

Insight Report

# **E-BULLETIN NOVEMBER 2025**



# Engagement figures for November 2025

## Insight Report

- ❑ People engaged with face to face: 324
- ❑ Events attended: 44
- ❑ Website visitors: 2,110
- ❑ Page views: 2,693
- ❑ New site users: 1,988
- ❑ Number of social media posts: 14
- ❑ Number of social media followers: 3,083



# Issues and Themes for November 2025

## Insight Report

- Poor experience of Maternity community nursing for new mother. Nurse didn't turn up to GP service, seen by a Health visitor.
- GP service loses bloods and urine samples twice.
- Visited Men's group and mental health a prominent issue for men and accessing services difficult via GP services for a number of reasons.
- Waiting time in Walsall A&E of 9 hours.
- Patients still not aware of Extra GP Appointments – 01922 501999
- Patient had been in touch with PALS but not had a return call as told.
- Care resident worried about length of time of outcome of financial assessment.
- Patient feels that Extra GP Appointments can be hard to reach if face to face.
- Patient said changes in meds manufacturers can mean tablets look different so can be confusing for patients.

To share your Walsall health and social care services experiences visit our 'Have Your Say' platform on our website.

Link: <https://www.healthwatchwalsall.co.uk/share-your-views>





# Get involved!

We want to hear from people from ethnic communities about accessing Mental Health Services via Primary Care services (GP)

- Do you know support there is?
- How can you access mental health support via Primary Care services?
- Do you feel listened to?
- Have you accessed Mental Health services and how was your experience via Primary Care services?

We have a short survey to complete or get in touch and have a chat with us.

Take part in the survey: <https://tinyurl.com/5ac96fnm>  
or call: 0800 470 1160

## Insight Report

We want to understand if there are barriers to accessing Walsall mental health services in primary care for people from ethnic minority backgrounds in Walsall.



