



# Speaking up for better care

Healthwatch Walsall Annual Report 2025/2026

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**Healthwatch Walsall  
Manager  
Aileen Farrer**

Throughout the year, we have engaged with local people, listened to their experiences, provided information and signposting, and worked with partners to help improve health and social care services. At a time when the NHS and social care sector continue to face significant challenges, the views of patients, service users, carers, and families remain vital in shaping responsive and accessible services.

We would like to thank everyone who shared their experiences with us and the professionals who have listened to and acted on that feedback. Your contributions have helped drive positive change across Walsall.

As we reflect on the achievements highlighted in this report, we remain committed to ensuring that local voices continue to be heard and to championing the needs and experiences of Walsall residents in the year ahead.

# A message from our chair

Mr Ross Nicklin

Last year, Healthwatch Walsall continued to work hard in gathering feedback from communities across the Borough about their experiences of health and social care. Our reach extended across all mediums, exemplifying the value of having a **local independent champion** for users of health and social care services.

Throughout the course of our work, we visited over 300 varied local places and events. In addition, we managed to gather experiences from over 1700 individuals on a face-to-face basis, encompassing many differing cultures and diversities.

The experiences you shared with us, enabled us to collate information and bring it to the attention of the providers and commissioners of public health and care services within Walsall. Great examples of this were two of our main work projects. We looked in depth at **young carers' unmet care needs** and **access to primary health services for ethnic communities**.

As a result of our work, commissioners confirmed that your feedback highlighted in our reports, will help inform current strategic planning.

Indeed, we have ensured that your collective voice has been heard at many levels within the Integrated Care System.

Our Manager, Aileen Farrer, has continued to represent Walsall, (together with other local Healthwatch), at the Black Country Integrated Care Board, who are responsible for planning and commissioning NHS services for the local population(s).

How we use public services is changing constantly. We know that this can often cause uncertainty and confusion with people, as a great many of you told us so, at our annual public meeting. You also confirmed the importance of having an independent voice speaking up on your behalf.

For this coming year 2026/2027, we intend to pursue as many of the issues you have raised with us over the previous year.

Amongst which, we will be taking a closer look at Hospital Appointments, the public view of Elective Care and Neurodivergent service users' experiences.

As always, I would like to thank the team and loyal volunteers at Healthwatch Walsall, for tirelessly continuing to shine a spotlight on your health and care experiences.

# 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

In 2025/2026 we supported almost **2,000** people to have their say and get information about their care. We employed **4** staff and, our work was supported by **10** volunteers.



## Reaching out:

**1,982** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**1,194** people received clear advice and information on topics such as accessing alternative GP appointments and improving patient service delivery from our Enter and View visits.



## Championing your voice:

We published **32** reports about the improvements people would like to see in areas like: **accessing mental health services via your GP, queues at the Phlebotomy Department at our local Hospital** and the **unmet needs of young carers**.

Our most popular report focused on access to mental health services through GPs, highlighting the challenges and barriers faced by people from ethnic communities.



## Statutory funding:

We're funded by Walsall Metropolitan Borough Council. In 2025/2026 we received **£190,450**, which is the same as last year.

# 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 the Borough of Walsall. Here are some highlights.

## Spring

Having reviewed the experiences shared with us, which informed the 2025/2026 work programme approved by the Board, we commenced planning for the priority projects within that programme.



We commenced our first work project around the unmet needs of young carers. We started the planning stage of the second work project around barriers to accessing mental health services in primary care for ethnic communities.



## Summer

We published our Insight Report on "Patient Experience of Phlebotomy Services at Walsall Manor Hospital". The work highlighted the influx of unexpected patients into the service from GP services.



We published our follow-on report on the maternity experiences of Black and Asian women in Walsall, building on our previous work to highlight lived experiences and inform improvements in maternity care.



## Autumn

We published the findings from our work project "Experiences and Unmet Needs of Walsall Young Carers"



We continued to carry out our Enter and View annual programme of visits and published our subsequent reports, making recommendations to improve conditions for cared for people.



## Winter

We started the delivery of the national annual adult social care surveys for people with cognitive impairment across Walsall. Engaging with residents in care and nursing homes.



