

*hello*  
**SPRING**

**April 2025**



**Newsletter**

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## Local Health & Social Care Updates

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### About Us



Healthwatch is your local health & social care watchdog dedicated to listening to your concerns and sharing them with system leaders to improve health care services across the Walsall Borough.

In 2025, we are committed to amplifying the voices of Walsall residents and local communities. We invite you to support our ambition and help us raise awareness. Visit our website to share your views on health and social care services in your area.

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



## A message from the Healthwatch Walsall Manager

Dear Reader

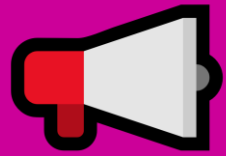
I hope this newsletter finds you well and enjoying the lovely and much needed sunshine. In this newsletter you can hear about projects we are delivering across the Borough as well as upcoming events and campaigns we have planned. You will also be able to find out information from other organisations which may be of interest to you.

The team are looking forward to getting out and about in Walsall to speak to more citizens about their experiences of accessing health and social care services. Thank you for taking the time to share your views with them and for following Healthwatch Walsall.

During the year we will be undertaking a number of projects, and we look forward to hearing from you about these. We will be in your local community seeking your views and experiences.

We appreciate your support.

**Aileen Farrer**  
**Healthwatch Walsall Manager**



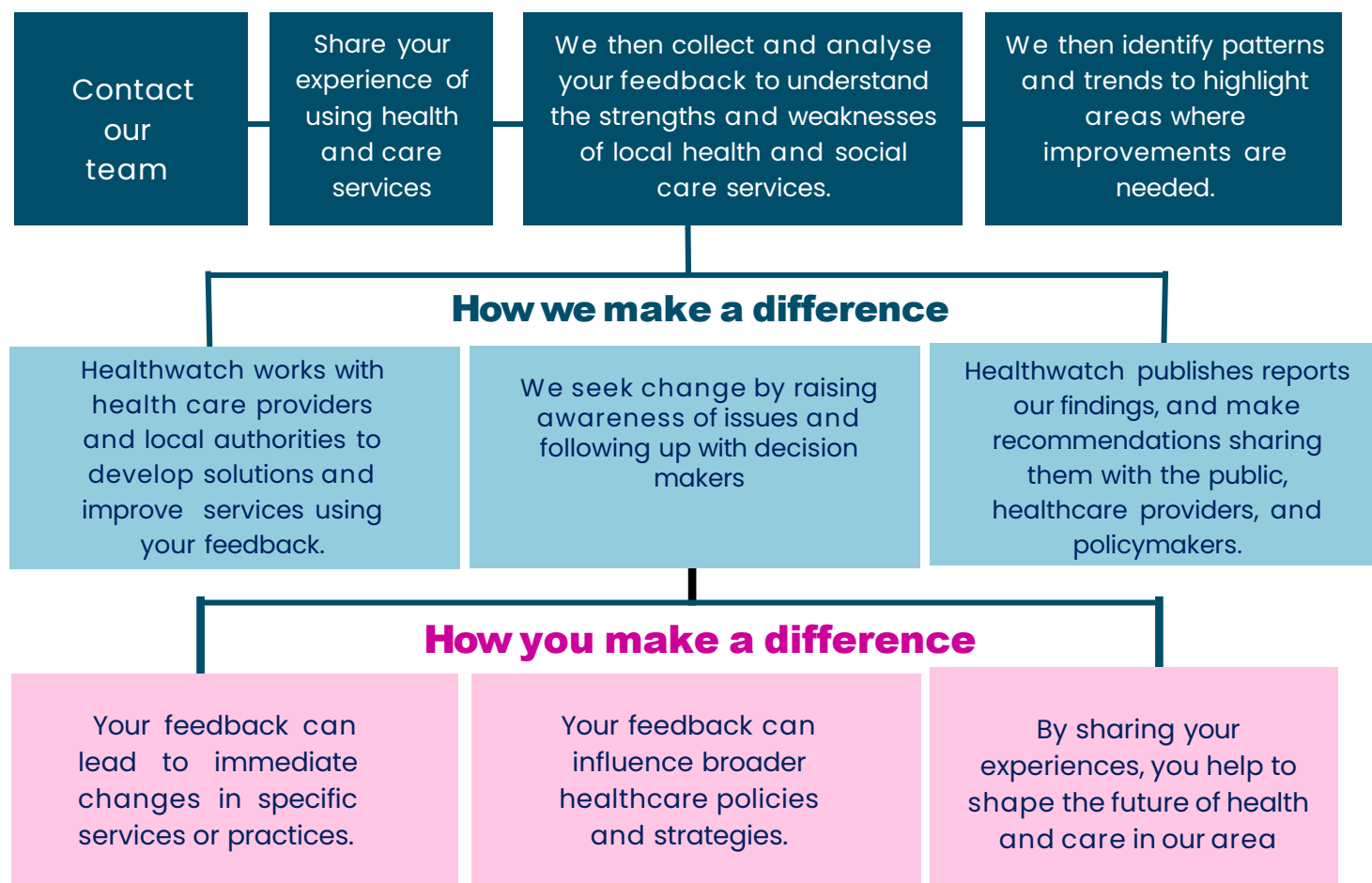
**How you  
can get  
involved and  
make a  
difference**



