



Patient Appointments at Walsall Manor Hospital

Report

June 2026



**Engaging
Communities
Solutions**

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Introduction

Healthwatch Walsall is the independent voice of the public in health and social care in Walsall. We gather feedback from the public through engagement and projects and use that feedback to work with health and social care providers and commissioners to improve service delivery.

Healthwatch Walsall had received and reviewed patient feedback from individuals who attended pre-booked appointments at Walsall Manor Hospital, only to be informed on arrival that their appointments had been cancelled. In many cases, patients were not provided with an explanation for the cancellation or information about when a replacement appointment would be arranged.

In the previous year, Healthwatch Walsall undertook a project examining urology services at Walsall Manor Hospital, during which concerns relating to appointment management were also identified.

The recurrence of these issues suggested that problems with appointment scheduling and communication were not isolated incidents. As a result, Healthwatch Walsall decided to undertake a broader review of the appointment process to better understand patients' experiences and identify opportunities for improvement.

Methodology

This project adopted a mixed-methods approach, centred on a survey comprising several sections that explored key aspects of the patient experience. These included appointment notifications, waiting times, staff interactions, the care received, communication, overall experience, opportunities for additional comments, and views on the potential to receive appointments and care at alternative venues other than Walsall Manor Hospital.

The project and survey were promoted through a range of engagement activities, including community events where attendees were invited to complete the survey. In addition, an extensive social media campaign was undertaken, supported by regular posts, digital flyers, and direct links to the online survey to maximise participation.

To complement the survey findings, two visits were made to Walsall Manor Hospital to engage directly with patients waiting for appointments. These visits provided an opportunity to gather survey responses while also observing the patient experience within the hospital environment. A number of issues and negative experiences were identified during these visits and were subsequently shared with Trust representatives for their consideration. A summary of these visits and the observations made is provided on pages 10 to 13.

Who took part?

A total of **211** survey responses were received. However, not all participants completed every question, and therefore response rates vary throughout the report. We also received **275** individual comments. These have been categorised and themed under the relevant sections, while the full set of comments has been retained for transparency and are included in Appendix 1 of this report.

Participants represented a diverse range of cultures and communities from across Walsall, ensuring that the findings reflect a broad cross-section of local residents and their experiences.

We also visited Walsall Manor Hospital on two occasions to speak with patients attending outpatient appointments. During these visits, we invited patients to complete the survey and held informal conversations to gain a deeper understanding of their experiences. In addition, we observed the patient journey and interactions within the hospital environment in real time, enabling us to identify both positive and negative aspects of the patient experience.

A detailed demographic breakdown of survey participants is provided in Appendix 2.

Key Headlines

The three key headlines that best summarise the survey and observational findings are:

1. Patients value the care they receive, but administrative and communication failures are undermining their experience.

- Overall satisfaction was relatively high (76% satisfied or very satisfied).
- Frontline staff were consistently praised for their professionalism, kindness and quality of care.
- However, recurring problems with appointment cancellations, incorrect information, delays, and poor communication dominated negative feedback.

2. Appointment delays and cancellations are a major source of frustration, with communication often falling short.

- 22% of appointments did not take place as scheduled.
- Of those whose appointments were cancelled, 51% said they were **not told why**.
- Survey comments, hospital observations and staff discussions all highlighted repeated cancellations, short-notice changes, poor notification systems and patients arriving for appointments that had already been cancelled.

3. Patients want a more coordinated, patient-centred outpatient service with better communication and accessibility.

- Patients reported concerns about not always feeling listened to, insufficient explanations, and inconsistent follow-up information.
- Themes repeatedly identified opportunities to improve communication, administrative processes, compassion, accessibility and coordination between departments.
- There was strong support (65%) for receiving appointments at alternative community venues if it meant earlier access, provided accessibility needs were met.

These three headlines capture the overall story:

- **Clinical care is well regarded.**
- **Operational and administrative processes are the biggest weakness.**
- **Improving communication, coordination and accessibility would have the greatest impact on patient experience.**

Survey responses

NOTE: Not all respondents answered all of the questions so figures may not tally to the total of respondents who took part.

Section 1: About Your Walsall Manor Appointment

Q. What type of appointment did you attend?

57 (27%)	First consultation	10 (5%)	From a cancellation list in department
77 (37%)	Follow-up appointment	16 (8%)	Other
36 (17%)	Diagnostic test		
54 (26%)	Treatment/procedure		

Themed comments from those that entered Other

Themes from the comments are: delays, communication gaps and patient pathway management

Q. How was your appointment scheduled?

19 (9%)	Online	38 (18%)	In person
79 (38%)	Telephone	61 (29%)	Referral from GP
50 (24%)	Text	4 (2%)	Other
124 (60%)	Letter		

Themed comments from those that entered Other

Themes from the comments are: appointment communication, conflicting or unclear appointment information, short notice changes or cancellations and admin/referral issues.

Q. How long did you wait for your appointment date?

8 (4%)	Less than 1 week	21 (10%)	12 months plus
23 (11%)	1–2 weeks		
59 (28%)	2–4 weeks		
61 (29%)	1–6 months		
37 (18%)	6–12 months		

Q. Did your appointment take place as scheduled?

163 (78%)	Yes	46 (22%)	No
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Q. If your appointment was cancelled, were you told why?

44 (49%)	Yes	46 (51%)	No
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Themed comments from those that answered 'Yes'

Themes from the comments are: short notice or poor communications about cancellations, repeated cancellations and long delays, staff availability, administrative and scheduling errors, difficulties contacting the hospital, clinical or operational pressures and impact on patients.

Section 2: Before Your Appointment

Q. How clear was the information provided before your appointment?

135 (65%) Very clear	10 (5%) Not very clear
56 (27%) Somewhat clear	8 (4%) Not clear at all

Q. Did you receive all necessary instructions (e.g. preparation, fasting, documentation, medication)?

160 (77%) Yes	32 (15%) Not applicable
15 (7%) No	

Themed comments from those that answered 'No'

Themes from the comments are: poor or lack of communication, administrative errors and appointment format not meeting expectations.

