

Annual Public Meeting

Wednesday 22nd October 2025



Delivered by



**Engaging
Communities
Solutions**

Welcome & Introductions

Members of the public

The Mayor Cllr. Louise Harrison

Stallholders

Staff

- Manager – Aileen Farrer
- Engagement & Information Lead – Tom Collins
- Insight & Intelligence Officer – Ellie Lilly
- Insight & Intelligence Officer – Ghazanfar Sami Khan
- Independent Strategic Advisory Board
 - Chair – Ross Nicklin
 - Members – Umaymah Nawaz & Ingrid Lindon



Delivered by
**Engaging
Communities
Solutions**

Housekeeping

- Toilets
- Fire alarm
- Wi fi – look for DrayTek-LAN-A & Password: K7U57X045FDSW
- Respect – Questions not speeches
- Mobile phones on silent/buzz please



Agenda

- Healthwatch Update
- The New Landscape
- Neighbourhood Health
- Q&A – All
- Break (20 mins)
- Healthwatch Annual Report – AF
- Q&A – All
- Lunch & networking with stall holders
- Closing remarks – RN



About Healthwatch



- Healthwatch England & local HW network established April 2013
- Following Francis report which examined failings of the Mid Staffs Trust
- Independent champion of users of public health & social care services
- Engage with public & gather feedback
- Challenge commissioners and providers of health & social care services
- Signpost and help local people navigate the health & social care system



The Future of Healthwatch



- Dash review into Public Safety
- Recommends abolish Healthwatch & many other public facing organisations from 2026
- Responsibility for public engagement:
Health – local ICB's & Social Care – Local Authority
- Losing a major source of independent feedback
- Greater reliance on NHS App



The New Landscape: NHS 10-year plan

Hospital to Community

- Bringing care closer to where people live
- Neighbourhood Health Centres

Analogue to Digital

- NHS App
- NHS Online: Virtual Hospital Service
- Book GP Appointments Online
- Modernise NHS
- Single Patient Record

Sickness to Prevention

- Preventing ill health before it happens



The New Landscape: Social Care

Long Term Reform

- Workforce
- Housing
- Technology
- Support for unpaid carers

National Care Service

- Recommendations by 2028
- Cap on personal care costs



Neighbourhood Health Hubs



- Government announced first 43: Walsall one of 4 West Midlands
- Open 12 hours a day, 6 days a week
- Other than health care
 - Pharmacy Services
 - Debt advice
 - Employment support
 - Weight management
 - Stop smoking



Neighbourhood Health Hubs



Health

- Diagnostics
- Mental Health support
- Post op
- Rehab

Benefits

- Teams of practitioners under one roof
- Reduce lengthy visits to hospital
- Community outreach door-to-door to detect early signs of illness
- Reduce pressure on GP's and A&E



What do you think...



For example...

- What do you think about government plans?
- What do you think about community health?
- What do you think about the NHS App and moving to digital?
- What do you think about the abolishment of Healthwatch?
- Should providers mark their own homework?

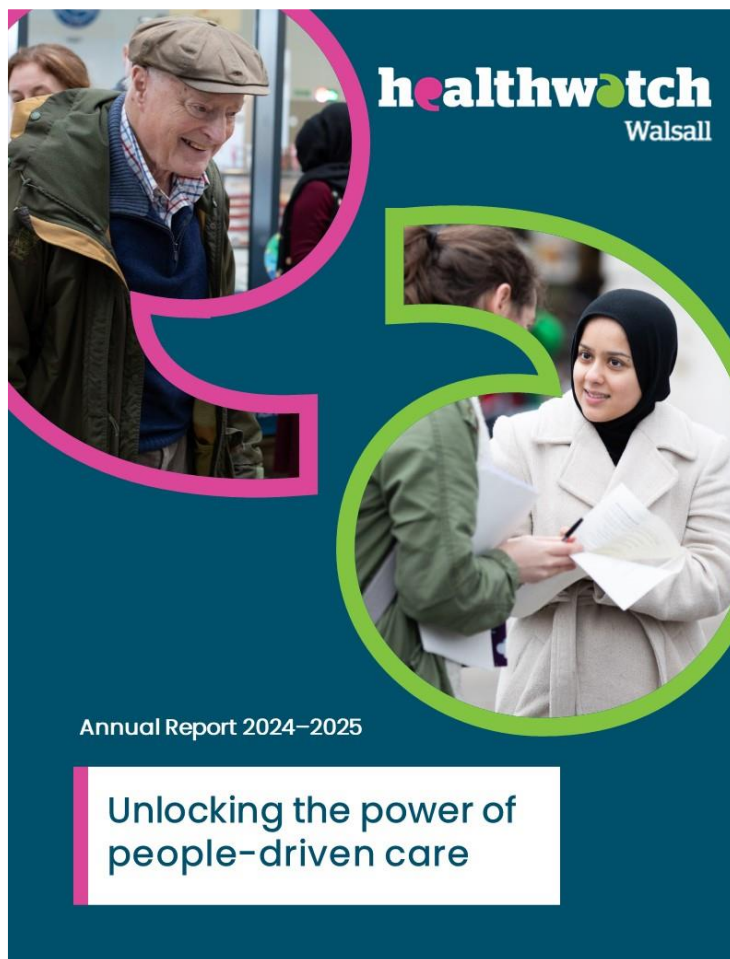
Break...