We shared important stay well and keep safe information in Winter from our partners and published our Winter Newsletter that contained other useful information.



# A year at a glance

Over the year we've been out and about in the community listening to your stories, engaging with the public partners and working to improve care in Walsall. Here are our engagement statistics for the year.

## Engagement

We attended **302** events in Walsall. We visited various venues to speak to and hear from people from different communities.



We spoke to **1,733** people face to face at various venues in different communities.



## Website

**12,791** people visited our website during the year. Of these **10,543** were visiting our website for the first time.



We had **24,566** page views on our website, visiting a range of pages particularly our reports and our advice and information section.



## Social Media

We had **3,069** social media followers over the year across several social media platforms: Facebook, Instagram, X and YouTube.



We made **535** media posts across all of our platforms reaching **18,657** people.



## Signposting

We signposted people **272** times to support, alternative routes of GP access and shared information and advice to meet the needs of local people.



We escalated **10** issues which included safeguarding concerns and important service issues.



# 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:



## Creating understanding by bringing experiences to the front

**Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.**

During an Enter and View visit to a care home, concerns were identified regarding the impact that the increasingly complex needs of one resident living with dementia were having on the wellbeing of other residents.

Although the provider had previously raised the need for more specialist provision with the Local Authority, an appropriate alternative placement had not been secured.

Healthwatch Walsall escalated these concerns to the Local Authority, and within weeks, the resident was supported to move to a setting better suited to their needs, contributing to a more stable and settled environment for all residents.



## Getting services to involve the public

**By involving local people, services help improve care for everyone.**

We undertook service user experiences of using local Pharmacies in the Borough. This was part of the Local Authority Pharmaceutical Needs Assessment and provided them with the views of local residents.



## Extra GP appointments

Throughout the year, Healthwatch Walsall identified a recurring theme regarding the lack of awareness among residents about the availability of Extra GP appointments across the Borough.

Healthwatch Walsall continues to provide residents with information and signposting regarding the availability of additional GP appointments, supporting improved access to appropriate primary care services across the Borough.

# 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 have listened to feedback from communities across the Borough, ensuring that people's voices and lived experiences remain at the heart of our work. The experiences shared with us help identify what is working well within local health and care services, as well as highlighting where improvements are needed.

By gathering and analysing this feedback, we are able to provide constructive insight to service providers and commissioners, helping to influence positive change and support the development of services that better meet the needs of local people.

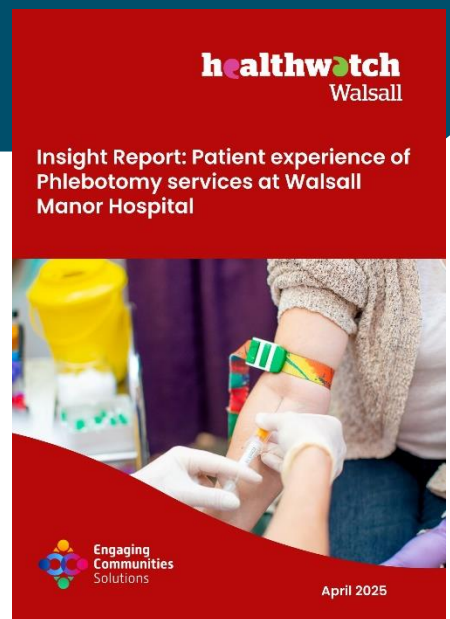


# Patient Experience of Phlebotomy Services at Walsall Manor Hospital

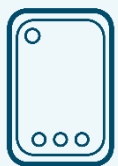
During a routine outreach session at Walsall Manor Hospital, Healthwatch Walsall observed significant queuing outside the phlebotomy department, with queues extending into the main hospital corridor. This raised safety concerns.

In response, we undertook further engagement to assess the frequency of these occurrences and better understand the impact on patients, visitors, and the wider hospital environment.

We spoke to 58 patients over two visits.



## Key things we heard:



**84.5%**

of respondents said they were not given a choice of where to have their bloods taken.

**27.5%**

of respondents said they were sent to the Phlebotomy Department by their GP practice, putting additional pressure and wait times for patients. There is no GP booking system.