Section 3: Arrival and Waiting Experience

Q. How easy was it to find the department/clinic?

87 (43%) Very easy
94 (46%) Easy
19 (9%) Difficult
3 (1%) Very difficult

Q. How long did you wait on the day, from your stated appointment time?

25 (13%) Earlier than appointment stated.
68 (34%) Less than 15 minutes after stated appointment
61 (31%) 15–30 minutes after stated appointment
32 (16%) 30–60 minutes after stated appointment
13 (7%) More than 1 hour after stated appointment

Q. Were you kept informed why the wait was past your stated appointment time?

108 (62%) Yes	66 (38%) No
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Q. How satisfied were you with the waiting time?

55 (27%) Very satisfied	22 (11%) Dissatisfied
105 (52%) Satisfied	19 (9%) Very dissatisfied

Section 4: Staff and Care

Q. How would you rate the courtesy and professionalism of staff?

74 (36%)	Excellent	25 (12%)	Fair
95 (46%)	Good	12 (6%)	Poor

Q. Did you feel listened to during your appointment?

86 (43%)	Yes, completely	17 (8%)	Not really
85 (42%)	Mostly	14 (7%)	Not at all

Themed comments from those that answered Not Really/Not at all

Themes from the comments are: poor communication and lack of explanations, lack of personalised compassionate care, clinicians not prepared or familiar with patient records, delays and incomplete investigations, appointment and administrative issues, diagnostic concerns and missed diagnoses, consultation format and clinical assessment and accessibility and individual needs.

Q. Were your concerns and questions addressed?

150 (75%)	Yes
28 (14%)	No
22 (11%)	Somewhat

Themed comments from those that answered No/Somewhat

Themes from the comments are: poor communication and inadequate information, limited patient centred care, administrative and co-ordination failures, delays throughout the care pathway, concerns about quality and appropriateness of care and negative impact on patient experience.

Section 5: Communication And Information

Q. How clearly were your diagnosis or next steps explained?

71 (35%)	Very clearly	21 (10%)	Unclear
95 (47%)	Clearly	16 (8%)	Very unclear

Q. Were you given information about follow-up care?

139 (70%)	Yes	23 (12%)	Not applicable
38 (19%)	No		

Section 6: Overall Experience

Q. Overall, how satisfied were you with your appointment?

67 (33%)	Very satisfied	27 (13%)	Dissatisfied
88 (43%)	Satisfied	23 (11%)	Very dissatisfied

Section 7: Additional Feedback

Q. What went well?

Themed comments from respondents

Themes from the feedback are: the quality of frontline staff were consistently praised, system and operational issues were the main source of dissatisfaction. Concerns were around long waiting times, repeated appointment cancellations, delays in investigations and receiving results, poor communication during these delays. Administrative processes and accessibility were also raised.

Q. What could be improved?

Themed additional comments from respondents

Themes from the comments are: quality of frontline staff was a strength, however opportunities for improvement are around waiting times and appointment cancellations, communication, administrative processes, listening and compassion and access and infrastructure.

Q. Would you be willing to have some hospital appointments in other medical venues around Walsall, not just at Walsall Manor Hospital?

129 (65%) Yes

68 (35%) No

Themed additional comments from respondents

Themes from the comments are: earlier appointments outweigh location for most patients, accessibility should remain central, support for community-based appointments, operational problems drive dissatisfaction, communication improvements are needed. However, there is a strong loyalty to Walsall Manor Hospital despite patient frustrations.

Visits and Observations at Walsall Manor Hospital

We visited Walsall Manor Hospital on 2 occasions to engage with patients and invite them to complete the relevant survey. Whilst waiting to speak with patients, we also observed the environment and noted through discussions several situations of interest.

Our first visit took place on **8 May 2026**, during which time we recorded the following observations.

Observation 1

During our first visit to Walsall Manor Hospital, we observed ambulance transport staff bringing an elderly patient, who appeared frail and was using a wheelchair, into the hospital. The transport staff advised reception that the patient had an appointment in Department 003.

The patient stated that they were unaware of the appointment, had not received an appointment letter, and had no recollection of being contacted regarding it.

Despite this uncertainty, the patient accompanied the ambulance transport crew to the hospital. Upon arrival, when the transport crew attempted to book the patient into Department 003, they were informed by nursing staff that no appointment had been scheduled for the patient that day.

As the ambulance transport crew had further patient collections to undertake, they were unable to return the patient home. They advised that arrangements for the patient's return transport would need to be made by the hospital. The transport staff also commented that they had encountered similar situations.

The nurse in Department 003 arranged for the patient to be returned home; however, there was no indication of when transport would arrive.

Healthwatch Walsall visited the Patient Relations team to inform them of the situation. A member of the Patient Relations staff kindly provided the patient with a sandwich, crisps and water while they waited. Patient Relations staff were unable to clarify how the situation had arisen.

HwW also spoke with the Patient Transport team, who advised that they were unsure what had happened. They explained that they work from a transport list supplied to them and had transported the patient in accordance with the information they had received.

At approximately 3:00 pm, Healthwatch Walsall attempted to contact the patient by telephone but received no answer.

On Monday, 11 May 2026, HwW successfully contacted the patient, who confirmed that they had been collected and returned home between 3:00 pm – 4:00 pm. As a result, the patient had spent approximately six hours at the hospital despite not requiring any treatment or having a scheduled appointment.

Observation 2

Whilst attending Department 004, Healthwatch Walsall spoke with another patient who had received an appointment letter and was pleased that their appointment had been arranged within a couple of weeks.

However, during their visit, a nurse informed the patient that their appointment was not listed on the department's schedule, despite the patient presenting their appointment letter. The nurse left to investigate the issue and subsequently called the patient through for their appointment. The patient was seen as planned, although they had initially not appeared on

Observation 3

Healthwatch Walsall also observed another patient attending for a scheduled appointment. The patient's appointment had been booked; however, the nurse advised that the clinician named in the appointment letter had retired approximately two years ago. This suggested that outdated information had been included in the patient's appointment correspondence.

Our second visit was on **28th May 2026**. The following observations were noted.

Observation 1

Healthwatch Walsall spoke with a patient in the waiting area who reported that they had been referred by their GP under an urgent referral pathway. However, after hearing nothing for several weeks, the patient contacted the service and was informed that their referral had been processed as a standard referral rather than an urgent one.

The patient expressed frustration regarding the length of time they had waited for an appointment, stating: "What's the point of picking something up early and having to wait 34 weeks?"

Observation 2

Healthwatch Walsall spoke with another patient who had been waiting in Department 004 for approximately 20 minutes after being directed there by the Outpatients Reception.