# Share your experiences with us!

We want to hear your thoughts on health and care services in our area. Your feedback will help us ensure that NHS leaders and social care decision makers are aware of your needs and can make improvements to care.

## How it works?



The screenshot shows the 'Share your views' webform on the Healthwatch Walsall website. The header includes the Healthwatch Walsall logo, a language dropdown set to 'English', and a 'Contact us' button. The navigation menu has links for 'Have your say', 'News & reports', 'Get involved', 'What we do', and 'Advice & information', along with a search bar. The main heading is 'Share your views' with a subtext: 'Tell us about your experiences of NHS and social care services. Giving feedback, both good and bad, can help improve services.' Below this is a toolbar with 'View', 'Edit', 'Test', 'Results', 'Delete', 'Revisions', and 'Clone' buttons. A green message box states: 'You have already submitted this webform. [View your previous submissions](#).' The footer of the form says: 'Take five minutes to share your experiences' and 'NHS and social care staff are doing everything they can to keep us well during these challenging times, but there might be things that can be improved for you and your loved ones. Please take five minutes to share your story with us.'

**Available 24/7**

Link: <https://tinyurl.com/3778j3ps>

**healthwatch**  
Walsall



**Take part in a short survey and tell us about the service**

## Do you use a Pharmacy?



**Tell us how using your pharmacy works for you.**

Take part in a short survey and you may help with the development of Walsall Pharmacy services in the future.



Use your phone to access the survey via the QR code above

Visit our online survey at:  
**<https://tinyurl.com/2uy4f35d>**

or if you wish to get a paper copy call: 0800 470 1660

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







**You can still take part or promote  
our last 24/25 project**

# Are you a Young Carer aged between 13 to 19 ?



**We want to listen to  
what you think...**

**Tell us what support you get  
as a carer and what you  
need, by taking part in our  
survey. Use the link below, or  
scan the QR code.**



**Link to survey: <https://tinyurl.com/53pr8nwt>**

**If you would like to talk to us, call us on 0800 470 1660**

## Join our virtual voices



**Join Healthwatch  
Walsall Virtual Voices  
to share your  
thoughts on services  
in Walsall.**

Each month we will ask your views on different topics, you can share your thoughts through email polls and online surveys. Your feedback will be used to help make positive changes to services.

The best bit about Virtual Voices is that you only have to take part in the subjects that interest you and all our surveys and polls are designed to take as little of your time as possible!

To join Virtual Voices, you need to live in Walsall and be 16 or over.