Back in 20 minutes



healthwatch
Walsall





Our Annual Report 2024-2025

Presented by

Aileen Farrer
Healthwatch Walsall Manager

Engagement 2024/2025

- **26,901** people were engaged with via numerous methods and social media
- We attended **374** events in Walsall
- **3,132** people were engaged with face to face/online
- **1,709** people shared their experiences
- Signposted people **290** times to support
- Escalated **19** serious issues to providers/commissioners
- **6,351** people were given advice and information and signposted to support or services
- We published **27** public reports
- **13,000** people visited our website
- **9,318** new visitors to our website
- People viewed **26,353** pages on our website
- We had **3,073** social media followers for the year
- We made **947** social media posts

Our yearly work projects



Each year we look at intelligence gathered from Walsall residents, local and national health or social care themes and we present a plan for work for the forthcoming year.

This process is overseen by our Independent Strategic Advisory Board and with their approval, we plan and deliver those work projects.

Our work projects end with a final report, which is shared with the public, service providers, service commissioners, Healthwatch England, and published on our website.



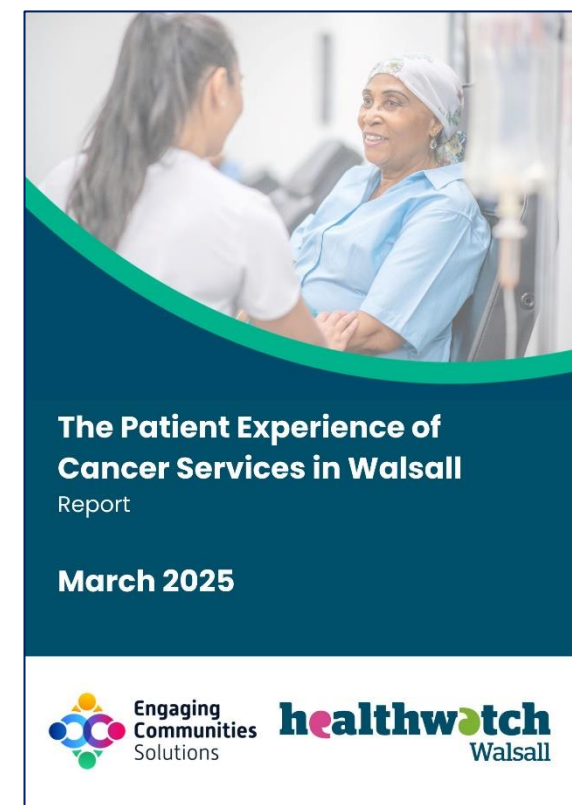
Our work projects

1. Patient Experience of Cancer services in Walsall

Overall, 76% of patients reported their treatment proceeded without delay. There was a significant amount of praise for the chemotherapy teams.

- 31% of patients felt that their experience of Walsall Cancer services could be improved.
- 25% of patients said that from the point of diagnosis, they were not given information about waiting times to access treatment.
- 25% of patients said there had been delays in treatment due to staff shortages, maintenance of machinery, delays in pharmacy services and delays in the referral process.
- 58% of patients said the way they received a diagnosis could not have been improved. However, feedback showed that patients faced significant challenges, delays in receiving results, a lack of sensitivity from staff and patients feeling inadequately supported.