The patient asked a nurse when they would be seen. After checking the patient's appointment letter, the nurse advised that they were in the wrong department and directed them to attend a different department instead.

The patient explained that they had attended Department 004 because this was the location they had been directed to by the Outpatients Reception. The patient also stated that this was not the first time this had occurred, commenting that they had previously been directed to one department before later being told they should attend another.

Observation 3

Healthwatch Walsall observed a relative accompanying a patient in a wheelchair who had attended New Cross Hospital for their appointment. It became apparent that the patient had travelled to the incorrect site because their appointment letter was headed with "New Cross Hospital," leading them to believe this was the appointment location.

Staff advised that this is an issue they encounter on a regular basis. It was unclear whether the correct appointment venue was stated within the main body of the appointment letter; however, the heading appeared to have caused confusion for the patient and their relative, resulting in them attending the wrong hospital.

Observation 4

Healthwatch Walsall observed a relative entering Department 003 with a patient to notify staff that they had arrived for a scheduled appointment. While speaking with a nurse, the relative was informed that the appointment had been cancelled.

The patient and their relative had already travelled to the hospital for the appointment and were only made aware of the cancellation upon arrival, at the scheduled appointment date and time. This resulted in an unnecessary journey and inconvenience for the patient and their accompanying relative.

Observation 5

Healthwatch Walsall observed a patient arriving in Department 004 via ambulance transport in a wheelchair at approximately 9:25am. The patient informed a nurse that their scheduled appointment time had been 9:00am.

The nurse checked the appointment details and, despite the patient's late arrival, ensured they were still seen. The patient was called for their appointment at approximately 9:40am.

During a brief discussion with hospital staff, Healthwatch Walsall asked how many outpatient appointments were cancelled each week. Staff corrected this to say that cancellations occur daily, rather than weekly, and explained that the number of cancellations varies from day to day.

When asked whether staff or patients are routinely informed of the reasons for appointment cancellations, staff advised that they are generally not provided with this information.

Staff also expressed concern that patients are not always notified of cancellations before travelling to the hospital. They commented that they did not understand why administrative processes were not more effective in informing patients in advance, thereby preventing unnecessary journeys.

Staff further explained that they are often the first point of contact for patients and relatives who arrive for appointments that have already been cancelled. As a result, they frequently have to manage the frustration and dissatisfaction of patients and relatives who only become aware of the cancellation after arriving at the department.

- Feedback from patients indicated that the quality of care they received during their appointments was generally very good. However, recurring concerns were raised regarding appointment administration, including cancellations, incorrect appointment information, and communication with patients.
- Staff felt that communication between departments could be significantly improved to help ensure that patients are informed promptly of changes to their appointments, reducing unnecessary journeys to the hospital and improving the overall patient experience.
- One nurse advised that they had previously reported an incident relating to these issues through internal processes but had not received any feedback or update regarding the outcome.

Healthwatch Walsall received a telephone call from a registered blind patient regarding the way appointment communications were being sent by Walsall Manor Hospital.

The patient explained that they had received text messages confirming an outpatient appointment. As they are registered blind, they were unable to read the text messages independently and had to rely on a relative to read the content to them.

The patient contacted the hospital to explain that text messages were not an accessible method of communication and requested that future appointment communications be provided in a format they could use, such as a telephone call. The hospital representative apologised but advised that the text messaging system was automated. During the call, the patient's appointment was confirmed.

Despite this request, the patient received a further text message two days later confirming the same appointment. The patient contacted the hospital again to raise the issue, expressing concern that their communication needs had not been taken into account despite having already notified the hospital.

Conclusion

The findings from this engagement indicate that patients generally value the quality of clinical care they receive at Walsall Manor Hospital. Many patients spoke positively about staff. However, the experience before and around appointments was a significant source of concern for many patients.

The main themes identified relate to appointment management, communication, and co-ordination. Patients reported experiences of cancelled appointments, incorrect clinic information, being invited to attend the wrong department, and receiving appointment information that was unclear or inaccurate. These issues resulted in avoidable journeys, frustration, anxiety, and a perception that valuable NHS resources were not always being used effectively.

The survey findings show that while a majority of patients felt their concerns and questions were addressed, a significant minority reported that their concerns were not fully addressed. Patient comments highlighted experiences of feeling rushed, not listened to, and treated as though they were being processed rather than receiving personalised care.

Observations undertaken by Healthwatch Walsall supported the concerns raised by patients. Examples included patients attending departments incorrectly due to appointment information, patients arriving for appointments that had been cancelled, and inconsistencies between appointment letters and hospital records. These incidents demonstrate the impact that administrative processes can have on patient experience and staff workload.

There are a number of comments around misdiagnosis and the waiting time for diagnosis due to the lengthy wait for appointments or cancelled appointments that may have been picked up. This could affect the treatment of more urgent needs patients and their outcomes. Also the transference of documents and treatment to the Manors sister hospital New Cross. As many services are shared the appointments arrangements and completion can be hit and miss.

Staff feedback highlighted concerns regarding communication between departments and the lack of effective processes to ensure patients are informed promptly when appointments change or are cancelled. Staff described being placed in difficult situations when patients and relatives arrived expecting to be seen, only to discover that appointments had been cancelled. This can create frustration for both patients and staff and may affect confidence in hospital services.

The engagement also identified concerns regarding accessibility of communication. The experience shared by a registered blind patient demonstrates the importance of ensuring that appointment communication methods meet individual patient needs. Automated text messages may not be suitable for all patients, and systems need to allow reasonable adjustments to ensure information is accessible and patients are not disadvantaged.

Overall, the findings suggest that while the quality of care provided by clinical staff is viewed positively, improvements are needed in appointment administration, communication between departments, accessibility, and systems for notifying patients of changes. Strengthening these processes would help reduce unnecessary journeys, improve patient confidence, support staff, and provide a more consistent and person-centred experience for patients using outpatient services at Walsall Manor Hospital.

Recommendations

1. Improve appointment communication processes

Walsall Manor Hospital should review current appointment communication processes to ensure that patients receive accurate, timely, and clear information about their appointments.

This should include:

- ensuring appointment letters clearly state the correct hospital site, department, clinic, date, and time;
- reviewing appointment letter templates to ensure headings do not create confusion about the appointment location;
- ensuring information is consistent across appointment letters, electronic systems, and departmental records.

2. Strengthen processes for cancelled and changed appointments

Walsall Manor Hospital should review procedures for cancelling or changing appointments to ensure patients are informed as early as possible and do not attend the hospital unnecessarily.