*“Good, but waiting in queue”.*

*“Good communication, always good”.*



*“They did not have proper labels for blood count. Had to get jabbed twice but this is the first time it has happened”.*

- The phlebotomy staff we spoke with felt that after COVID the number of patients from GP services had increased by up to 50% and has continued to do so.
- There are no early or extended opening hours to accommodate shift workers at the hospital.
- Patients are also referred into the Phlebotomy Department daily by other Hospital departments making them effectively a “walk-in” service.

## What difference did this make?

Healthwatch Walsall received a formal response to the report from the Trust’s Deputy Divisional Director for Clinical Support Services, which included comments on our findings and recommendations. Following this engagement, we have been invited to undertake a follow-up review and survey a larger sample of patients to further inform service improvement.

Link to report: <https://tinyurl.com/yf5b4u6u>

# Pharmaceutical Needs Assessment Report

healthwatch  
Walsall

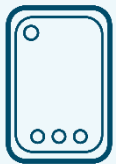
## Pharmaceutical Needs Assessment Report

Healthwatch Walsall was asked to engage with residents across Walsall to gather their views on how community pharmacies meet local needs. This work informed the Pharmaceutical Needs Assessment (PNA), a statutory document that supports Walsall Council in assessing the current and future pharmaceutical needs of the Borough.

We surveyed 164 Walsall people on how they use pharmacy services.



## Key things we heard:



91%

of respondents said that Pharmacies 'met' or 'mostly' met their needs.

16%

of respondents said they would prefer earlier or later opening times to fit their work pattern.



*"Have a wide access to suppliers to obtain certain medications. i.e. for ADHD all pharmacies can't obtain these".*

*"Disability access not always available".*

*"I don't know whether my pharmacy offers blood test and blood pressure checks".*

People also told us they would:

- Like to see pharmacy open on Saturdays.
- Like to see some late-night openings.
- The top three issues were: parking difficulties, location of pharmacy and public transport availability.

We were also able to report that people do use a wide range of additional services that pharmacies offer under 'Pharmacy First'.

## What difference did this make?

By being able to report on what we had been told by local residents, the views of local citizens were included in the overall PNA.

Link to report: <https://tinyurl.com/mrzya2ja>

# 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.

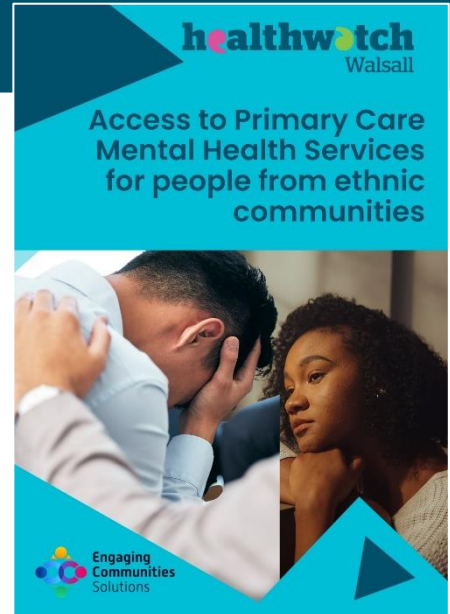
Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

**This year, we have reached different communities by:**

- Engaging with young carers in schools and their safe place.
- Canvassed our diverse ethnic communities to ask if and how they access mental health services via primary care services.
- Revisited our work on the maternity experience of Black and Asian Women.
- Promoted our projects to dedicated Facebook pages across all communities in Walsall as well as visiting a number of multi cultural faith-based venues.



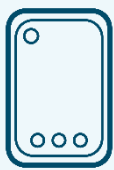
# Access to Primary Care Mental Health Services for people from ethnic communities



Healthwatch Walsall sought to understand the experiences of people from ethnic minority communities in Walsall who had accessed, attempted to access, or were considering accessing mental health support and services through primary care.

172 people from Walsall ethnic communities completed a dedicated survey and we held two focus groups comprising of both men and women who shared their own and loved one's experiences sharing information around cultural difficulties in accessing care.

## Key things we heard:



**43%**

of people mentioned that they had experienced communication or language barriers.

**43%**

of people felt that there is a lack of cultural identity and understanding from some professionals.



