

healthwatch
Walsall



SPRING

The word 'SPRING' is written in a large, bubbly, yellow font with a thick black outline and a gradient from yellow to orange. A small, smiling yellow flower character with a blue body and a white flower on its chest is positioned behind the letter 'P'. The background of the text area features a large, stylized pink flower.

NEWSLETTER

Full of health & social care information & support

March 2026



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About Us

healthwatch
Walsall

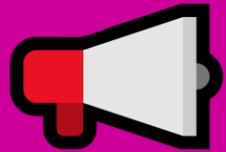
Healthwatch is your local health and social care champion dedicated to listening to your concerns and sharing them with system leaders to improve health and care services across Walsall Borough.

Entering into spring 2026 with a bounce in our step, to amplify 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.

We are currently planning our yearly work programme for 2026 to 2027. The programme will then be available and published on our website. So, check out our website regularly and see the exciting work we will be undertaking in our next year.

Healthwatch Walsall hopes to have even greater impact across the Borough when undertaking this work and the future.

Link to website: <https://www.healthwatchwalsall.co.uk/key-projects>

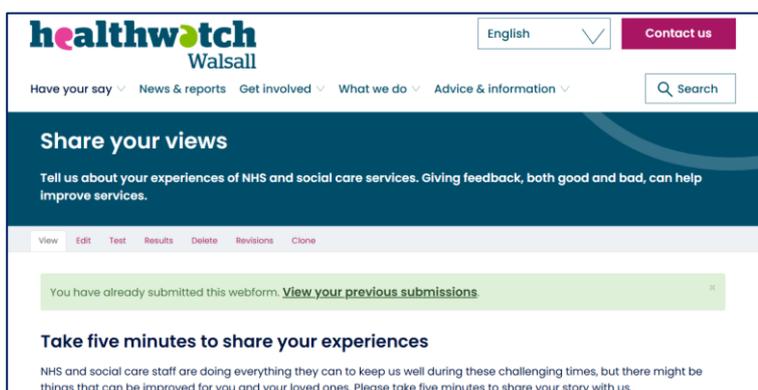
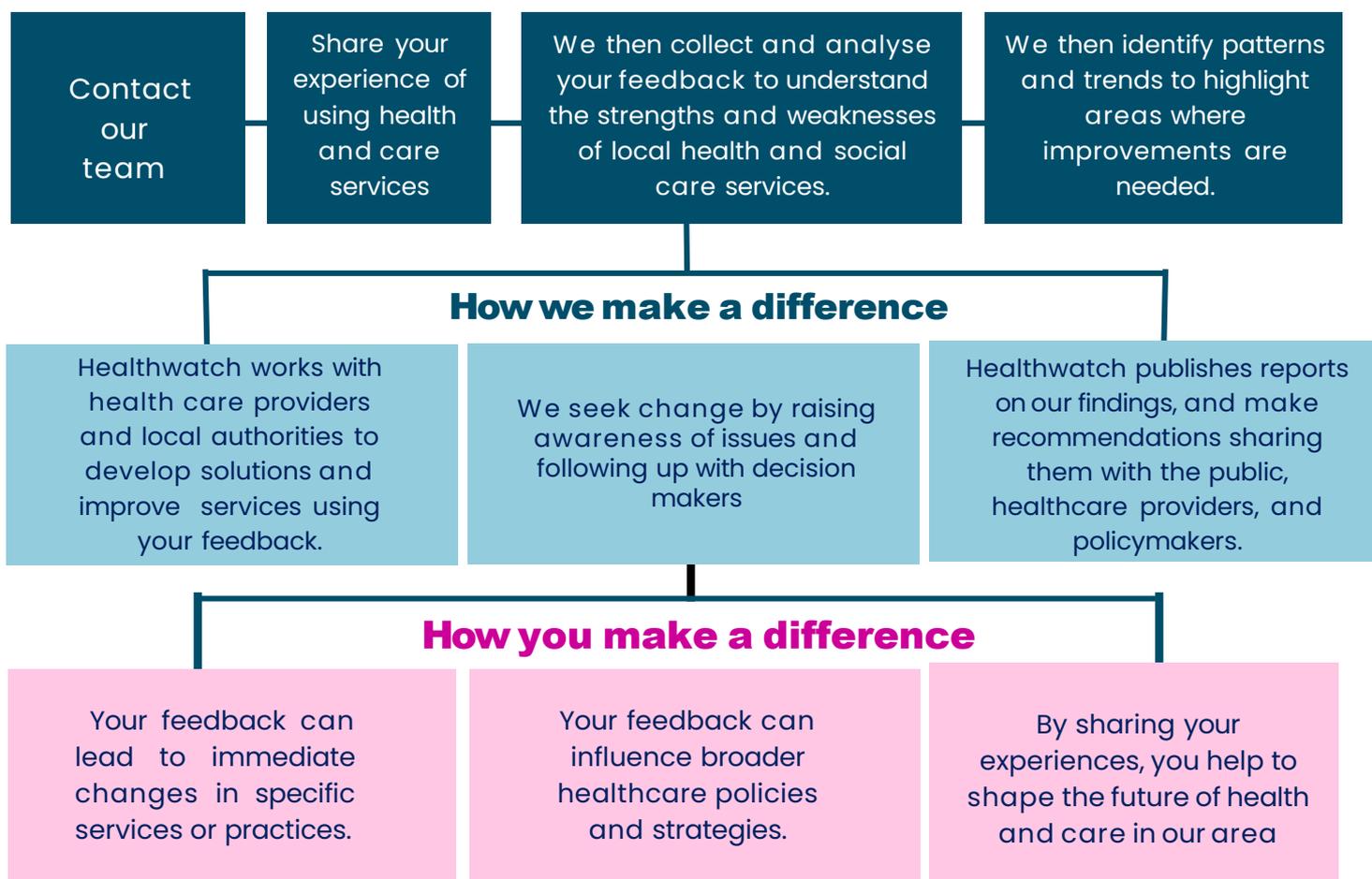