To get involved please email your interest to [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)



**healthwatch**  
Walsall

**Sign up**

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





# Interested in becoming a volunteer?

**Theres many ways you can make a difference as a volunteer**

As part of our ongoing recruitment drive

**healthwatch**  
Walsall

## Volunteers Needed!

We are looking for people who want to make a difference in their community and identify opportunities for health and care services changes or improvements.



**Get in touch now**

To contact us call 0800 470 1660 for a brief chat about what we have to offer.

**WE NEED HELP & CAN OFFER UP TO 12 INTERESTING VOLUNTEERING ROLES!**

visit: <https://www.healthwatchwalsall.co.uk/volunteer>

**your voice counts**

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

**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!

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

Engaging Communities Solutions

Engaging Communities Solutions

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Walsall

## GET INVOLVED

Volunteer with us and help make a difference to Health and Social Care your community receives:

**Young Healthwatch volunteers** ensures that young peoples voices are heard and help to influence change to make Health and Social Care services better for children and young people - No DBS is required.

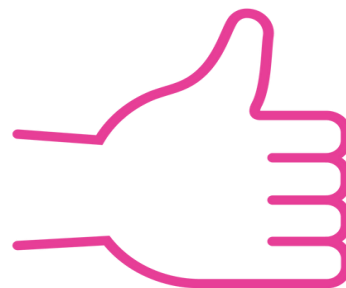
**Publication and Document Editor volunteers** supports ECS / Healthwatch looking over materials and reports to ensure they are accessible to the public and / or its intended audience. - No DBS is required.

**Digital Communications / Social Media** volunteers support ECS / Healthwatch to manage social media / website by reviewing and creating content - DBS is required.

**Enter and View Authorised Representative** volunteers listens and observes people's experiences of Health and Social Care services, including people living in residential homes to understand what is working well and what can be improved - DBS and references are required.

**Community and Engagement** volunteers collect feedback about people's experiences of Health and Social Care services including engaging people at various locations including hospitals, libraries etc - DBS is required.

**Information and Signposting** volunteers support people to get the information they need about Health and Social Care services and how to access community support - No DBS is required.



**There are 12 volunteering roles that you can get involved in!**

**Healthwatch Advisory Board members (HAB)** supports the Healthwatch work programme including Enter and View visits, support the team by attending strategic meetings - representing Healthwatch and building relationships with key Health and Social Care, voluntary and community sector stakeholders - DBS is required.

**Online Feedback Collector** volunteer collects feedback about people's experiences of Health and Social Care services that have been posted online, this contributes to the intelligence and information Healthwatch use to inform improving change - No DBS is required.

**Administration** volunteers supports the back-office functions of Healthwatch by data entry, event planning and answering telephone calls - No DBS is required.

**Healthwatch Champion / Ambassador** volunteers is being the eyes and ears of what is happening in the community ensuring people are engaged, listened to and provided with an avenue to inform Healthwatch their views and experiences on Health and Social Care services - DBS is required.

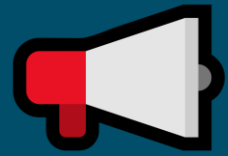
**Virtual Visitor** volunteers supports Healthwatch by building a picture of Health and Social Care services by interviewing residents, patients, family members, relatives and staff online. THIS IS NOT THE SAME AS ENTER & VIEW AUTHORISED REPRESENTATIVE VOLUNTEER ROLE - No DBS is required.

**Research** volunteers works with the ECS / Healthwatch team to plan and deliver research activities through a variety of methods - DBS is required.

You can find full details and of each of these roles on our website along with an application form on [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)

Alternatively you can email our volunteer co-ordinator:  
Tom.Collins@healthwatchwalsall.co.uk

**Get in touch:** 0800 470 1660  
@HWWalsall  
Healthwatch Walsall



# **Issues Raised by Our Community**

# Key health and care updates or concerns

**Latest  
Insights**



## Increase of walk-in patients at Walsall Manor Hospital blood taking department

We observed long patient queues at the Phlebotomy Department at Walsall Manor Hospital.