healthwatch
Walsall



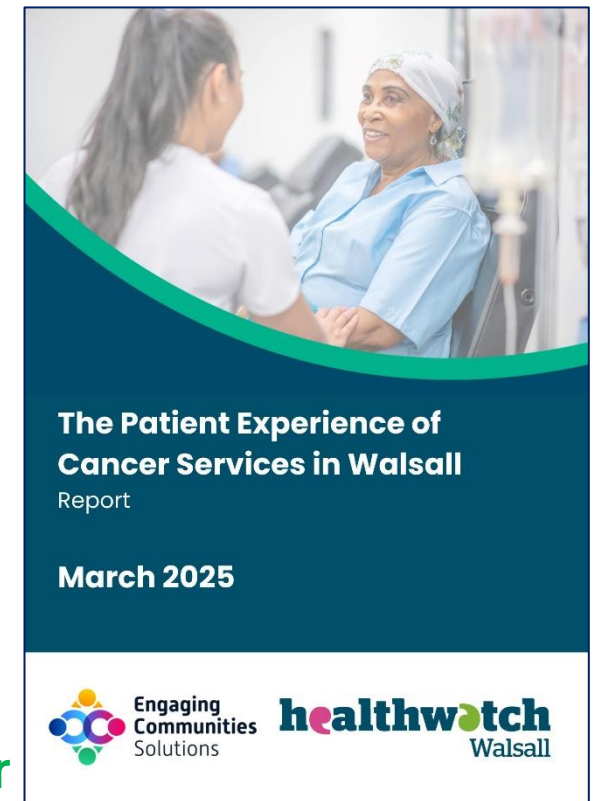
1. Patient Experience of Cancer services in Walsall continued

Impact of this work:

Recommendations made to the Trust and some of the local issues mirrored those of the National Cancer Survey, and these will be monitored through the Trust.

One service user told us there was no choice of wigs for black women, whereas there is a lot of choice for white women. This inequity was highlighted to the Trust and the ICB and we were told it is something that will be addressed.

The Trust wrote to Healthwatch Walsall advising it values our input and that the report and recommendations have been accepted through their Executive Team and an action plan is being developed to enhance the patient experience from the feedback we were able to provide.



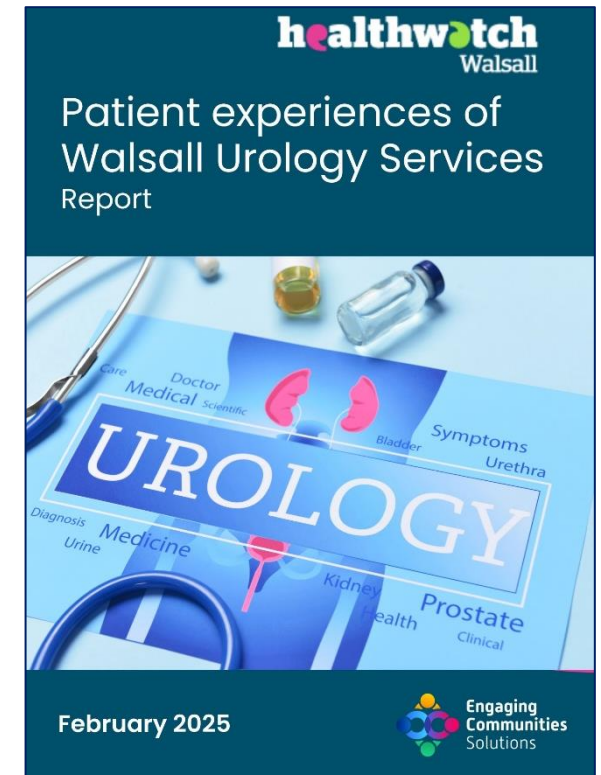
Our work projects



2. Patient Experience of Walsall Urology services

Overall, our findings showed a mixed patient experience.

- 57% of respondents told us they felt they were informed about the next steps of their urology journey.
- 30% of respondents said they did not feel informed and that they felt lost in the system.
- 36% of respondents said they did not receive updates about their urology care/treatment.

