

your
voice
counts

**Impact and
Insight E-bulletin**

Your review September 2023

healthwatch
Walsall

Our Engagement

We attended over 61 events out in the various communities of Walsall and engaged with 371 people.

We have 3,109 Social media followers across our various social media platforms. We held 4 online events.

We had 786 visitors to our website and 3,500 page views.

**INVITE US
TO YOUR
MEETINGS OR
EVENTS**

healthwatch Walsall

Are you holding a meeting or have you got an event coming up and would like Healthwatch Walsall to take part or attend?

We would love to talk with you, your group or support a public event you are holding. So get in touch!

ADMIT ONE

ADMIT ONE

ADMIT ONE

ADMIT ONE

**Having a funday, fayre, fete
or group event?**

CONTACT US NOW

T: 0800 470 1660

Issues and themes for August

Parents experience of visiting Walsall Manor Hospital New Emergency Care Centre. Felt staff were rude and unhelpful.

Resident needed Mental Health Support. Shared support and treatment organisations.

Deaf patients have great difficulty booking BSL interpreters for GP appointments, asked to do so via Hospital.

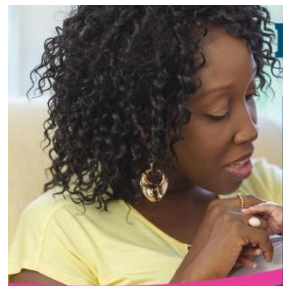
Negative experience of deaf patient at Walsall Manor Hospital around communication, treatment and care.

Waiting times to access CAMHS assessments and services expressed as long by parent.

Patient compliment to the Walsall Manor Hospital Cardiology department and surgery around treatment and care.

Get involved, take part in these important surveys...

Visit our website: <https://tinyurl.com/m2maw8k8>



healthwatch
Walsall

Healthwatch Walsall
experiences of Black
Share your thoughts on Mat
Care i

Were you happy with y

Healthwatch Walsall want

You can share your feedback
taking part in our survey. Use
below or scan the QR code to
say.

If you would like a paper copy
help with completing this sur
contact Loretta Higgins on
07732 683 449

<https://engagingcommunities.w>

Can you get **NHS**
dental treatment?



YES? or NO?

Please take part in our short
questionnaire and let us know
if you are still able to get NHS
treatment or not?

Use the link:

<https://tinyurl.com/4hmfmadr>

Or if you wish to take part over
the phone

call: 0800 470 1660

healthwatch
Walsall



Or use the QR code

Are Walsall
health & social

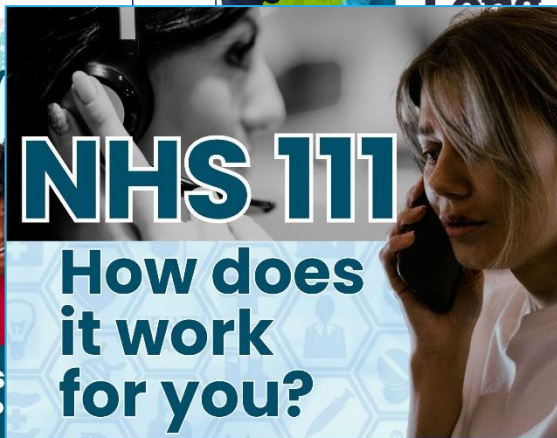
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to take part over t
phone: 0800 470 1660

watch
Walsall

Or use the
QR code



NHS 111

How does
it work
for you?

Take part in our short survey
and let us know?

Use the link: <https://tinyurl.com/2s3fs3c9>
Or if you wish to take part over the phone
Telephone: 0800 470 1660

healthwatch
Walsall

Or use the
QR code



Have you
or are you
suffering
from
Long



r short
s know if
support
?

[com/mprscsvk](https://tinyurl.com/mprscsvk)
over the phone
70 1660

Or use the
QR code





Get involved... take part in our surveys

We have a number of projects we are currently working on which you may be able to offer important feedback. From your, your family and friends experiences.

Please share, so that we can gather as much information as possible. We will publish our findings in a public report and recognise good working practice and identify any need for service change/improvement

NHS 111 work project

NHS 111 triages peoples medical needs to enable them to access the appropriate services, or to provide advice on self-care where relevant. We want to know if this process is working for you, and understand your experiences of using the service.

To take part in a short questionnaire [Click Here](#)

The Accessible Information Standard

This survey is part of a campaign to make people aware of the Accessible Information Standard. The Accessible Information Standard is a law that says all health and care services have to: communicate in different ways for people with different needs and provide information that is clear and easy for people to understand.

To take part in a short questionnaire [Click Here](#)

Long COVID work project

We were not sure how 'long COVID' suffering Walsall patients were supported by Walsall services so we decided to take a look and encourage those patients or relatives and carers to share their experiences of long COVID support. This is an opportunity to find out what's out there? What works? and What extra support, if any? is needed.

To take part in a short questionnaire [Click Here](#)





Get involved... take part in our surveys

NHS dental care/treatment work project

Healthwatch Walsall wants to know if dental patients are still getting NHS treatment and care? We are also looking to find out what people who cannot access NHS dentistry are doing to meet their dental needs and if this was affected by the recent rise in NHS dental care pricing. Please take part in this short survey if you have recently tried to access Walsall NHS dental care. We want to hear from you and thank you for taking the time to participate.