We decided to take a look via our Enter and View process.

**Waiting time for young people to access Children and Adolescent Mental Health Services (CAMHS) can take a very long time. .**



**Have you experienced this?**

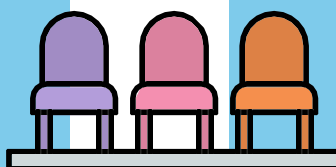
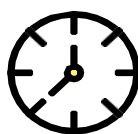
**Tell us!  
0800 470 1660**

**healthwatch**  
Walsall

## Urgent Treatment Centre design – could this have been better?

Parents with children with complex needs expressed a need for a quiet/safe room.

This would help children with ADHD and other similar conditions at a stressful time.



The reduced availability of face-to-face appointment at GP practices has remained a consistent issue since the COVID pandemic. Despite guidelines stating that patients should be offered their preferred mode of appointment.

**To share a compliment or concern then you can call us or visit our website 24/7**

## Poor Communication for disabled people

Some disabled patients feel that clinical staff do not listen or understand them.

**If you feel the same, tell us why?**



If you have any concerns about any health or social care services, then please get in touch. Or if you wish to leave a compliment then you can share those as well.

**Tell us about your care!**  
**<https://tinyurl.com/3778j3ps>**



# Reports, Findings and Recommendations

We publish reports that take a deeper look at some of the issues you have told us about. Read our latest reports below.:

## Patient experience of Walsall Urology Services

Our mission is to ensure that the voices of local people are heard and acted upon when it comes to health and social care services. As the independent champion for service users, we gather feedback directly from the public to influence and improve the quality of care provided in Walsall. Our work empowers people to share their experiences, both positive and negative, so that we can work with service providers to create meaningful change.

For this project, we aimed to understand the patient experience of urology services in Walsall. By listening to patient stories, we gained insight into what is working well and where improvements could be made.

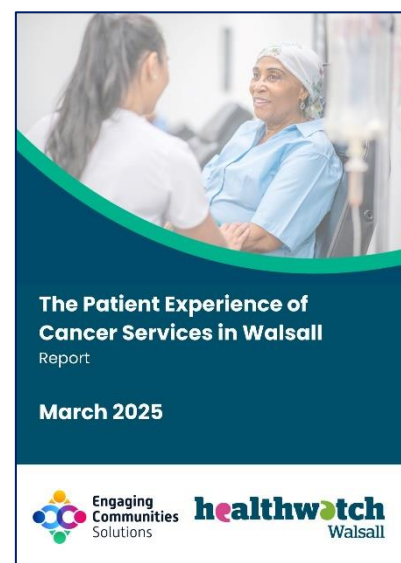
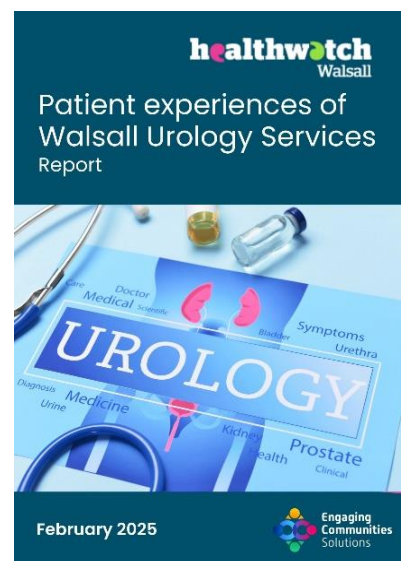
**To read the full report [Click Here](#)**

## Patient experience of Cancer Services in Walsall

Our mission is to ensure that the voices of local people are heard and acted upon when it comes to health and social care services. As the independent champion for service users, we gather feedback directly from the public to influence and improve the quality of care provided in Walsall. Our work empowers people to share their experiences, both positive and negative, so that we can work with service providers to create meaningful change.