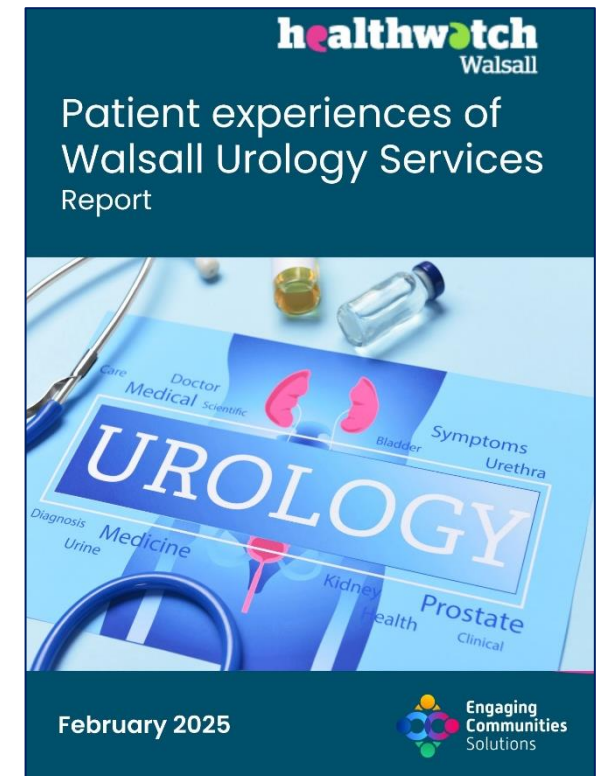


2. Patient Experience of Walsall Urology services continued

Impact of this work:

Our report and recommendations were shared with a Consultant who was asked to present these at the Medical Advisory Committee. This allows our findings to be highlighted at a high level and thereby raises awareness of the issues patients are facing.

The Trust wrote to Healthwatch Walsall advising it values our input and that the report and recommendations have been accepted through their Executive Team and an action plan is being developed to enhance the patient experience from the feedback we were able to provide.



Other work projects

3. Pharmacy First

Pharmacy First was launched by the NHS in January 2024 with the aim of enabling pharmacists to provide advice and treatment for a range of minor ailments. This service would then be able free up GP appointments for those with more serious or long-term health conditions.

We carried out a short piece of work by survey to find out about the knowledge of the service within the Borough.

From our work we found out that:

- The knowledge about the Pharmacy First service was mixed.
- However, for people who did use the service there was a high level of satisfaction.

Our report outlines the full feedback from Walsall citizens who took part in the project.



Other work projects



4. Patient Experience of Walsall Eye Care Services

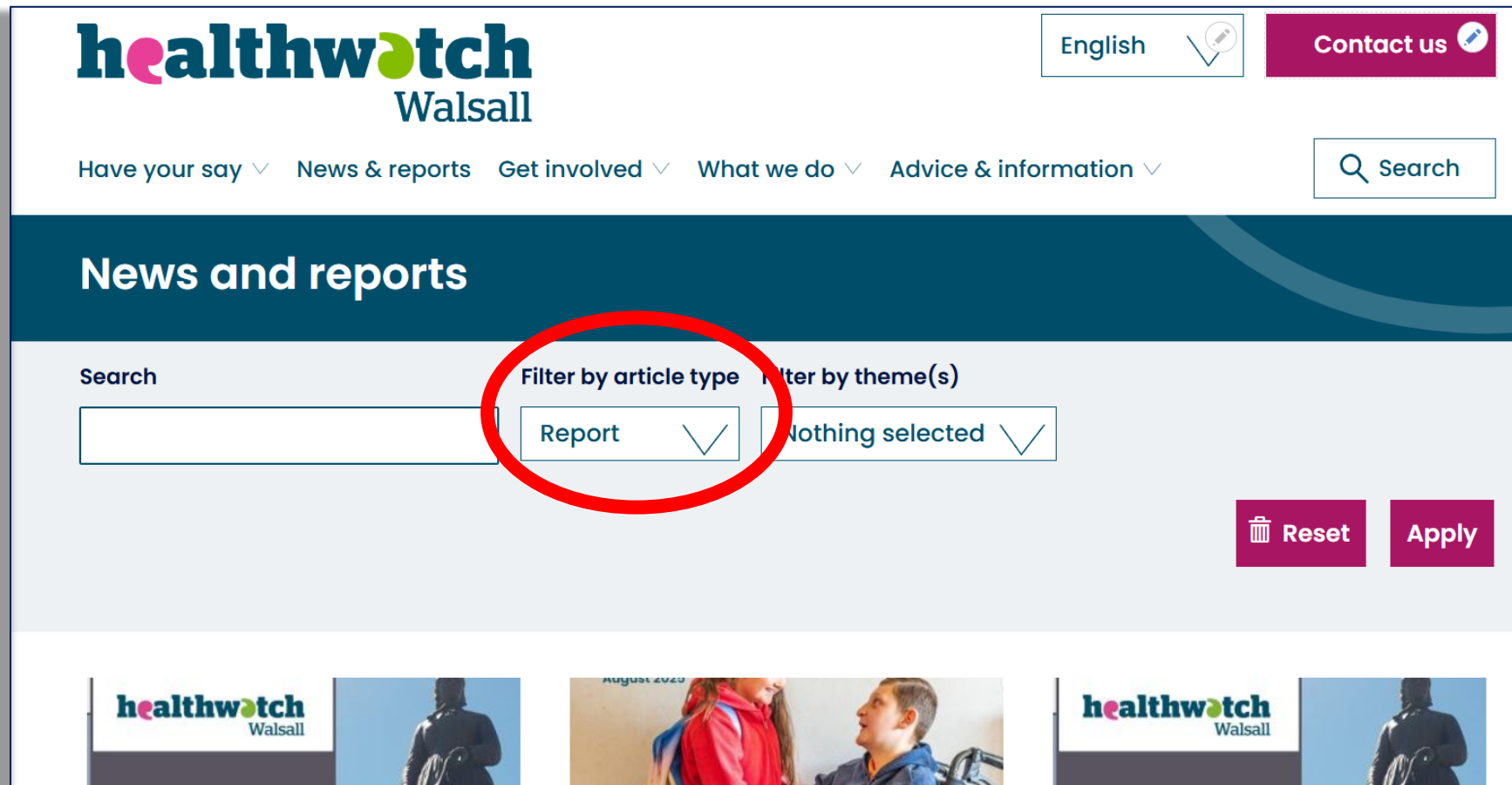
As part of a wider Healthwatch England piece of work, Healthwatch Walsall conducted a project with Black and Asian people to understand their experiences of optometry and ophthalmology in the last two years. This included individuals who had in the past or were currently waiting for any specialist eye care treatment. To do this, we conducted a survey which was created by Healthwatch England.