**How you
can get
involved and
make a
difference**

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?



Available 24/7

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





Interested in becoming a volunteer?

There are many ways you can make a difference as a volunteer

As part of our ongoing recruitment drive



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 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 healthwatch 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.

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.

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.

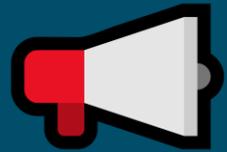
Research volunteers works with the ECS / Healthwatch team to plan and deliver research activities through a variety of methods - DBS is required.

You can find full details and of each of these roles on our website along with an application form on www.healthwatchwalsall.co.uk

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

Get in touch: 0800 470 1660
@HWWalsall
Healthwatch Walsall

Link to volunteer webpage: <https://www.healthwatchwalsall.co.uk/volunteer>



Issues Raised by Our Community



GP – Patient medical records not being updated

A patient said their medical records had not been updated.

Have you experienced this?
Tel: 0800 470 1660

Do your hospital appointments take place as they are arranged? Or does something change?

Have you experienced this?
Tell us!
0800 470 1660



GP sends referral to Walsall Manor Hospital and not had an appointment yet.

Have you experienced this?

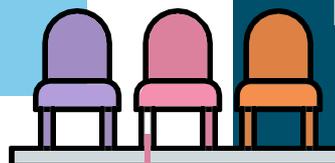
Call us: 0800 470 1660



Do you have a relative or friend in care or nursing home? Do they have activities to get involved with?

Do they go out and visit places?

Tell us
Phone: 0800 470 1660



Is the move to digital access leaving some people behind?

Some patients feel that they cannot access services if they have to go online.

Is this you or someone you know?

Tell us why?

If you feel this is you let us know! 0800 470 1660

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.

Review a Walsall service

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



healthwatch
Walsall



The work we have been doing

Our monthly updates

As well as our public engagement outreach at various Walsall locations we have produced a number of reports which are based on what you told us.

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.

