



# Impact and Insight E-bulletin

**healthwatch**  
Walsall

Your review of May 2024



# Our Engagement figures for May 2024

People engaged with: 92

Website visitors: 1,013

Page View: 1,558

New, site users: 582

Number of social media posts: 62

Number of social media followers: 3,037



# We held our Public meeting and the Chair of Healthwatch England joined

Healthwatch Walsall held its public Independent Strategic Advisory Board Meeting on the 15th May 2024 at Ryecroft Community Centre.

We were delighted to be joined by Professor David Croisdale-Appleby the Chair of Healthwatch England along with Healthwatch Walsall staff, volunteers and members of the public.

The meeting was an opportunity for open discussions to take place about issues relevant to those present and it was a very interesting and informative session with a lot of interaction.





# Issues and Themes from May 2024

- Person recently showing signs of dementia, relative getting poor GP access and unaware of what dementia support is available in Walsall.
- Patient discharged from hospital with a controlled drug, Patient tried contacting GP but unable to get an appointment.
- Elderly patient, soon to be discharged from Hospital without needs being assessed. This may result into having to go into a Care Home.
- Patient had several hospital appointments cancelled. Has complained to PALS but has not received a response.
- Person wanted NHS dental care but could not find provider.



**'Have Your Say'**

**healthwatch**  
Walsall

We are your health and social care champion. We make sure National Health Service (NHS) leaders and other decision makers hear your voice and use your feedback to improve care.

Visit our website to leave a service review  
<https://tinyurl.com/3778j3ps>

Use the QR code to review a Walsall service



Or talk to us and share those health and care experiences and see if we can help. We can offer free advice and information that may meet your need.

**Tel: 0800 470 1660**

Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)  
Website: [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)



## Youth Healthwatch is recruiting

To find out more than call  
Loretta Higgins on:  
0800 470 1660 or 07732 683449.



are you a young person looking for work  
experience?

## JOIN OUR YOUTH INITIATIVE

contact us at  
[youthhealthwatch@healthwatchwalsall.co.uk](mailto:youthhealthwatch@healthwatchwalsall.co.uk)  
or call/text us on 07732 683449

**Have  
your  
say**

**All are welcome!**



At Youth Healthwatch Walsall we  
want to make health and social  
care better for young people, we  
can only do this with your help!



Engaging  
Communities  
Solutions

**TALK TO US!**

**VOLUNTEER**

**GET INVOLVED!**



# Volunteer with us

Independent Strategic Advisory Board members

Healthwatch Walsall is now looking to recruit additional Board members who have a passion for developing Healthwatch Walsall as the “consumer champion” for NHS, public health and adult and children’s social care services across the Borough.

Link to role: <https://healthwatchwalsall.co.uk/job-vacancies/>

Or get involved as one of our Frontline Volunteer

Do you want to help communities to access health & social care services and help make peoples voices count?

Choose from a number of roles to make that difference

Call: 0800 470 1660

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





# 6 Local support in Walsall

- Mental Health support: <https://tinyurl.com/4j34w4x2>
- Children & Young People: <https://tinyurl.com/jcab6399>
- Walsall Living Directory: <https://tinyurl.com/72zmtsxu>
- Visit our useful link page: <https://tinyurl.com/5n8svnjw>
- Extra GP appointments 01922 501999

Our own suicide support information now available under our useful links section of our website.

Link: <https://tinyurl.com/mr2298kt>

As well as much more useful links and contacts to health and social care services and support should you or someone you know need help.



**Champions for  
users of health &  
social care  
services.**



We have changed the way you share your health and social care experiences too.

You can leave them at our website section called...

**'Have Your Say...'**

Link: <https://tinyurl.com/29e3uscn>

Call: 0800 470 1660

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

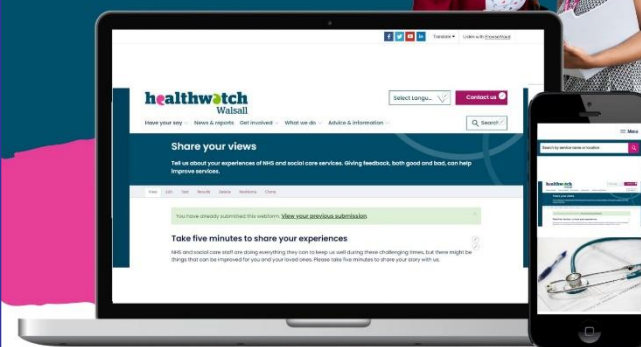
## Have Your Say

Share your Walsall health & social care services experiences on our website or use your mobile phone.

Visit our webpage:

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

click on the tab 'Have Your Say'



**healthwatch**  
Walsall

or call

0800 470 1660





## Contact Us

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

t: 0800 470 1660

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

## Social Media

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020