- 38% of respondents had seen a significant deterioration in their vision.
- 30% of respondents said they would have opted for private treatment if they could afford it.

The impact from our work is that our local findings will feed into the Healthwatch England national piece of work.



All of our reports are published on our website at: <https://tinyurl.com/nebzhm3>



The screenshot shows the healthwatch Walsall website interface. At the top, the logo is on the left, and 'English' and 'Contact us' are on the right. Below the logo is a navigation bar with links: 'Have your say', 'News & reports', 'Get involved', 'What we do', and 'Advice & information'. A search bar is on the right. The main section is titled 'News and reports'. Below this, there are filters: 'Search', 'Filter by article type', and 'Filter by theme(s)'. The 'Filter by article type' dropdown is highlighted with a red circle and shows 'Report' selected. The 'Filter by theme(s)' dropdown shows 'Nothing selected'. There are 'Reset' and 'Apply' buttons. At the bottom, there are three small images: the healthwatch Walsall logo, a person in a blue jacket, and a person in a red jacket.

healthwatch
Walsall

English

Contact us

Have your say ▾ News & reports Get involved ▾ What we do ▾ Advice & information ▾

Search

News and reports

Search

Filter by article type Filter by theme(s)

Report ▾ Nothing selected ▾

Reset Apply

healthwatch
Walsall

August 2020

healthwatch
Walsall

Enter and View

WHAT IS ENTER & VIEW

Healthwatch organisations have the power to Enter and View health and social care settings.

We observe activities and speak to residents about the services they receive.

11 Authorised Representatives support this work

52 recommendations made from our visits.

The impact of carrying out Enter & View visits is about being able to provide the Local Authority with service user experience and for providers to address any issues.

Where we visited

- Highgate Lodge Care Home
- Richmond Hall Care Home
- The Grand Cedars Care Home
- Bescot Lodge Care Home
- Parklands Court Nursing Home
- Saddlers Health Centre- GP services
- Umbrella Medical – GP services
- Bloxwich Medical Practice- GP services
- Sina Health Centre – GP services
- Lockstown Practice – GP services

healthwatch
Walsall



National Adult Social Care Survey



On behalf of the Local Authority, Healthwatch Walsall undertakes the National Adult Social Care Survey for people with cognitive impairment.

This allows us to speak to residents to find out about their views on their living environment. It also enables us to raise any issues with the Local Authority at the point at which they are raised.

Our findings are submitted to the Local Authority and fed into the full return which is made to NHS Digital.

Impact of this work

During a visit we identified that a care home resident had requested and been identified to move to supported living placement. This had not happened over the past two years. Healthwatch escalated the situation to the Walsall Local Authority and 3 days later the resident had been offered and accepted a supported living placement.

We have also highlighted to the Walsall Authority that a number of care home residents without a Deprivation of Liberty Safeguard (D.O.L.S.) in place are not leaving their care homes.