This should include:

- ensuring responsibility is clearly assigned for notifying patients of cancellations;
- using appropriate communication methods based on individual patient needs;
- monitoring cancelled appointments to identify recurring issues and opportunities for improvement.

3. Improve communication between departments

The Trust should improve communication pathways between outpatient departments, reception teams, clinical teams, and administrative staff to reduce confusion and ensure patients are directed correctly.

This should include:

- reviewing how appointment information is shared between teams;
- ensuring staff have access to up-to-date appointment details;

- introducing a process for escalating and resolving recurring communication issues.

4. Review the accuracy of appointment information

The Trust should undertake regular checks of appointment information to reduce errors, including:

- outdated clinician names appearing on appointment letters;
- patients being booked into incorrect clinics;
- appointments not appearing on departmental lists;
- patients being directed to incorrect locations.

5. Improve accessibility of patient communications

Walsall Manor Hospital should ensure appointment communication methods meet the needs of all patients, including those with disabilities or additional communication requirements.

This should include:

- ensuring reasonable adjustments are recorded and consistently applied;
- providing alternatives to automated text messages where these are not accessible;
- checking that patient communication preferences are captured and followed across all systems.

7. Monitor patient experience of outpatient services

The Trust should continue to gather and review patient feedback specifically relating to outpatient appointments, with particular focus on:

- cancellations;
- waiting times;
- communication;
- accessibility;
- patients attending incorrect locations or appointments.

Findings should be used to identify improvements and measure whether changes have improved patient experience.

8. Ensure patient-centred communication and care

While patients generally reported positive experiences with clinical staff once seen, some patients felt rushed or not listened to. The Trust should continue to promote a person-centred approach, ensuring staff have the time and support to listen to patients' concerns and provide appropriate explanations.

Appendix 1 – Service User Comments



Section 1: About Your Walsall Manor Appointment

Q. What type of appointment did you attend?

- 'Still waiting to see the gastro team I've been waiting 3 years now and you can't blame covid'.
- 'Lost in system'.
- 'Unexpected appointment as I thought I had been discharged from this dept'.
- 'Was supposed to get an appointment after covid was not contacted and had to go back on list'.

Q. How was your appointment scheduled?

- 'I received an appointment for the same day, same consultant but had 3 different times given'.
- 'Got a letter and an online notification via NH App'.
- 'It was cancelled on the same day'.
- 'Every 8 weeks I attend it's booked at the last session for the next session.
- Updated at each session attended, by text and post'.
- 'Had to ring hospital to check which dept'.
- 'Was already on list just had to be referred again after waiting 5years for appointment'.

Q. If your appointment was cancelled, were you told why?

- 'Letter arrived day after appointment so wasn't aware of my actual appointment'.
- 'I got to my appointment only to be told its cancelled the consultant phoned in sick. It cost me £10 in taxi due to having a pacemaker fitted week before. Then I was taken off the list because I didn't turn up yet I did. My GP at to re write to the department. Nearly 22 months later I had my appointment'.
- 'Had to rearrange 1st date of appointment offered from my end as was unable to attend date 1st given due to work'.
- 'Unforeseen circumstances nurse wasn't going into the clinic Invited to the wrong clinic for the consultant I needed to see'.
- 'The first 2 times they didn't say why and the 3rd time the anaesthetist wouldn't do it because of a heart problem'.
- 'Unforeseen circumstances, then cancelled again rescheduled for two months later, and then cancelled again for another 8 weeks, after calling in pain with gallbladder flare ups. Constant pain and vomiting'.
- 'Doctor's strikes'.
- 'I tried to call the orthoptics department 8 times to re arrange my son's appointment, but they didn't answer. I then got a letter saying I didn't attend the appointment. Very frustrating'.
- 'In waiting area and told consultant hadn't arrived'.
- 'On arrival for the appointment we received a text to say it was cancelled; this was the 2nd time it had been cancelled less than 20 minutes before the time of the appointment'.

- 'Told me via the app and I rang up after waiting a long time was told due to unforeseen circumstances illness, twice! one of these dates being in the future'.
- 'New Cross cancelled and rescheduled 3 times in 1 day last May, Manor admin stepped in and got my op for day as first scheduled it is not Manor admin at fault it's a nightmare since transferred to New Cross'.
- The doctor was not available'.
- 'Emergency surgery needed the theatre'.
- 'My appointment was cancelled twice, but they kept me informed. It got cancelled twice and I had to chase it up until I got one'.
- 'It was cancelled twice but I was informed and appointment was rebooked'.
- 'Staff Leave and increased workload, but they offered me an earlier appointment due to a cancellation. My appointment cancelled because of the staff leaving the job'.
- 'Staff gone off sick'.
- 'Hospital had no records. No appointment '.
- 'Appointment was cancelled twice'.
- 'I was sent an appointment for wrong department, when I phoned them they cancelled it and rebooked another appointment for me'.
- 'It got concealed twice but they kept me informed and rebooked me'.
- 'They changed the time of my appointment and informed me by letter and phone call. I was 2 mins late'.
- '2nd appointment at Pelsall was sent by phone text. But clinic did not have me on their list'.

Section 2: Before Your Appointment

Q. Did you receive all necessary instructions (e.g. preparation, fasting, documentation, medication)?

- 'I didn't even get told about the appointment until I rang up about something else and they told me I had one'.
- '7-year kidney cancer diagnosis (missed) Zero information'.
- 'I did not receive a letter regarding this appointment. Only a reminder text a few days before'.
- 'We would get a call from cardiology consultant with enough notice; it also should have been face to face'.
- 'Everything was rushed no detail had no idea only slightly I was given clear instruction but to the wrong place'.
- 'The form my ECG was not filled in by GP for the reason for ECG'.

Section 4: Staff and Care

Q. Did you feel listened to during your appointment?

- Didn't see specialist I was supposed to see which was ortho and trauma consultant saw a physiotherapist'.
- 'I kept asking why I was in pain and they said they couldn't find anything and I was saying it's got to be something because this isn't normal, I had to push to get answers'.
- 'When you get an appointment, it's always rushed and when you try explaining what is going on they look at a piece of paper and ignore you and just write them appointment end and told to wait for next appointment of which I'm still waiting for after 18 months'.