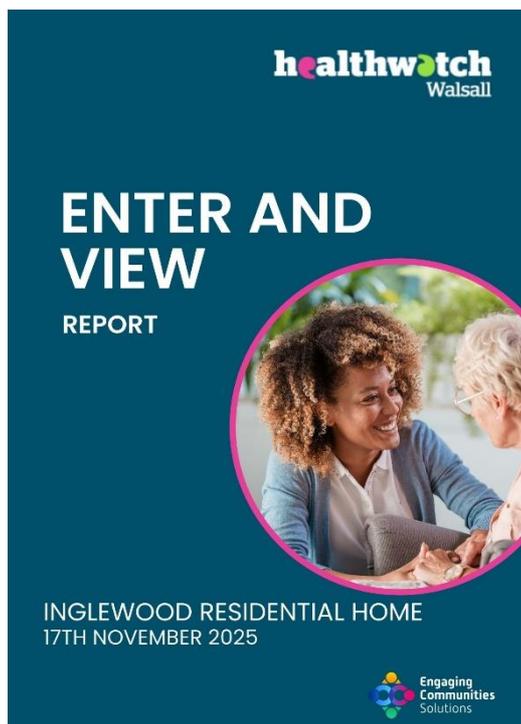


To read these & other monthly E-Bulletins use the link: <https://tinyurl.com/mr2ukcuc>

Our Enter and View Visits

As well as our public engagement and outreach at various Walsall locations. Each month we carry out Enter & View visits to care homes and primary care services. We listen to service users to find out about what does and what does not work for them.

From our visits, we produce our report sharing what service users told us and what we saw on the day of our visit.



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.

Our reports 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

'Have Your Say'

Use link: <https://tinyurl.com/2jd3trzd>

Visit our 24/7 online health or social care service experience platform.

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To promote your public event or share public information then send us your publicity so that we can share it through our public networks

F.A.C.E. (Families And Carers Empowered)

**Thursday 14th May, have their
Information Fair from
10 am – 12 noon
at
Bloxwich Active Living Centre
High St, Bloxwich,
Walsall WS3 2DA**

healthwatch
Walsall

International Women's Day 2026

Tenacity and Resilience: The Legacy of Our Story

- Guest Speakers
- Q&A Session
- Legacy Wall



**Wednesday
25th March
11am - 3pm**

"Tenacity and Resilience: The Legacy of Our Story" is an intergenerational storytelling and empowerment event celebrating the achievements, contributions and strength of women within the Walsall community

Walsall Community Association

36 Wolverhampton Road, Walsall, WS2 8PR

01922 615179 | walsallcommunityassociation@outlook.com

accawalsall.com | Facebook: WalsallACCA

Accessing NHS services this spring

As the cold weather settles and we head into the lighter spring months, it's important to remember which NHS services are available on your doorstep, which services are the most appropriate for your health needs, and how best to access them.

Think Pharmacy First

The Pharmacy First scheme enables you to receive treatment for seven common conditions directly from your local pharmacy, without the need to visit a GP. This includes prescription-only medicines, including antibiotics and antivirals where clinically appropriate.

The seven common conditions are:

- Sinusitis (aged 12 years and over)
- Sore throat (aged 5 years and over)
- Earache (aged 1 year to 17 years)
- Infected insect bite (aged 1 year and over)
- Impetigo - a bacterial skin infection (aged 1 year and over)
- Shingles (aged 18 years and over)

Uncomplicated urinary tract infections in women (women aged 16 years to 64 years). You can access the Pharmacy First scheme by walking into a local participating pharmacy or contacting them virtually, or you may be signposted to the scheme by your GP practice, NHS 111 or providers of emergency care. The pharmacist will be able to speak to you privately in a separate consultation room, where they may need to gather more information on your condition before recommending the best course of action. More information on Pharmacy First and a list of participating pharmacies for the Black Country can be found on [NHS Black Country Integrated Care Board's website](#).

GP Online Access

If you need to contact your GP practice during the day, you can easily get in touch by filling out an online form on your GP practice's website or by using the NHS App. You can use the form to let your GP practice know about any symptoms you have, ask a question or follow up about something, and you can submit your request anytime between 8am - 6:30pm, avoiding the 8am rush.

All requests are secure and confidential, and your request will be reviewed by your practice team. You'll hear back within 1 working day about next steps to get you the right care for your needs.