Our 2025/2026 Work projects

healthwatch
Walsall

Experiences and unmet needs of Walsall young carers

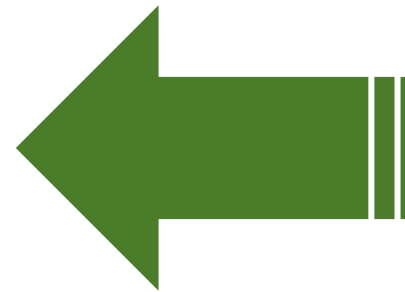
Report
August 2025



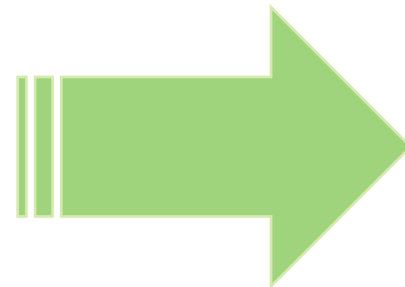
healthwatch
Walsall

Engaging Communities Solutions

To read published report visit



To take part in the survey
<https://tinyurl.com/5ac96fnm>



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

Engaging Communities Solutions

Email: info@healthwatchwalsall.co.uk

Our Volunteers



Throughout the year we work with our volunteers who help us carry out our work including Enter and View visits as an Authorised Representative.

They have attended community events engaging with the public and raising the profile of Healthwatch Walsall as well as in their own networks and communities.



Our Finances

Income

Annual grant from Government

- **£190,450**

Additional income

- **£1,038**

Total Income for 2024/2025

- **£191,488**

Expenditure

Staff Costs

- **£142,565**

Non-pay expenditure

- **£24,232**

Office and management fee

- **£25,532**

Total Expenditure

- **£192,329**

Have Your Say

A screenshot of the 'Have your say' webform on the healthwatch Walsall website. The page has a white header with the healthwatch Walsall logo on the left, a 'Select Language' dropdown and a 'Contact us' button on the right, and a navigation menu in the center. The 'Have your say' link in the navigation menu is circled in red. Below the header is a dark blue banner with the text 'Share your views' and 'Tell us about your experiences of NHS and social care services. Giving feedback, both good and bad, can help improve services.' Below the banner is a light grey bar with buttons for 'View', 'Edit', 'Test', 'Results', 'Delete', 'Revisions', and 'Clone'. The main content area has a green box stating 'You have already submitted this webform. View your previous submissions.' followed by the heading 'Take five minutes to share your experiences' and two paragraphs of text. The first paragraph says '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.' The second paragraph says 'To understand how we will use your information read the 'How we use this information' at the end of the page.'

If you have recently used a Walsall NHS healthcare or Local Authority funded social care service, please share your experience by visiting our website and click on 'Have your say'.

www.healthwatchwalsall.co.uk



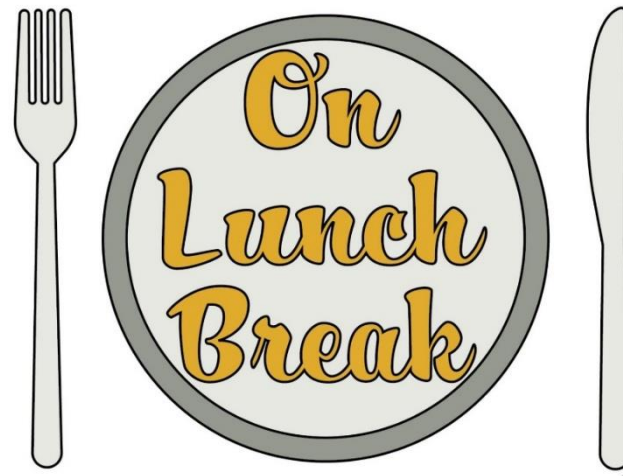
Opportunity to ask...



Lunch and networking

Visit the support organisations

Network with staff and stallholders



Closing remarks



healthwatch
Walsall

**BIG
THANK
YOU!**

How to contact us

Office at:
Blakenall Village Centre
79 Thames Road, Blakenall,
Walsall, WS3 1LZ

T: 0800 470 1660

E: info@healthwatchwalsall.co.uk

www.healthwatchwalsall.co.uk



Delivered by
**Engaging
Communities
Solutions**

Social Media:

X: @HWWalsall

Facebook: @HealthwatchWSL

Instagram: healthwatchwsl

YouTube: Healthwatch Walsall 2020

Nothing Said, nothing changes!