for the future.

Volunteering on the ISAB has given me valuable insight into reading reports, understanding the health needs for Walsall and being part of a decision-making board".



Herbie

"I decided to join Healthwatch Walsall as a volunteer because I began to recognise the challenges our community faces. Therefore, I was inspired to join the Healthwatch Walsall Independent Strategic Advisory Board, as a young voice, to contribute meaningful change. I am passionate about ensuring that diverse voices are heard and that healthcare services are responsive to the unique needs of all members of our community, especially young people.



Umaymah

Some work I have been involved in is commenting on and approving reports to publish, the most recent report being an insight into patients' experiences in Walsall Manor Hospital's Phlebotomy department. Additionally, I attend regular board meetings and discuss several issues involving Healthwatch Walsall's upcoming work programmes and how we can reach our full potential, in regard to helping people.

Through my work with Healthwatch Walsall, I've strengthened a range of valuable skills, particularly in communication. Working with a team, in a professional setting, has given me an insight into how effective communication contributes to teamwork.

In addition to building workplace skills, I've also gained a deeper understanding of my local area, Walsall. I've been able to recognise the key role local organisations and services play in supporting the community and enhancing people's experiences. This has helped me appreciate the impact of local initiatives and the importance of contributing to community development".

Encouraging our future health and care workers

For the second year we offered work placements to students at Walsall College. One student, Uti, joined us on placement for a second time.



Pictured: Uti, Precious and Fatima

"I have had the opportunity to observe and partake in collecting and analysing the experiences of service users which taught me the importance of active listening and confidentiality.

I have developed communication skills from public engagement and working with professionals. This experience has deepened my understanding of how local health care systems operate and I am so grateful for the time I have spent here".

Uti

"I chose Healthwatch Walsall because it shows how people's voices are gathered, analysed and used to influence changes in health and care services. I love the fact that working at Healthwatch Walsall showed me how important it is to listen to service users and use their experience to develop the healthcare service. I wanted to do work in a place where I actively participate in meaningful work but not just observing".

Precious

"I want to learn how people's views can help improve health and social care services. Which from my understanding Healthwatch Walsall focuses on listening to individuals and making sure their voices are heard".

Fatima

Finance and future priorities

We receive funding from Walsall Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£190,450	Staff Costs	£142,565
Additional income	£1,038	Non-pay expenditure	£24,232
		Office and management fee	£25,532
Total income	£191,488	Total Expenditure	£192,329

Additional income is broken down into:

- £1,000 from Healthwatch England for our Eye Care Project
- £38 from Healthwatch England bursary for Annual Conference

Next steps:

Over the coming year, we will continue to engage with all parts of our community, particularly those living in the most deprived areas, to ensure that their voices, views, and experiences are heard by those in positions of power and influence.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top priorities for the next year are:

- Young carers unmet needs.
- Barriers to accessing primary care mental health for ethnic minorities.
- Further projects to be identified during the course of the year.

Statutory statements

Engaging Communities Solutions, CIC (ECS), Meeting Point House, Southwater Square, Telford TF3 4HS delivers Healthwatch Walsall.

Healthwatch Walsall uses the Healthwatch Trademark when undertaking our statutory activities as covered by the license agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Board consists of **4** members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/2025, the Board met 4 times and made decisions on matters such as agreeing the workplan for 2024/2025, schedule of Enter & View visits and publication of reports. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/2025, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and will provide printed copies when requested.

Responses to recommendations

We had **six** providers who did not respond to requests for information or responses to recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our Local Authority area, we take information to the **Health and Wellbeing Board, Social Care and Health Overview and Scrutiny Committee** and **Safeguarding Partnership, Black Country Integrated Care Board, Black Country System Quality and Oversight Committee** and **Walsall Together Partnership**.

We also take insight and experiences to decision-makers in the **Black Country Integrated Care System**. For example, we share information at the **Black Country Integrated Care Board and System Quality and Oversight Committee** in collaboration with the three other **Black Country Healthwatch**. We also share our data with **Healthwatch England** to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch **Walsall** is represented on the **Walsall Health and Wellbeing Board by Ross Nicklin, Chair, Healthwatch Walsall Independent Strategic Advisory Board**.

During 2024/2025, our representative has effectively carried out this role by attending meetings, participating in a development session, presenting the Annual Report for 2023/2024 and providing an update on progress against our work programme.