*"I have been told that culture doesn't change the way that I have been treated but it has. I have been waiting for mental health services for the last 3 years. To the point that I nearly took my own life".*

- People felt there is still a stigma and fear of judgement around poor mental health from within their own community, family or health professionals.
- People felt that they were not listened to and that professionals were working from a script.
- People felt that they could not get a GP appointment.
- A few people did not know what help/ support was available.

## What difference did this make?

Walsall Mental Health Trust responded as follows "We are about to start reviewing our Primary Care MH services in line with the wider Neighbourhood Health work, so this report is really timely."

Link to report: <https://tinyurl.com/yj7s5js6>

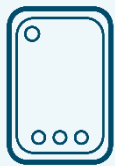
# Experiences and Unmet Needs of Walsall Young Carers

Healthwatch Walsall sought to determine whether young carers known to the Local Authority had unmet needs, assess their awareness of available support and services, and identify any barriers they experienced in accessing appropriate support.

42 young carers completed a survey, and we held a number of focus groups in schools and visited a young carers group several times to talk to them.



## Key things we heard:



**83%**

of young carers told us that they had accessed mental health or emotional support.

**50%**

of young carers said that they did not know if their GP was aware that they were a young carer.

*“The pharmacy I use always say you aren’t down to collect this medication, even though they see me each time I go there, they recognise me and end up giving me the prescription anyway – every time I go”.*

*“Why bother? They just fob you off. Say you are on the waiting list, no-one does anything, no-one calls and then it’s just forgot about”.*

- Young carers said that they would benefit from support to have time to themselves.
- Young carers also commented on the support that they had from particular teachers that made a difference to them, but that this was not the case from all teachers.

## What difference did this make?

Recommendations would be taken forward and the Local Authority advised that our recommendations would be included in the overarching All Carers Strategy and would be followed up through that route.

Link to report: <https://tinyurl.com/29bhmns>

# Follow up on Maternity Experiences of Black and Asian Women in Walsall

Following the completion of our project in 2023 The Maternity Experience of Black and Asian Women in Walsall, we undertook a series of revisits to maternity services to assess how the recommendations from the original work have been taken forward.

These revisits also provided an opportunity to observe the continuation of the good practice already in place, and to ensure that women from Black and Asian backgrounds continue to feel supported, respected, and well cared for throughout their maternity journey.

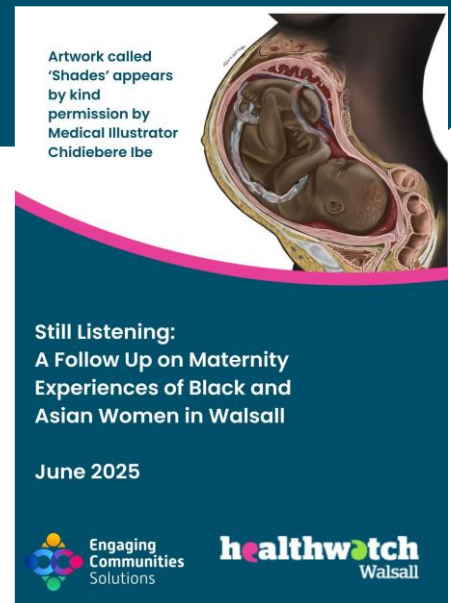
## Key findings:

- All women we spoke to reported positive experiences with the information they received during their maternity care.
- They were happy with the information shared and felt it was clear, useful, and easy to understand.
- Leaflets were provided and helped reinforce what was discussed during appointments.
- Staff explained things in a way that made sense to them and encouraged questions.
- They felt well informed about where to go for emotional well being and mental health support and knew how to access it if needed.
- Responsiveness to personal needs, including requests for a private room being handled without issue.
- A relaxed and reassuring environment, even during periods of discomfort.
- Shorter discharge process – quick removal of canular compared to previous baby (2023 previous patient).
- More visible representation within the maternity setting, including artwork featuring a Black pregnant woman.

## What difference did this make?

It was pleasing to note that recommendations in the previous 2023 report had been implemented.

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



You can find out more about Chidiebere and his work by clicking this link: <https://tinyurl.com/3xhjnuca>

# Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year **1,194** people have been given advice, information or help finding support or services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust both through face-to-face contact and online communication.
- Helping people access additional GP appointments by promoting 'Extra GP Appointments' service in Walsall
- Signposting people to additional support services and where to make a complaint.