- 'I was just being processed, no empathy'.
- Never get to see same consultant more than once always someone different Always in a rush don't even read your notes or send for x-ray'.
- 'I had been informed my cancer had been missed by several qualified staff.
- 'Keep palming me of fwith need another Xray said sending for MRI still not received 6 months later. Appointment cancelled by text when I was at hospital waiting'.
- 'You're just a number, someone to get in and out! It's very transactional and not led with connection. Computer not switched on, file in windowsill not even looked at'.
- 'Staff are rude, do not listen to patients and do not give patients any explanations or choices'.
- Doctor didn't see me face to face, unable to exam swelling and other symptoms'.
- 'Both consultant and myself were at a complete loss as to why I had been called in. 'Not only had I had the original text but was bombarded that week with phone calls, answerphone messages and texts, so much so that I was worried that something had been missed previously'.
- 'From a cyst to cancer within seconds and missed by 7 years'.
- 'Didn't have an appointment, was cancelled three times and now still waiting for another one. Definitely once at Manor'.
- 'I called community pediatrics and to tell them their mishap, but we could be at the hospital in 10 minutes, they told me we would miss the appointment, but we could wait all day to be seen but we wouldn't have a full appointment'.
- 'The Dr hadn't even looked at my notes, started to explain, only when I said I know I've been told this previously did he look to find out'
- 'Didn't feel comfortable to ask all the questions she wanted. Doctor was very well informed and explained the things very well'.
- 'No, they have no idea about Neurodiversity in the letter failed to explain where it was exactly'.

Q. Were your concerns and questions addressed?

- 'If my original injury had been dealt with previously this appointment would not have been necessary'.
- 'How could he read my MRI of my spine; he referred me to physio. When you can't feel your one leg how is this going to help'.
- 'No because a week later, I'm still wondering what actually is wrong with me. Like I said before appointment is always rushed and says tried all avenues. I asked questions and they were glossed over'.
- 'Just wasn't very clear Was told there is no cure'.
- 'Appointment was brought to an end when the consultant decided even though I had further questions'.
- 'I was seen by the consultant on duty, who was very polite and thorough, but he couldn't help with the actual problem as I had been invited to the wrong clinic'.
- 'I had several appointments rescheduled at short notice with no explanation. Hard to reschedule a follow up appointment following major surgery'.
- 'Understood the appointment was to notify us the results of procedure. Was told by Dr. that he would have to ask someone the results. Why not do this before our appointment nothing but a waste of NHS time. We are waiting for next appointment'.
- 'When you tell them how you feel they make out it's your age or what do you expect it was a surgery Still waiting for a full explanation nearly two years on'.

- o 'Just want get you out quick as they can over 12 months for appointment and less than 2 min in room'.
- o 'I never got the chance to ask any questions, or have anything answered as it was cancelled with no reschedule'.
- o 'Parking is expensive so to wait for over an hour for a treatment that takes 10 mins (injection) is not ok. What's the point of the time if that isn't when your given it?'.
- o 'Have been chasing the hospital for an appointment for three years without an answer. No one listened'.
- o 'I felt that they didn't understand how it made me feel, the need for the appointment / referral. Explained symptoms but doctor didn't ask further and just said they would book in for a scan'.
- o 'The consultant could not apologise enough for the stress I had been under and could only say that it must have been a booking error'.
- o 'It kind of felt like I was being dismissed with my worries and questions because it's mild/moderate wisdom tooth'.
- o 'Still waiting 5 weeks on for result'.
- o 'Googled when got home'.
- o 'Briefly didn't really seem bothered to want to communicate clearly and in more detail. Rang up but was going round in circles has she kept saying the same thing not their fault. No reason for mix up given'.
- o 'We didn't get the appointment and all paperwork was lost'.
- o 'Googled when got home'.
- o 'Still waiting weeks on for result'.

Section 7: Additional Feedback

Q. What went well?

- o 'The staff were friendly'.
- o 'My consultant is very understanding, and explains everything, and get a follow up letter. She fits me in for extra appointments as when needed. She listens too, and couldn't ask for a better consultant. I am aware of how lucky I am as others with the same condition in different parts of the country don't get the service I get'.
- o 'Nothing, urgent referral from Dr. to ENT so far 2 months later 2 cancelled appointments Inext week if it's not cancelled again. Not acceptable for urgent appointment'.
- o 'They gave me a lot of tests like Uray and ultrasounds. Nothing'.
- o 'The appointment was good overall as it was with a dietitian, and she was great'.
- o 'Being seen after such a long wait'.
- o 'Doctor nurses where brilliant but had to climb stairs as don't like lifts so rheumatologist department should be on ground floor'.
- o 'Pleased with consultation professor was very nice'.
- o 'I had the original appointment cancelled three time, one of them when I was arriving at the hospital. I ask for explanations and none were forthcoming'.
- o 'Nothing still waiting'.
- o 'Appointment was as scheduled, I had N MRI scan in January and still waiting for results, can't talk to anyone, doctors not being able to find anything out either'.
- o 'Polite and friendly staff but not able to help me'.
- o 'Consultant Surgeon and operation went very well. Staff on ward were exemplary.

- 'After several cancelled appointment, I finally signed my consent form to have my gall bladder surgery'.
- 'I've always rated Manor. Consultant was great. Nurses caring'.
- Nothing
- 'Finally got a diagnosis'.
- 'Quickly seen'.
- 'All of it. Staff were excellent'.
- 'Total disaster, how can anything possibly go well when my Cancer was missed by 7 years. Nothing still in pain 10 or more years on just MRI and Xray's the MRI still waiting for'.
- 'If you need to rebook you can do this relatively easy'.
- 'Pharmacy wait was too long. Staff were not particularly friendly or explaining next steps. Surgery
- 'Nothing. Changed hospital nothing'.
- 'Everything went well from GP referral and onwards. To treatment surgery I have had no issue and everyone I have met has been a credit to the hospital' .
- 'The care I have received from first arrival in A&E to my appointments, investigations and procedures has been second to none. The consultants, secretaries, nursing in OPD have always been welcoming and always supported with any queries I have had about my care'.
- 'How quick I was seen I was in a lot of pain I was seen my doctor X-ray plastered all within 4 hours I couldn't fault it I also go there for other things and find the service and staff lovely thank you'.
- 'Seen quickly. Lovely person who dealt with my case, I have seen her multiple times, and she remembers me and asks how I am. Which is lovely'.
- 'The nurse during my gastroscopy was very caring and reassuring. Staff friendliness
- in the appointment everything was explained very clearly about my options not having to wait long'.
- 'Greeted on outpatient arrival'
- 'Good communication on the appointment Robotic hip. Brilliant'.
- 'Have a prolapse & need to be seen every 6 months & always receive good care staff were very nice'.
- 'We got a call after waiting over 6 months. We got a CT scan arranged. very thorough and very professional'.
- 'The consultation itself'.
- 'Nurse helped with another matter while we were waiting. Both nurse and consultant were apologetic and professional'.
- 'The orthodontist was really good with my ADHD child, patient and clear with communication'.'
- The nurses were amazing; the procedure was well communicated. I knew where I'm going clearly Changed my braces quickly'.
- 'Doctor was excellent. Most productive appointment I've had in 40 years. Got straight to the cause of my issue and how I needed to deal with it. It has been life changing'.
- 'Nothing still waiting better to go somewhere else then the manor hospital'.
- 'They said see me soon, but the two appointments were cancelled leave me still in pain hope the font cancel the 3rd appointment now I'm fed up of waiting'.