For this project, we aimed to understand the patient experience of cancer services in Walsall. Cancer is a life changing diagnosis and the quality of care and support received by patients is critical to their physical and mental well-being. By listening to patient stories, we gained insight into what is working well and where improvements can be made.

**To read the full report [Click Here](#)**





# The work with have been doing

## Our monthly updates

As well as our public engagement outreach at various Walsall locations we have produced a number of reports from what we heard from you and what we saw.

Each month we produce an 'Insight E-Bulletin' that gives a brief overview of what we have been doing and some of the issues that you have raised. This feeds into our services intelligence and can highlight key concerns, issues and themes that you have shared with us.

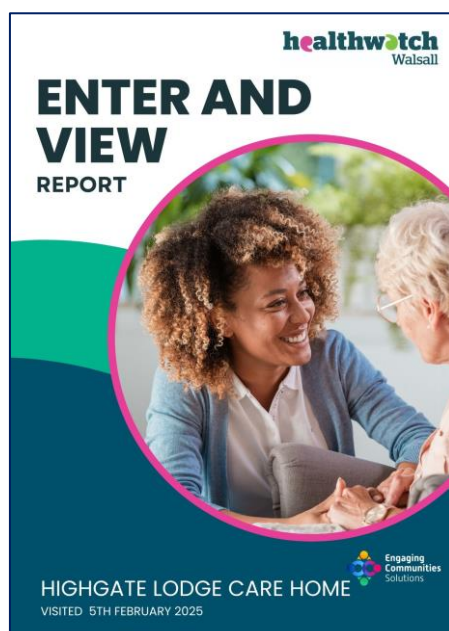


To read these monthly E-Bulletins use the link: <https://tinyurl.com/mr2ukcuc>

## Our Enter and View Visits

As well as our public engagement outreach at various Walsall locations we have produced a number of 'Enter and View' (E&V) reports from what you have told us and what we saw on the day of our visit.

Each month we visit a health or social care venue to listen to service users to learn about what works or doesn't work for them.



Our Enter & View programme covers a range of venues from GP surgeries to pharmacies, care and residential homes and day centres. We aim to have as broad a programme of visits as possible.

This can help identify service users' needs for improvements or to highlight the excellent work that service providers deliver through their hard-working staff. Ultimately this will make a positive service user experience for the people of Walsall.

If you want to share an experience of a service, you can do this in your own time 24/7 by visiting our 'Have Your Say' platform.

Link to do so: <https://tinyurl.com/3778j3ps>

**Link to E&V reports:** <https://tinyurl.com/82fkxtuf>

# **Information from our partners**



# Be Well Walsall

This is a free wellbeing service for the Walsall community. Their team of experts can help individuals improve their wellbeing, achieve a healthy weight, quit smoking/vaping, and get an NHS Health Check.

They offer various levels of support, from low to high touch, focusing on long-term behaviour change. Whether someone lives, works, or is registered with a GP in Walsall, Be Well Walsall can help them make sustainable lifestyle changes. Support is available face-to-face, by telephone, and online, in both 1:1 and group formats (eligibility criteria apply).

To find out more or sign up today for free please call on 01922 444044 or sign up online <https://bww.maximusuk.co.uk/>

Be Well Walsall



**Ready to feel healthier and happier?**

We offer **free** support to help you to:

Improve your wellbeing 	Be a healthier weight 	Stop smoking 	Get an NHS Health Check 
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Scan the QR to sign up today  
[bww.maximusuk.co.uk](https://bww.maximusuk.co.uk)

[bewellwalsall@maximusuk.co.uk](mailto:bewellwalsall@maximusuk.co.uk)  
01922 444044

 Walsall Council

24-2913



**Share with others to!**

People in the Black Country are being reminded to order any repeat prescriptions they may need ahead of the Easter bank holiday.

GP practices and pharmacies will have limited opening hours over the Easter period, and many will be closed from Friday 18 April to Monday 21 April, making it more challenging for patients to access medicines at short notice.

Every bank holiday, NHS 111 sees an increase in people getting in touch about repeat prescriptions. Waiting and using emergency or urgent services over the Easter break puts added pressure on already busy services.