To take part in a short questionnaire [Click Here](#)

Access to Walsall Maternity, Neonatal and Post-Natal Care for Black and Asian Women

Healthwatch Walsall want to speak to women from Black and Asian backgrounds. We want services to be more accessible, inclusive and for service users to have the highest quality of care. By taking part in this survey you can tell us what could be better and what works well.

To take part in a short survey [Click Here](#)

We can send paper copies if you wish or we can assist if you would like to take part over the telephone. Call 0800 470 1660.

Our projects data are analysed and a report is drawn up and shared with service providers, service commissioners and of course you the public.

To view or download any of our reports then visit our website 24/7

Link: <https://tinyurl.com/5n6zyxwd>



Get involved...

Join us at our
Annual Public Meeting
Tuesday 17th October 2023

your
**voice
counts**

**Book Now to
reserve your seat.
Lite lunch
included.
Information and
support stalls
available.**



It's our
**Annual
Public
Meeting**

**Book
Now**

**Tuesday 17th October, 2023
11.00am till 2.30pm**

We will present our Annual Report 2022/2023.
Guest speaker from CAMHS and Young People
Emotional & Wellbeing Services.
Get other information from our support partners.



**Lite lunch
included**

**Ryecroft Community Hub,
28 New Forest Rd,
Walsall WS3 1TR**

Book your seat today.

Email: info@healthwatchwalsall.co.uk
Or telephone 0800 470 1660

healthwatch
Walsall

If you have any particular food needs
or other needs, please tell us prior to
the meeting

**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

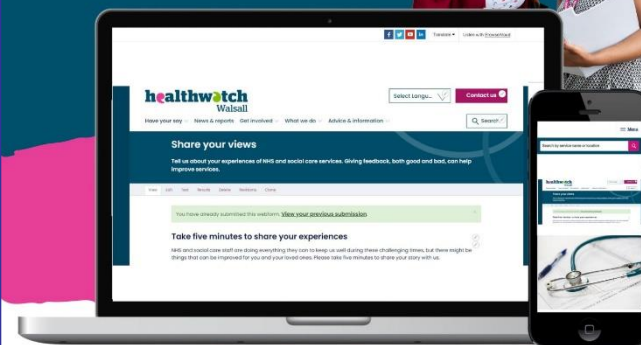
Have Your Say

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

Visit our webpage:

www.healthwatchwalsall.co.uk

click on the tab 'Have Your Say'



healthwatch
Walsall

or call

0800 470 1660

6 Volunteer with us

Healthwatch 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/>

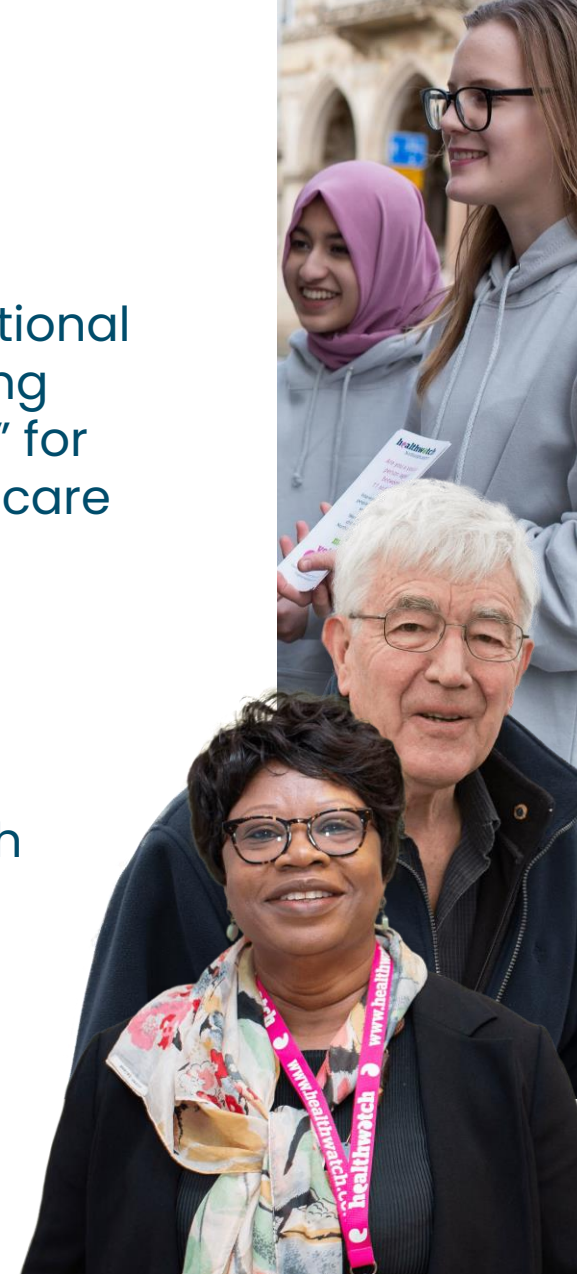
Or get involved as one of our Frontline Volunteer

Do you want to help communities to access health and 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





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
or call/text us on 07732 683449

All are welcome!

**Have
your
say**

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!**





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.





Contact Us

Healthwatch Walsall
Blakenall Village Centre

79 Thames Road

Blakenall

Walsall WS3 1LZ

www.healthwatchwalsall.co.uk

t: 0800 470 1660

e: info@healthwatchwalsall.co.uk

Social Media

Facebook: @HealthwatchWSL

Twitter: @HWWalsall

Instagram: @healthwatchwsl

YouTube: Healthwatch Walsall 2020