- 'Nothing really, the consultants need investigating'.
- 'I was seen by the consultant before my appointment time. I was listened to'. 'Everything perfect'.
- 'Everything once Manor in charge everything needs to go back there. Nothing had no problems'.
- 'All my concerns were met and explained as I could understand'.
- 'Admin staff and Medical technicians nice everything on time, very friendly staff'.
- 'Everything was explained'.
- All of it.
- 'The appointment'.
- 'Staff and were professional and friendly'.
- 'I haven't had any appointments cancelled and I have had a number of appointments during the duration of my pregnancy since moving from Birmingham to Walsall. I was very impressed. Signage in the hospital is clear so you can figure out where you are going. Staff are clear, professional and caring. They have explained next steps clearly to me'.
- 'Nothing at all'.
- 'The team were kind and professional, and my ENT was brilliant condition has significantly improved'.
- 'Very Kind and helpful staff'.
- 'Treatment explanation and support provided by staff was excellent. Staff were very helpful and treatment explanation was excellent'.
- 'Every stage of the referral, which was from Specsavers to ophthalmology. Tests, consultation, setting up 6 monthly check-ups. All excellent. All apart from the long 12 month wait for surgery'.
- 'Pleased, two weeks referred as cancer tests & anxiety of this. Very helpful staff.
- 'Dr seemed to listen'.
- 'I don't believe there are any areas of development within the antenatal department of the hospital in terms of appointments, appointments were delivered on time, staff communicated clearly and kept me well informed'.

Q. What could be improved?

- 'Doctors need to listen to patients and act on their concerns'.
- 'Correct times with appointment letters. Something went wrong with mine; I received the letter 3 times, with different times for the same day with the same consultant, was sorted via the consultant secretary as appointments didn't know what had happened'.
- 'Maybe the departments to speak to each other because A&E and the same day told me one thing, fracture told me another and then someone told my GP something else'.
- 'Appointment going ahead when's they should I have this problem all the time So far ENT cancelled 2 Rheumatology cancelled 3 appointments and respiratory still waiting a follow up something needs to be done while I'm suffering with rare autoimmune disease that attacks my body'.
- 'I sent an email to PALS, and it's been months still waiting for a reply. I want to see the consultant no more appointments etc. have been provided only physio and not had that yet either been months'.
- 'Doctors who actually keep appointments and listen to you'.

- 'The bad parts they couldn't find my doctor, so I ended up with a student. They couldn't find a room and when they eventually found a room the wait time was long without no drink as it was later than expected'.
- 'Nothing when you finally get an appointment The waiting list'.
- 'Waiting time'.
- 'Do what they say the first time and get it right and treat patients with respect'.
- 'Doesn't make it easy when they park on the kerbs within the car park. Sometimes makes it harder to cross over or walk along paths with pushchairs or wheelchair. Also very tight to turn when coming out the rows and cars parked opposite or in disabled without a badge'.
- 'Where are my results, terrible hospital'.
- 'When the Dr. advisers an appointment will be made for 3 months and 9 months down the line still waiting.
- 'Finding the right desk to check in. Waiting times. Consultants that actually want to be consulted'.
- 'Being invited to the correct clinic'.
- 'Wrong information stated on discharge paperwork. Appointment booking follow up appointments for after care. Constant changes and no clear guidance as to how to access advice if you can't get an appointment to see anyone after procedures'.
- 'Have results on hand, not have to ask someone later so will need another appointment'.
- 'Communication. Letters don't arrive on time. If not at all. Only found out last week I have a pre-op today 22/4 due to a text, but no letter'.
- 'Improved waiting time for appointment'.
- 'They listen to you and not rush you through like a load of cattle'.
- 'Never feel supported'.
- 'Answer the phone so appointments can be rearranged and existing one could have been given to someone else'.
- 'Fully qualified staff who don't sign off scans as normal when cancer is clearly present. Everything waiting too long then 2 min with consultant'.
- 'The automated telephone appointment reminder service makes anonymous nuisance calls and rings off before any answerphone kicks in'.
- 'The appointment to have taken place would be most helpful. It was cancelled with no explanation, and no rescheduled date'.
- 'In my case nothing everything went really well and is still going well'.
- 'Parking! And receiving a letter, which I usually get but didn't know this occasion.
- 'IBD helpline is an answerphone? It's not helpful! You have to wait for someone to return a call, and it can take days. In a crisis or when you need to explore something with someone you won't call! It's not fit for purpose Parking costs and parking fines as a result of delayed treatment makes getting in and having the service expensive'.
- 'Pharmacy should have screen showing number and when ready to collect. Staff calling names should be louder (speaking behind glass screen limits volume especially if you're sitting in corridor)'.
- 'Waiting times for appointments Zero follow up'
- 'Everything'.
- 'I've had gallstones for a year. Had ultrasound at doctors' surgery but hadn't been passed to hospital so had to have another. I've had to wait 4 months just for an MRI'.
- 'Reception staff could be more forthcoming about delays when asked'.
- 'Increasing the numbers of staff on Ward 106 Manor Hospital should be a priority. Staff often work late or through their lunch times, providing patient care and the pace is sometimes relentless'.