To avoid this and to ensure health is not put at any unnecessary risk, people are being asked to submit any repeat prescriptions that are due for renewal by Monday 7 April to make sure there is enough time for them to be processed and dispensed.

Dr Mona Sidhu, Medical Director of Primary Care for the NHS Black Country Integrated Care Board (ICB), said: "If you take any prescribed medication on a regular basis, it's important to plan ahead and order your repeat prescription in plenty of time to make sure you don't run out over the Easter bank holiday weekend.

"By checking your medication now, you can save yourself the worry of possibly not getting what you need on time and being caught short over the bank holiday when your GP practice will be closed.

"The easiest way to order repeat prescriptions is via the NHS App or through your GP practice website. If you do not have access to GP online services, you can phone your GP practice to order prescriptions."

Most repeat medication requests can be made online, via local practice websites or through the NHS App. People who do not use the internet can approach their practice to access their prescriptions.

If people feel unwell over the bank holiday weekend, but it's not life threatening, they can check their symptoms and access advice by using the NHS 111 service online or by calling NHS 111.

NHS 111 can help direct people to the most appropriate local health service if they aren't sure where to go –this could include an out of hours GP, a pharmacy, a local NHS walk-in centre, or a hospital accident & emergency (A&E) department.

## **Bank Holiday pharmacy opening times**

**[Click Here](#)**



# Black Country Questions for the BC ICB FOI/EIR 1143 National Policy & Holding ICBs to account

Following communication from HWE, local HW were encouraged to submit the following questions to their local ICB. HWW duly submitted the questions which had been tailored for the Black Country. The questions were submitted under a FOI request which the ICB duly responded to and gave permission for their responses to be made public via our website. The ICB responses are shown in blue.

For the full Q&As [Click Here](#)





### Finance for the Voluntary & Community Sector

- Taking the fear out of your finances.
- Planning – things you need to consider when running a successful CIC, charity or community group.
- Advantages and disadvantages of different structures.

## ASK ANNA!

Wednesday 14th May  
10:30am- 12:00pm

**Join us for an informative workshop followed by Q & A session with local accountant Anna Goodwin**

Manor Farm Community Association, King George Crescent,  
Rushall WS4 1EU

Please book by emailing [vcsealeast@manorfarmca.com](mailto:vcsealeast@manorfarmca.com)







Are you 16+ years and experiencing barriers to employment due to health conditions or disabilities?

Our **Employment Support Officer** is here to help you!



Contact us today for support - 01922 614316

WorkWell is a new initiative designed to provide early support to thousands of people across the Black Country with health conditions or disabilities, helping them overcome barriers to find or keep employment and improve their wellbeing.



If you have information, advice or an invite for the Walsall public then please send it to [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)  
We can include it in our next Newsletter



## Become a Dementia Friend

Join us for this free interactive Information Session to learn how dementia affects a person and what you can do to make a difference. Become a Dementia Friend and join more than 3 million others taking action. From being more patient in a shop queue to campaigning for change, every action counts.

Anyone of any age can become a Dementia Friend.

DATE **19th May 2025**

START TIME **6:00pm**

DURATION **1 Hour**

VENUE

**Manor Farm Community Association  
King George Crescent  
Walsall  
WS4 1EU**

**This venue is wheelchair accessible.**

OTHER INFORMATION

**Learn simple ways to support people living with Dementia. Show your commitment to inclusivity and make your business a welcoming space for all. Help create a more Dementia Friendly community!**

NAME **Gayle Johnston**

CONTACT DETAILS

**01922 614316  
Gayle.johnston@mfcawalsall.onmicrosoft.com**

 [dementiafriends.org.uk](https://dementiafriends.org.uk)

 [@DementiaFriends](https://twitter.com/DementiaFriends)

 [/DementiaFriends](https://facebook.com/DementiaFriends)

# **Useful information**

# Your local foodbanks

**Pelsall Methodist Church**, Chapel Street. Open Tuesdays, 11am – 1pm, and Fridays 1pm – 3pm. Telephone: 07582 869895.

Website: [walsallnorth.foodbank.org.uk](http://walsallnorth.foodbank.org.uk).