[You can find out more about using an online form to contact your GP surgery on the nhs.uk website.](#)

Tap the NHS App

If you're aged 13 or over and registered with an NHS GP surgery in England or the Isle of Man, you're eligible to use the NHS App. Through the NHS App, you can quickly and easily request your repeat prescriptions, view your GP health record in record time, get your test results faster, get messages and appointment reminders as soon as they're sent by turning on notifications, and much more.

You can download the NHS App onto your phone or tablet from the App store on Apple devices, or the Google Play Store on Android devices.

To discover more of what you can do in the NHS App, visit nhs.uk/nhsapp.

If you need dental treatment in an emergency

Dentists are open for urgent and routine treatments. If you have a regular dentist, call the surgery, as some practices offer appointments at short notice. If you haven't seen your usual dentist in the last 2 years or you don't have a dentist, call NHS 111 for advice. If you need urgent dental care for any of the following conditions, you can book an urgent appointment via [NHS 111](#) or by phoning 111:

Severe toothache: persistent and intense pain that cannot be managed with over-the-counter painkillers.

Dental abscess: infection causing swelling, pain, and possibly fever.

Broken or knocked-out tooth: trauma resulting in a fractured or completely dislodged tooth.

Uncontrolled bleeding: bleeding in mouth that doesn't stop maybe following a dental procedure or an injury.

Swelling: significant swelling in the mouth or face that could indicate an infection.

Fractured, loose or displaced fillings causing pain.

Bleeding gums requiring urgent treatment for acute conditions.

Other treatments may be available at the discretion of the dentist. These treatments may require extra visits and costs.

Need urgent dental care?

Extra urgent dental appointments are now available



keep feeling dizzy|

129 characters remaining

Tap it, type it and
we'll take care of it

Service available at majority of GP practices. For info visit nhs.uk/GPOnlineForms

My Sore Throat Is Getting Worse
PHARMACY

Think pharmacy first

Subject to age eligibility, including 5 years and over for sore throat prescription medicine. Service available at majority of pharmacies.



NHS

**FIT FOR
THE FUTURE**

View your GP health record in record time



Tap the NHS App

Link to NHS APP: <https://www.nhs.uk/nhs-app/account/>



Are you worried about your
MEMORY?

Our support worker can provide free specialist support for people with memory problems or dementia, their carers and family members in a language that suits them best.

GET IN TOUCH TODAY!

Call us for an informal chat on
01922638825
07971582084

Email

H&Iservices@greensquareaccord.co.uk

Follow us on Facebook

@HealthAndIndependence

Follow us on Instagram Health Independence
Services

[Greensquareaccord.co.uk/hais](https://www.greensquareaccord.co.uk/hais)



A friendly, supportive, welcoming place for people living with dementia and their carers to meet others in a similar situation
 Activities and refreshments provided
 Follow us on Facebook: @HealthAndIndependence