- I have had to raise a formal complaint regarding the endoscopy department as I was not given a copy of my report, was not informed that a biopsy was taken and I was awaiting results and they did not notify my GP that I required treatment. This has resulted in me going untreated for 3 years. Additionally, the department are uncontactable! Wait time and time between follow ups'.
- 'Inform us as why a delay'.
- 'Seemed rushed and not bothered. Be more compassionate and be more informative'.
- 'For the Drs/Consultants to understand how a condition can really affect someone'. 'Take them more seriously'.
- 'They are all very good'.
- 'I was well pleased with my treatment'.
- 'Kindness of doctors, them showing animosity rather than it just being tick box exercise. Then taking charge of supporting patient pain whilst they want scan results as patient left in agony and not supported to consider how they will attend CT scan due to difficulty travelling'.
- 'Hospital wait times'.
- 'Time why book so many appointment'.
- 'Making sure patient files are ready. I wated over 2 hours and they didn't find my file'.
- More explanation on what I could do or what was going to happen. Nothing.'
- 'Not cancelling your appointments when you wait long as it is to get that one Fully trained Doctors and Consultants'.
- 'Not constantly cancelling appointments last minute'.
- 'This was the first time an appointment has ever been early. Normally appointments run an hour late. More consultants more appointments better waiting lists'.
- 'The booking system needs an overhaul, whether it needs more training for those working the system, or the software is not fit for purpose. One text a week before, and another the day before are sufficient. I felt threatened by having so many reminders, especially as I have always attended all medical appointments, of which there are many!'.
- 'Appointments are constantly being cancelled.'
- 'The doctor could be a bit more helpful. More information towards what my next steps are and What I could do to prevent further harm'.
- 'Remove administration back to Manor'.
- 'My son had CT scans MRI and diagnosed with scoliosis, we went private to the royal Orthopaedic hospital in Birmingham, and it was in fact a benign tumour
- that has now been removed. Walsall Manor would of just fobbed us off with scoliosis'.
- 'Notification about appointment, received text about appointment 48 hours before appointment waited over 6 months for an appointment'.
- 'Waiting times'.
- 'I don't believe there are any areas of development within the antenatal department of the hospital in terms of appointments, appointments were delivered on time, staff communicated clearly and kept me well informed'.
- 'Not losing a child's documents (4 years' worth) Not sending us to the wrong place and then not offering another appointment'.
- 'More staff is needed'.
- 'I waited for this appointment for almost 5 months'.
- 'Put at ease to ask questions & concerns had since surgery addressed'.
- 'Communication should be improved by sending letters, SMS and phone calls, to make sure the patients have received the appointment details.
- 'Follow up information: either no further action or treatment needed'.

Q. Would you be willing to have some hospital appointments in other medical venues around Walsall, not just at Walsall Manor Hospital?

- 'I don't mind travelling (but no more than 10 miles) if needed. I would travel if it meant being seen and to feel better'.
- 'I already go to other medical places, New Cross, Cannock, Birmingham etc'.
- 'It's the travelling I struggle with and if need someone to come with me as I'm a recovering stroke victim Because my mobility is poor, I prefer to go to Walsall Manor as I do sometimes use patient transport Have to arrive earlier to get a space on car park'.
- 'I don't mind providing they won't be cancelled last minute'.
- 'Evening appointments would be very useful for people who work later shifts in the day or weekend appointments even better. It's not always easy to get the time off work nor can some people afford to. Also, a different environment from the hospital is less stressful & beneficial'.
- 'I live in the Northeast of the borough and have to travel by car, and parking is a major issue. If it meant a reduced time to wait for appointments, then it's an added bonus'.
- 'Well not much is being done at the Manor when you call them about app. It takes days to get through or the person on the other end of the phone is rude and puts the phone down on you. App gets cancelled. Test results take 6 to 12 months. Consultants discharge you and you have to go bk to your GP to be referred again'.
- 'Running around town attempting to find the right place is not my idea of fun'.
- 'I was in a wheelchair with a broken back. Going from the main atrium to the fracture clinic was a very long way. Only to find I was in the wrong clinic'.
- 'Happy to travel More convenient'.
- 'I drive so can access many hospitals'.
- 'I've always had good experience at Manor. Apart from one operation years ago when I waited over a year for follow up appointment'.
- 'Might get seen quicker as my appointment should have been in November last year and I had to phone up to arrange on as I was wiped of the system due to a technical error'.
- 'Absolutely not. I will never go back to an NHS hospital'.
- 'Other hospitals can be better care all round than my local one. They were only prompts with procedure dues to cancer scare. Other appointments wait 12 months plus for'.
- 'I would travel to any venue if it meant quicker wait times'.
- 'Manor hospital is reachable by bus and taxi fares there are quite reasonable I don't mind driving to somewhere else of necessary'.
- 'I am happy to travel to any medical facility that would be able to cater for my care.
- Coming into hospital for an injection is silly. This could be delivered at my practice. Needing to have bloods taken before but come to a pathology department with huge queues is silly! It adds to double cost and sometimes why I need to reschedule my appointments because the wait isn't possible with work and I have to leave'.
- 'Yes, happy to have consultation in other facilities. Will never attend Walsall manor again'.
- 'As long as not too far away from the centre of Walsall due to frequency of appointments and car travel considerations'.
- 'But only if it was totally necessary as I have been pleased with all aspects of my hospital journey with The Breast Unit at Walsall Manor fabulous team'.
- 'I don't mind as long as I get to be seen for my appointment'
- 'Communication between Walsall manor and GP surgeries is very poor, another venue may communicate more effectively to ensure correct treatment and diagnosis'.
- 'If it means better treatment and quicker times'.