**Bloxwich and Blakenall Food Bank** Blakenall Village Centre, Thames Road, Blakenall, Walsall, WS3 1LZ. Open Thursdays 11am – 1pm. Telephone: 07747 301374.

Website: [bloxwichblakenall.foodbank.org.uk](http://bloxwichblakenall.foodbank.org.uk)

## Humanity First

Saddlers Centre Walsall Town Centre

## Walsall Community Food Pantry

Inside the Potter's House Church, 29 – 31 Freer St, Walsall WS1

## Black Country Foodbank

Central Hall, Ablewell Street, Walsall, WS1 2EQ

Telephone: 01922 639700

## Breaking Bread Food Bank

93/94 Walsall Street, Wednesbury, WS10 9BY

Wednesday 10am – 3pm Friday 1pm – 7pm

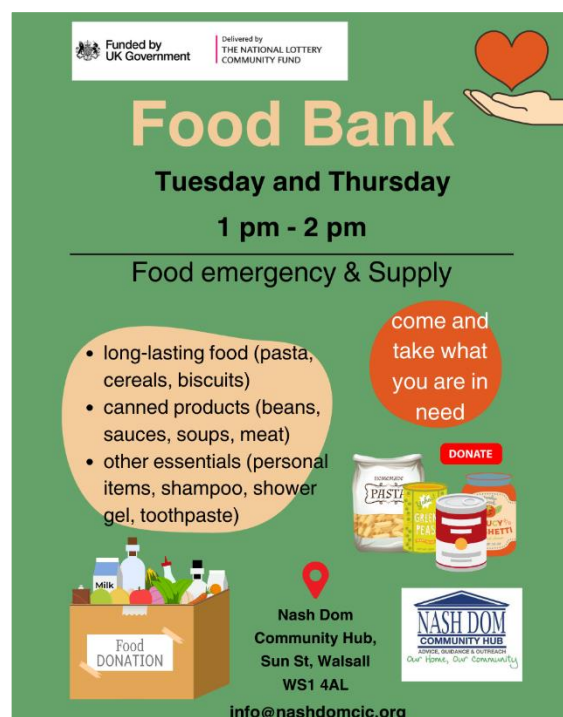
Telephone: 07794275119

## Ashmore Park Pantry

St Alban's Church, Griffiths Drive, Ashmore Park, WV11 2LJ

Tuesday 12pm – 2pm Friday 4pm – 6pm

01902 732317



Funded by UK Government | Delivered by THE NATIONAL LOTTERY COMMUNITY FUND

## Food Bank

Tuesday and Thursday  
1 pm - 2 pm

Food emergency & Supply

- long-lasting food (pasta, cereals, biscuits)
- canned products (beans, sauces, soups, meat)
- other essentials (personal items, shampoo, shower gel, toothpaste)

come and take what you are in need

DONATE

Nash Dom Community Hub,  
Sun St, Walsall  
WS1 4AL

info@nashdomcic.org

Food DONATION

**Visit our website to 'Find services near you' web page for a range of support organisations to meet various needs.**

**Link:**

**<https://www.healthwatchwalsall.co.uk/find-services>**

**IT'S FREE**



Share your health or social care services experiences  
by visiting our 'Have Your Say' section of our website



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

# healthwatch

## Walsall

### Our social media Platforms are:

Facebook: @HealthwatchWSL  
X (formerly Twitter): @HWWalsall  
Instagram: @healthwatchwsl  
YouTube: Healthwatch Walsall 2020



### Contact us

Blakenall Village Centre  
79 Thames Road  
Blakenall  
Walsall  
WS3 1LZ  
Tel: 0800 470 1660  
Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)  
Website: [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)



**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