Healthwatch **Walsall** is represented on the **Black Country Integrated Care Partnerships** by **Aileen Farrer** and **Black Country Integrated Care Boards** by **Aileen Farrer** who is also the representative on the **Black Country System Quality and Oversight Committee**.

Enter and View

Location	Reason for visit	What you did as a result
Highgate Lodge Care Home	Received relative feedback.	We produced a report containing a series of recommendations .These recommendations were informed by the voices and lived experiences of service users and were shared with relevant providers and commissioners to support meaningful change..
Saddlers Health Centre- GP services	Recently moved to new facilities.	We produced a report containing a series of recommendations .These recommendations were informed by the voices and lived experiences of service users and were shared with relevant providers and commissioners to support meaningful change
Umbrella Medical – GP services	3 GP practices being brought into a single service. To understand if changes had impacted the delivery of care from the patient's perspective.	We produced a report containing a series of recommendations .These recommendations were informed by the voices and lived experiences of service users and were shared with relevant providers and commissioners to support meaningful change.
Richmond Hall Care Home	Not visited prior.	We produced a report containing a series of recommendations .These recommendations were informed by the voices and lived experiences of service users and were shared with relevant providers and commissioners to support meaningful change.
The Grand Cedars Care Home	Change of ownership.	We produced a report containing a series of recommendations .These recommendations were informed by the voices and lived experiences of service users and were shared with relevant providers and commissioners to support meaningful change.
Bescot Lodge Care Home	Not visited in years	We produced a report containing a series of recommendations .These recommendations were informed by the voices and lived experiences of service users and were shared with relevant providers and commissioners to support meaningful change.
Bloxwich Medical Practice- GP services	Inaugural Visit.	We produced a report containing a series of recommendations .These recommendations were informed by the voices and lived experiences of service users and were shared with relevant providers and commissioners to support meaningful change.
Parklands Court Nursing Home	Opening a new resident block.	We produced a report containing a series of recommendations .These recommendations were informed by the voices and lived experiences of service users and were shared with relevant providers and commissioners to support meaningful change.
Sina Health Centre	Inaugural Visit.	We produced a report containing a series of recommendations .These recommendations were informed by the voices and lived experiences of service users and were shared with relevant providers and commissioners to support meaningful change.
Lockstown Practice – GP services	Inaugural Visit.	We produced a report containing a series of recommendations .These recommendations were informed by the voices and lived experiences of service users and were shared with relevant providers and commissioners to support meaningful change.

To access our Enter and View reports use the link: <https://tinyurl.com/3f4dznha>

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Patient Experience of Cancer Services at Walsall Manor Hospital	Presentation made to the Trust. Letter received from Chief Nursing Officer advising that the recommendations made have been accepted by the Executive Team and an improvement action plan is being developed. Presentation made to Walsall Together.
Patient Experience of Urology Services at Walsall Manor Hospital	Presentation made to the Trust. Letter received from Chief Nursing Officer advising that the recommendations made have been accepted by the Executive Team and an improvement action plan is being developed.

'Have Your Say'

Use link: <https://tinyurl.com/2jd3trzd>

Visit our 24/7 online health or social care service experience platform.

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Walsall



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ECS

Engaging Communities Solutions CSR highlights

Engaging Communities Solutions CIC are the providers of seven local Healthwatch and an Advocacy provider. We are committed to developing our corporate social responsibility and this is a round up of our highlights for the year 2024/25

Our employees



Across our organisation we have **21** full time employees. As we have a commitment to flexible working to support our employees with their lives outside of work we also have **10** employees who work less than the standard number of hours per week.

50% of our senior management are female and **78%** of our middle managers are female.

All our staff have access to an **employee assistance** scheme that provides mental wellbeing support.

We are a **real living wage** employer.

Our community



Our employees were supported to give **27.5 hours** of volunteering time to their communities this year with paid time off to volunteer.

We provided the equivalent of **24 weeks** of meaningful work placements for school, college and university students.

Our staff raised **£304.50** for charities last year.

We supported **89** volunteers last year who gave **1163** hours of their time to our work.

Our supply chain



During the last 12 months we have spent **£25,853** with other VCSE organisations.

The environment



We have saved **4,914** car miles by using public transport this year.

Delivered by:

Engaging Communities Solutions CIC
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HealthwatchWSL



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Healthwatch Walsall



**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.