## Reduced travel for dementia patient

A dementia patient was reluctant to travel to a particular GP practice for an assessment, expressing a preference for a location that felt safer, more familiar, and closer to home. Healthwatch Walsall contacted the assessment service and confirmed that the patient could be seen at other venues more suitable.

## Concern about lack of GP visits

From an 'Enter & View' visit, Healthwatch Walsall reported to the Black Country Integrated Care Board (BCICB) that the GP from a local practice had not been undertaking fortnightly visits to a local care home. We were told that the practice had been sending Nurses and that the GP not been on a visit for between 6 - 8 weeks. Healthwatch Walsall escalated to BCICB to investigate and suggested they may wish to check with other GP contracted homes in the same location to see if there were similar issues being faced.

## Mental health and wellbeing of care home residents

During an 'Enter and View' visit to a local care home, we became aware that a resident had an accelerating dementia condition leading to their behaviour impacting on the mental health and wellbeing of the other residents.. Healthwatch Walsall reported both aspects of this to Walsall Adult Social Care Services. The resident was later moved to a care provider that could meet their needs. The home they left from, expressed that the other residents were happier.

## Patient concern around out of area treatment

Person referred to an out of area hospital for treatment but had no idea of any appointments. Healthwatch Walsall liaised with the relevant PALS department and secured two contact numbers to establish appointment pathway for patient to call.

## Raising awareness other local GP appointments

There remains a lack of knowledge in the Borough about extra GP appointments. Healthwatch Walsall continues to raise the awareness of a service available for residents when they can't access their own GP and do not want to wait hours in the local hospital walk in service. It is almost daily that Healthwatch Walsall signposts people to this option and provide the relevant details.

## Martha's Rule

A relative of a recently deceased Walsall resident was concerned about hospital care and discharge process. They wished that 'Martha's Rule' was more widely known and promoted. Healthwatch Walsall promoted Matha's rule via social media and our own website.

Link to our website: <https://tinyurl.com/5y2ccfkn>

# Showcasing volunteer impact

Our fantastic volunteers have given **262 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 communities to promote our work projects.
- Collected experiences and supported their communities to share their views.
- Carried out Enter & View visits to local services to help them improve.
- As well as oversee our work via our Independent Strategic Advisory Board members



# At the heart of what we do

From finding out what residents think to helping raise awareness. Our volunteers have championed community concerns to improve health and care provision.



**Richard**  
Lead Authorised  
Representative

I've retired and the scope of visits has grown to include hospitals, GP practices, pharmacies, dentists and opticians as well as care homes. This increased scope of visit has only added to my interest as a volunteer.

A common note from visits is that the rate of change of requirements is increasing all the time. We do find that reporting examples of best practice and solutions to some of these changes from previous visits is received with thanks by managers. Far more a case of everybody helping everyone else than I found in years gone by.

An unannounced Enter and View is powerful but I'm not sure that there is much spare time for managers to prepare for announced visits. In any case, feedback from residents, relatives and patients. reports on their experiences over a long time before any visit.

I continue to volunteer and now lead Enter & Views because every visit is different and interesting. People and organisations are a constant source of surprise and never boring.

My name is Salma, and it has been a truly wonderful experience volunteering with Healthwatch. As an Enter and View Authorised Representative, I've had the chance to visit GP surgeries and care homes, where I could see first-hand the experiences of patients and residents.

Over the past few years, whenever I've had the time, I've dedicated myself to this role not just as a volunteer, but as someone who listens, learns, and connects with people from different communities.

These moments have helped me understand the challenges people face and what really matters to them. I've come to realise that even the smallest effort can make a difference, whether it's simply listening to someone or helping their voice be heard. This journey has been incredibly meaningful to me, shaping my perspective and giving me a deep sense of purpose and compassion.



**Salma**  
Authorised  
Representative

# At the heart of what we do



**Ingrid**  
Independent Statutory  
Advisory Board member

Having retired 15 months ago. I wanted to use my newfound freedom to do something worthwhile for the local community.

Currently I also volunteer for Samaritans Walsall and also assist at a local drop-in centre.