- 'If the appointment could come through sooner, then yes'.
- 'If it could cut the waiting time yes and as long as the service was professional the venue is not so important'.
- 'I am happy to attend anywhere as long as it is convenient I would rather go out of area'.
- 'I am already at another hospital for another medical condition. Walsall Manor needs to be better like the other hospitals'.
- 'Already been to New Cross all my notes at Manor'.
- 'As long as the treatment is as good, then yes'.
- 'I don't mind having to go somewhere else if the department is suitable for my issue '
- 'Patient cannot travel far with health issues. Cannot sit in a car for more than 10 minutes. I'd go wherever they wanted me to'.
- 'As long as I see the same professional and not different people each time for the same problem'.
- 'My medical history is complicated, so I have experience of treatment at New Cross, scans at Cannock and the QE, and a SCT at Heartlands'.
- 'I would travel elsewhere if it meant we were seen on time and appointments weren't constantly being cancelled'.
- 'I find Walsall Manor hospital a problem for parking at times and often have to park in the town centre and walk down which means I need an extra 30 mins of time each way of the appointment time'.
- 'I'll go wherever is needed'.
- Local if you see real medical doctors not just trainee doctor No thank you. I will never use an NHS hospital ever again. I prefer New Cross and would go there in future as better I just prefer the Manor'.
- 'Have already had two lots of appointments moved to other hospitals and been seen within a few weeks of waiting one was Cannock the other New Cross was really pleased with the service I received at both hospitals'.
- If it shortened waiting times yes, my trust is 100% Manor.
- Misdiagnosed
- 'I prefer The Manor Hospital as every time I have had appointments or stayed in for treatment staff and doctors been very helpful'.
- 'Wherever the appointment can take place and sooner rather than later is better always felt confident with treatment'.
- 'To save waiting lists I would go to other sites if it is the appointment is sooner'.
- 'I have also attended an appointment at a primary care centre in Walsall and was impressed by the venue, I would be willing to visit these sorts of places for appointments'.
- 'I just want a diagnosis for my child; I would travel wherever'.
- 'Having spent a night in Walsall Manor and had such brilliant care and aftercare, I never want to go elsewhere'.
- 'I waited for my appointment for more than 7 months; I am more than happy to go to other place for a quicker appointment'.
- 'I live in the East side of the borough to travel to the west is way to far.
- 'Yes, if I can get an earlier appointment anywhere in Walsall'.
- 'I can go anywhere within west midlands for a quicker appointment'. 'I live near Manor Hospital, it's very convenient for me to come here for appointments'.
- 'Anywhere in west midlands is fine for me'.
- 'For quicker appointments I can go anywhere'.

- 'If they are in walking or easy public transport distance, I have no problem Depends other hospital but would prefer something like physio would be fine. Rather than waiting for 6 months, I am happy to go to any place for appointment. I am willing to go for quicker appointment, anywhere'.
- 'More parking/cheaper parking, parking prices are too expensive, especially if you have to wait for pharmacy too'.
- 'It would be nice to be able to escalate concerns to Jo Chadwick-Bell when failings like mine have occurred instead of being fobbed off'.
- 'I have had I believe five appointments cancelled was supposed to see a consultant in January 2025 and I am still waiting last one was cancelled this year and was told a telephone call would be made but no call came then have been offered a new appointment in June this year. I want to see the consultant hopefully in June unless cancelled'.
- 'Why can't they use electronic appointments as so many letters get delayed/lost in the post'.
- 'Outpatients and A&E can be abysmal. No one working on receptions desks in many of the outpatients'.
- 'A specific appointments department which manages the entire hospitals appointments'.
- 'When an appointment is made by the hospital, it should be honoured. If it cannot be honoured, then an explanation should be offered, and a new appointment made.
- Neither happened for me, and it is really unprofessional and frustrating when you wait so long to be seen in the first place'.
- 'Access is ok if you have all day to wait! If you don't have a job to get to or you don't mind sitting and waiting – if you have a life or commitments, it makes it very hard. Slots for people who work at alternative hours or in alternative places should be considered and the IBD pathway needs looking at because it is service led not service user led!
- 'Manor Hospital Walsall should be commended for the high standards of care delivered to cancer patients. I have met many other patients from different ethnicities, genders and ages in similar circumstances at the hospital they all agree that it is an excellent hospital'.
- 'Departments need to be reachable via phone and email. My email has not been responded to; PALS I have contacted them twice and now I have to wait 28 days for a response to my complaint. Meanwhile I am yet to receive an appointment for repeated procedure despite the dr referring me on 10/04/2026 as urgent'.
- 'I have no internet or smartphone. I have a basic phone'.
- 'The kindness and compassion of staff across Walsall Manor Hospital needs to improve. I have to go to many different departments, and I am appalled by the way staff (nurses & most doctors) treat & speak to patients including me'.
- 'Please Keep the first appointment given. Make it sooner'.
- 'Manor hospital really needs new management and a really good overall you cannot better the best and you are the best'.
- 'The notes sent to my GP from the DR at Manor Hospital, was not a true reflection of my appointment, and then failed to clearly record the decision or next step'.
- 'A text and a letter would be good to inform and remind of appointments'.
- The staff are amazing. This is just a brilliant hospital and every experience I had was exceptional'.

Appendix 2

Demographics



We captured basic information of who took part. We did not collect any contact details.

The demographics were part of the survey and were captured in the same methodology ensuring we sought to access as many members of the public from different communities in Walsall.

Age

	No. & %
16 to 17 years	1 (0.5%)
18 to 24 years	7 (3.3%)
25 to 49 years	65 (31.1%)
50 to 64 years	74 (35.4%)
65 to 79 years	47 (22.5%)
80+ years	13 (6.2%)

Gender

	No. & %
Female/Woman	127 (62.6%)
Male	75 (31%)
Prefer not to say	3 (1.5%)
Non-Binary	1 (0.5%)
Transgender	1 (0.5%)

Disability/ Long Term Condition

	No. & %
Yes	119 (59.8%)
No	80 (40.2%)

Ethnicity

	No. & %
White English, Welsh, Scottish, NI	122 (58.4%)
Indian – Asian or Asian British	13 (6.2%)
Pakistani – Asian or Asian British	10 (4.8%)
Bangladeshi – Asian or Asian British	9 (4.3%)
Other – white	9 (4.£%)
Caribbean – Black, Black British, Caribbean or African	7 (3.3%)
Irish – White	7 (3.3%)
Prefer not to say	7 (3.3%)
African – Black, Black British, Caribbean or African	7 (3.3%)
Chinese – Asian or Asian British	4 (1.9%)
Arab – other	3 (1.4%)
Other – Asian or Asian British	3 (1.4%)
White & Asian – Mixed or multiple ethnic groups	3 (1.4%)
White & Black Caribbean –Mixed or multiple Ethnic groups	3 (1.4%)



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>

How to contact us

Tel: 0800 470 1660

Email: info@healthwatchwalsall.co.uk

Find us and our reports on our Social Media platforms



Facebook: @HealthwatchWSL

X (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.



The contract to provide Healthwatch Walsall is held by Engaging Communities Solutions C.I.C.
www.weareecs.co.uk Tel: 0800 470 1518 Email: contactus@weareecs.co.uk