



Insight Report

# **E-BULLETIN SEPTEMBER 2025**



# Engagement figures for September 2025

## Insight Report

People engaged with face to face: 111

Attended events: 11

Website visitors: 475

Page Views: 1,317

New site users: 462

Number of social media posts: 96

Number of social media followers: 3,072



# Issues and Themes for September 2025

## Insight Report

- Patient expresses positive experience at Walsall Podiatry services
- Patient struggling to get a response from Walsall PALS
- Patient concerns about patient waiting/overcrowding in Walsall Pathology department
- Patient can not get in touch with GP as told due to barrier of reception staff
- Walsall resident received 'out of area' care and said care was excellent
- Patients visiting Walsall Emergency and Urgent Care centre waiting times up to 12 hours.
- Person returns home (another country, to get scans and results around Neurology issue. Waiting time here in UK NHS is months/years.
- Patients still unaware of 'Extra GP Appointments' available in Borough.

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 Service 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

# It's our Annual Public Meeting

## Members of the public ( Patients, residents, service users)

As a member of the public, you will be able to hear about the work Healthwatch Walsall has undertaken over the last 12 months, as well as the projects currently being undertaken, and make suggestions about services in health and social care to have a look at.

Additionally, a presentation on 'Neighbourhood Health' will be given. What are they? How do they work? How will they affect you? To find out, then attend our Annual Public Meeting.

## Support Organisation/ Service providers

If you are a support organisation or a provider of a service that helps/assists patients, residents, or members of the public, and you would like to have a table/stand to offer advice or information, then please get in touch and book one. These will be limited, so be quick!

To book a place at this event, call 0800 470 1660  
or email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

## Insight Report



**YOU ARE INVITED  
TO OUR  
ANNUAL PUBLIC MEETING**

**We will present our Annual  
Report & finances 2024/2025**

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

 **Wednesday 22<sup>nd</sup>  
October 2025**

 **11.00am - 2.00pm**  
included, lunch & networking

- Hear what work we have been doing over the last 12 months
- Hear about 'Neighbourhood Health'
- Opportunities to raise questions
- Visit the support organisation stalls/tables
- Networking
- Lunch

**To join us reserve your place by Email:**  
[info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)  
or call 0800 470 1660

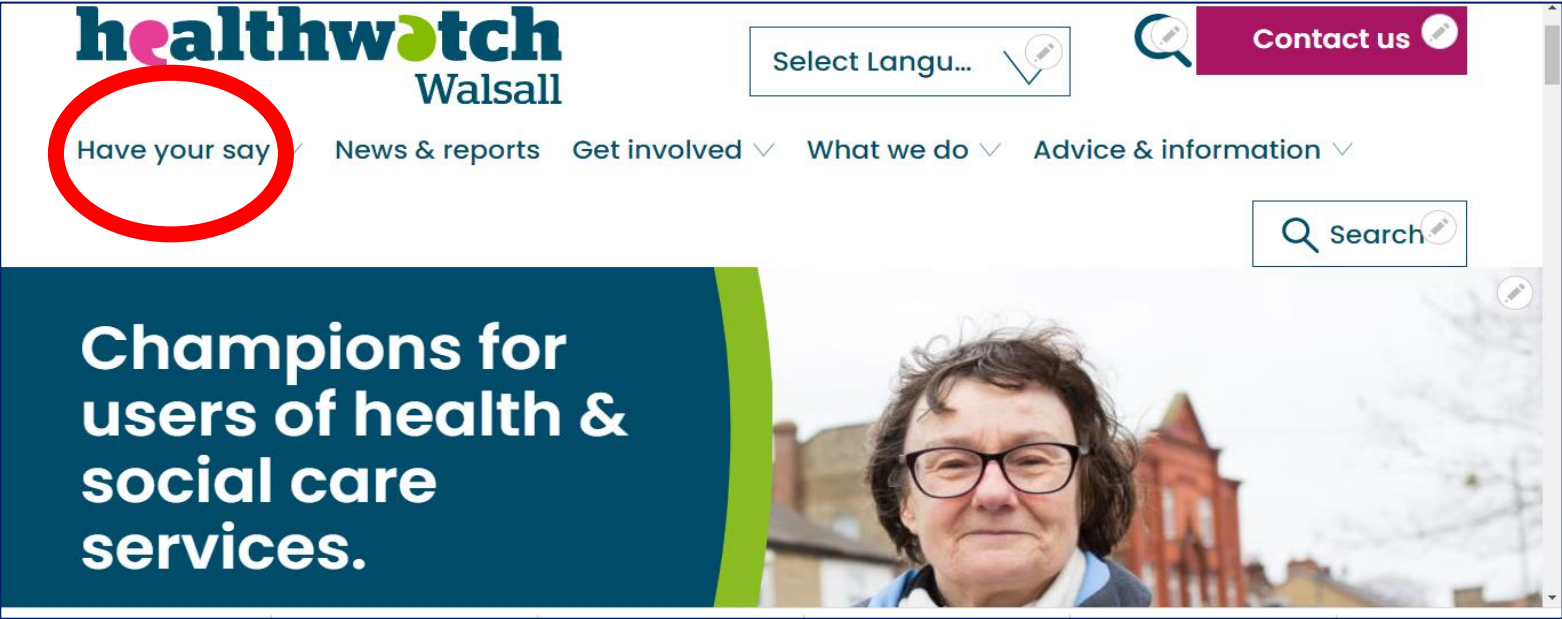
**healthwatch**  
Your health and Social care  
champion in Walsall

**Walsall**

Delivered by  
**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'





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

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!

# 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/5n8svnjw>

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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