WEEKLY CAFÉ EVERY WEDNESDAY 2-4PM COMMUNITY ENGAGEMENT CENTRE, FORD STREET, WS2 9BW

Dates for 2026	Speakers of Other Languages		Knaves Court		Young Onset (Under 65s)		Bloxwich Cartwright House		Pelsall		Willenhall Chart Centre		Aldridge Community Centre		
	1 st Tuesday 11am – 1pm	2 nd Monday 12.30pm-2.30pm	2 nd Thursday 11.30am-1.30pm	3 rd Tuesday 11am – 1pm	3 rd Friday 12.30-2.30pm	4 th Monday 12.30-2.30pm	4 th Thursday 1pm-3pm	4 th Friday 12.30pm-2.30pm	Community Engagement Centre Ford Street WS2 9BW	Middlemore Lane, Aldridge, WS9 8AN	High Street, Brownhills, WS8 6DJ	Community Engagement Centre Ford Street WS2 9BW	Sandbank Bloxwich WS3 2HD	Old Vicarage Close, Pelsall, WS3 4AZ	19 Gomer Street, WV13 2NS
January	6 th Jan	12 th Jan	8 th Jan	20 th Jan	16 th Jan	26 th Jan	22 nd Jan	23 rd Jan							
February	3 rd Feb	9 th Feb	12 th Feb	17 th Feb	20 th Feb	23 rd Feb	26 th Feb	27 th Feb							
March	3 rd Mar	9 th Mar	12 th Mar	17 th Mar	20 th Mar	23 rd Mar	26 th Mar	27 th Mar							
April	7 th Apr	13 th Apr	9 th Apr	21 st Apr	17 th Apr	27 th Apr	23 rd Apr	24 th Apr							
May	5 th May	11 th May	14 th May	19 th May	15 th May	Closed	28 th May	22 nd May							
June	2 nd June	8 th June	11 th June	16 th June	19 th June	22 nd June	25 th June	26 th June							
July	7 th July	13 th July	9 th July	21 st July	17 th July	27 th July	23 rd July	24 th July							
August	4 th Aug	10 th Aug	13 th Aug	18 th Aug	21 st Aug	24 th Aug	27 th Aug	28 th Aug							
September	1 st Sep	14 th Sep	10 th Sep	15 th Sep	18 th Sep	28 th Sep	24 th Sep	25 th Sep							
October	6 th Oct	12 th Oct	8 th Oct	20 th Oct	16 th Oct	26 th Oct	22 nd Oct	23 rd Oct							
November	3 rd Nov	9 th Nov	12 th Nov	17 th Nov	20 th Nov	23 rd Nov	26 th Nov	27 th Nov							
December	1 st Dec	14 th Dec	10 th Dec	15 th Dec	18 th Dec	Closed	Closed	Closed							

For more information call 01922 638825 or email dementia.cafes@greensquareaccord.co.uk

Free Energy & Climate Advice



Would you like **FREE** advice on:



Saving energy around the home.



Understanding your energy bills.



Improving the efficiency of your home.



Ways to reduce your carbon footprint.

The Walsall Energy Action Project is offering **FREE** 1-2-1 advice sessions and Home Energy Advice visits for the residents of Walsall.

For more information please contact your nearest partner hub below.

Bloxwich Library/Launchpad, WS3 2DA

weap@walsall.gov.uk

Ryecroft Community Hub, WS3 1TR

01922 626693

Darlaston All Active, WS10 8AA

0121 568 6144

Aaina Community Hub, WS1 3BS

01922 644006

Nash Dom CIC, WS1 4AL

01922 616444

Brownhills C.A. The Lamp, WS8 7JS

01543 452119

To request a Home Energy Advice visit please scan the QR code to the right and fill in the 'Request a Home Visit Form'. If you don't have access to the internet, or require assistance, please contact one of the partner hubs.



Energy Saving Measures

To make your home more energy efficient



If your house has Cavity Walls, consider adding insulating foam to your walls



Insulate your lofts, Lofts are another ideal location for insulation materials



If your boiler is over 10 years old, replace it with a newer more energy efficient model



Solar Panels can help reduce energy bills by using natural energy



Insulating your floor is a great way to keep your property warm and energy efficient



Air source heat pumps are an energy efficient alternative to boilers

(Some of the above works may be available on the ECO 4 grant)

Please see below for ECO4 contractors working in the Walsall area for you to contact and find out if you qualify...

Assist Eco Solutions

www.assistecosolutions.co.uk **0121 630 3200**

Ask Energy Solutions

www.askenergy.co.uk **0121 461 0777**

Bneutral

www.bneutral.co.uk **0161 249 6063**

Baxter Kelly

www.baxterkelly.co.uk **0800 061 4991**

Go Green Alliance

www.gogreenalliance.co.uk **0330 998 0641**

Green Eco Energy Solutions

www.greenecoenergysolutions.com **0800 002 5013**

Green Home Plan

www.greenhomeplans.co.uk **0121 523 6440**

JMECO Installers

www.jmecoinstallers.co.uk **0330 133 1827**

Marigold Insulations

www.marigoldinsulation.uk **01384 985 974**

Real Energy Ltd

www.realenergylimited.com **0121 271 0341**

Simply Eco Ltd

www.simplyecoltd.co.uk **0121 667 9772**

Smart Energy

www.smartinsulation.co.uk **0333 358 3130**

Smart Energy Sense

www.smartenergysense.co.uk **0121 271 0980**



WEAP Partner Community Hubs

Ryecroft Community Hub , WS3 1TR	01922 626693
Darlaston All Active , WS10 8AA	0121 568 6144
Aaina Community Hub , WS1 3BS	01922 644006
Nash Dom CIC , WS1 4AL	01922 616444
Brownhills Community Association , WS8 7JS	01543 452119
Bloxwich Library / Launchpad , WS3 2DA	weap@walsall.gov.uk