I am passionate about helping others and supporting the wellbeing of people in the community.

As a volunteer member of ISAB my role involves reading and reviewing reports with information collated from surveys carried out by our Enter & View team, providing feedback and commenting on actions that may be required to help local healthcare services prior to reports being published.

At regular board meetings projects are discussed with a dedicated and supportive team, they cover a wide range of health-related issues in the community.

I have thoroughly enjoyed learning more about our local healthcare services, and more importantly, understanding what can be done to improve them for the service users.



## Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



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



0800 470 1660



[info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

# Finance and future priorities

We receive funding from **Walsall Local Authority** under the Health and Social Care Act 2012 to enable us to do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£190,450	Expenditure on pay	£133,476
Additional income	£375	Non-pay expenditure	£30,482
		Office and management fee	£23,995
<b>Total income</b>	<b>£194,825</b>	<b>Total Expenditure</b>	<b>£187,853</b>

## Additional income is broken down into:

- £375 microgrant received for undertaking a focus group with people with learning disabilities/autism.

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

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.

## An example of work projects for the next year are:

1. Use of NHS App.
2. Hospital Appointments at Walsall Manor Hospital.
3. Neurodivergent service user experience of healthcare services.

# Statutory statements

Healthwatch England, 2 Redman Place, Stratford, E20 1JQ.

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 licence 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 2025/2026, the Board met 4 times and made decisions on matters such as agreeing the workplan for 2026/2027, 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 2025/2026, 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 provide printed copies when requested.

# Statutory statements

## Responses to recommendations

We had 11 providers who responded to findings and any recommendations in the reports we shared with them. 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, Walsall Adult Safeguarding Board.

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 ICB and Quality & Oversight Committee. 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 2025/2026, our representative has effectively carried out this role by attending meetings, presenting the Annual Report for 2025/2026 and providing an update against our work programme.

Healthwatch Walsall is represented on the Integrated Care Partnership by Aileen Farrer who is also the Healthwatch representative on the Black Country Integrated Care Board as well as the Black Country System Quality & Oversight Committee.

# Statutory statements

## Enter and View

Location	Reason for visit	What you did as a result
Watermill Care Home	Gain insight into dementia care and understand what good care looks like.	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change.
Beechdale GP Practice	Not previously visited by Healthwatch Walsall.	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change.
Mossley Fields GP Practice	Not previously visited by Healthwatch Walsall.	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change.
Rushall Care Home	Not previously visited by Healthwatch Walsall.	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change
Dr. Mahbub GP Practice	Not previously visited by Healthwatch Walsall.	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change.
Inglewood Care Home	Not previously visited by Healthwatch Walsall	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change.
Dr Sinha, Dr Verma, Dr Manohar & Dr Anand Brace Street Health Centre – GP Practice	Not previously visited by Healthwatch Walsall	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change.
Dr R Kumar, Dr D Taunk & Dr M Kasliwal, Brace Street Health Centre – GP Practice	Not previously visited by Healthwatch Walsall	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change .
Birchills Health Centre – GP Practice	Not previously visited by Healthwatch Walsall	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change.
Portland Medical Practice – GP Practice	Not previously visited by Healthwatch Walsall	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change
Alexia Court Care Home	Revisit due to change of owner.	Produced a report containing a series of recommendations which were informed by the lived experiences of service users and were shared with the relevant provider to support meaningful change

# Statutory statements

## 2025/2026 Outcomes

Project/activity	Outcomes achieved
Experiences and Unmet needs of Walsall Young Carers.	Recommendations from the report have been included in the Local Authority Carers Strategy.
Access to Primary Care Mental Health Services for people from ethnic communities.	The report was sent to the Mental Health Trust who are to start a review of their primary care mental health services in line with the wider neighbourhood health work. Our report is therefore timely
Patient experience of Phlebotomy services at Walsall Manor Hospital.	This highlighted the issues of unexpected patient attendance from primary care into the service, as well as the lack of space in which the current bloods service is operating.
Revisit of Maternity Services for Black and Asian Women.	Recommendations from the previous work undertaken by Healthwatch Walsall have been implemented.

# healthwatch Walsall



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# healthwatch Walsall

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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.