Take part in a short survey

Or take part in a chat

<https://tinyurl.com/5ac96fnm>

Tel: 0800 470 1660

Or use  
the QR  
code



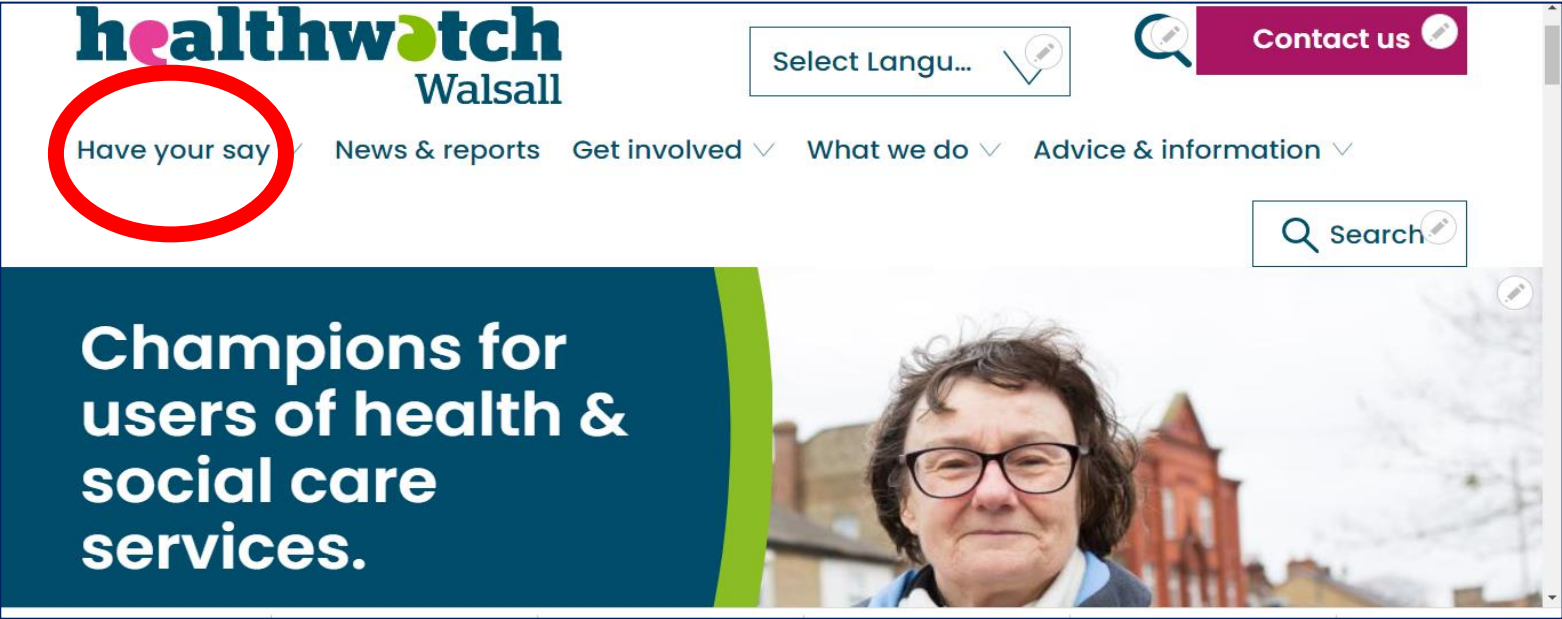
**healthwatch**  
Walsall

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

 Engaging  
Communities  
Solutions

# Have Your Say

Review your Walsall health and social care services online 24/7  
Share your experiences  
at: <https://www.healthwatchwalsall.co.uk/share-your-views>



Or call: 0800 470 1660  
Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

## Insight Report

# 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'

A laptop and a smartphone displaying the healthwatch Walsall website. The laptop screen shows the 'Share your views' section, and the smartphone shows the mobile version of the site.

# healthwatch Walsall

or call 0800 470 1660

# Youth Healthwatch is recruiting

## Want to make a difference for people health and care in Walsall?

We have a range of volunteering opportunities available with Healthwatch Walsall. We hope the various roles we have on offer will give you the opportunity to:

- Make a difference to your local community
- Meet new people
- Enhance your knowledge base
- Access training and support
- Use your existing skills and develop new ones
- Add valuable experience to your CV

**For more information call: 0800 470 1660**  
**Or Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)**

## Insight Report



The poster is for the Youth Healthwatch Walsall initiative. It features a blue background with various icons at the top: two people in a cloud, a bandage, and a group of people under a sun. The text asks if the reader is a young person looking for work experience and encourages them to join the initiative. It provides contact information via email and phone. A pink speech bubble says 'Have your say'. Below this, four diverse young people are shown on a stage. A text box states the goal of making health and social care better for young people. At the bottom, there are three icons of people holding signs that say 'TALK TO US!', 'VOLUNTEER', and 'GET INVOLVED!'. The logo for Engaging Communities Solutions is in the bottom left corner.

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!

**TALK TO US!** **VOLUNTEER** **GET INVOLVED!**

Engaging Communities Solutions



# Local Support in Walsall

## Insight Report

- Mental Health support: <https://tinyurl.com/4j34w4x2>
- Children & Young People: <https://tinyurl.com/bdhmz558>
- Walsall Wellbeing Directory: <https://tinyurl.com/58m4ws9w>
- Extra GP appointments 01922 501999
- Dementia Support services: <https://tinyurl.com/syt29ey6>
- Walsall Food banks: <https://tinyurl.com/4dzh9xxb>
- NHS111 – Call 111

Visit our useful link page: <https://tinyurl.com/5n8svnjlw>

Where you will find more useful links and contacts to health and social care services and support should you or someone you know need help.





Our social media Platforms are:

Facebook: @HealthwatchWSL

X (formerly Twitter): @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020



**Committed  
to quality**

We are committed to the quality of our information. Every three years we perform an in depth audit so that we can be certain of this.



**healthwatch**  
Walsall

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