Walsall Council

Housing and Welfare Support housingandwelfaresupport@walsall.gov.uk	01922 652250
Clean and Green Services cleanandgreen@walsall.gov.uk	01922 653344
Community Protection Team communityprotection@walsall.gov.uk	01922 653060

Social Landlords

whg - Customer Services	0300 555 6666
Green Square Accord	0300 111 7000
WATMOS - Customer Services info@watmos.org.uk	01922 471910

Other useful numbers

Citizens Advise Bureau	0808 278 7812
National Energy Action	0800 304 7159
West Midlands Fire Service (Safe and well visit)	0800 389 5525

Simple tips

To help reduce your energy bills



Turn off all electrical appliances when not in use, they still cost money when on standby



Consider using LED light bulbs, in the long term they use less energy



Stop filling the kettle up to the brim, use only the water you need



Only use a dishwasher or washing machine when they are full



Cover your pans when cooking, food will cook quicker, using less energy



Keep windows and doors closed to save heat for your home



Try not to spend more than four minutes in the shower



When using the washing machine, don't put the temperature above 30°C



Update your appliances, newer electrical appliances are usually more energy efficient



Consider using an air fryer, they use far less energy than an oven



Move your furniture away from radiators on the wall to enable warm air to flow



Don't overcharge your phone or appliances, it costs money and weakens the battery



Walsall Council



COMMUNITY FUND



Brownhills Community Association



Your local Foodbanks

Pelsall Methodist Church – Chapel Street. Open Tuesdays, 11am – 1pm, and Fridays 1pm – 3pm.

Telephone: 07582 869895.

Website: 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

Humanity First

Saddlers Centre Walsall Town Centre – Unit 21, 20 Bradford Mall, Saddlers Centre, Walsall, WS1 1YS. Call Us: 0300 561 0088

Walsall Community Food Pantry

Inside the Potter's House Church, 29 – 31 Freer St, Walsall WS1 1QF

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

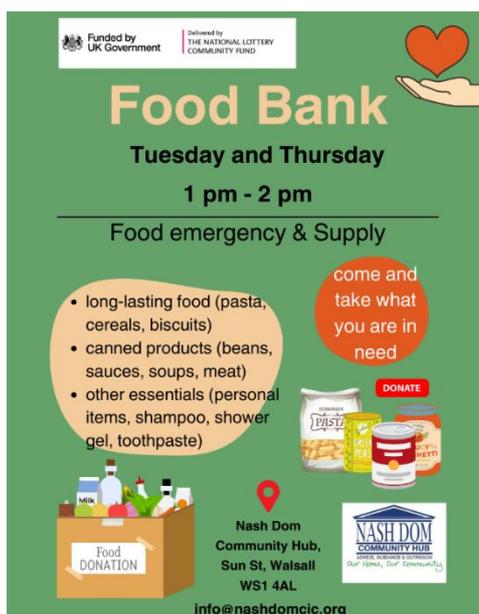
Telephone: 07794275119

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

Food DONATION

Nash Dom Community Hub, Sun St, Walsall WS1 4AL
info@nashdomcic.org

NASH DOM COMMUNITY HUB
Share, Support & Empower
Our Home, Our Community

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

healthwatch

Walsall

Share your Walsall Health and Social Care services experiences by getting in touch by using our services review platform "Have Your Say" on our website. Link: <https://tinyurl.com/3778j3ps>

Find us and our reports on our Social Media platforms



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



How to contact us

Office:

Blakenall Village Centre
79 Thames Road
Blakenall
Walsall
WS3 1LZ

Tel: 0800 470 1660

Email: info@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.



Engaging
Communities
Solutions

The contract to provide Healthwatch Walsall is held by Engaging Communities Solutions C.I.C.
www.weareecs.co.uk Tel: 01785 887809 Email: contactus@weareecs.co.uk