

## **Health and Wellbeing Board**

**6 December 2022**

### **Healthwatch Walsall Annual Report 2021/2022**

#### **For Assurance**

##### **1. Purpose**

Healthwatch Walsall has a statutory duty to promote the voice of local people about health and social care services with commissioners and providers of these services.

The purpose of this report is to present to the Health and Wellbeing Board the Healthwatch Walsall Annual Report for 2021/2022.

##### **2. Recommendations**

- 2.1 That the Health and Wellbeing Board note the key messages from the Annual Report.
- 2.2. That the Health and Wellbeing Board notes the contribution made by Healthwatch Walsall volunteers.
- 2.3 That the Health and Wellbeing Board note the work priorities for 2022/2023.

##### **3. Report detail**

- 3.1 The Healthwatch Walsall Annual Report 2021/2022 highlights the range of activities undertaken during the year.
- 3.2 Our work priorities for the 2021/22 year were:
  - Patient Experience of the Walsall Urgent Treatment Centre (UTC) – The project was carried out by survey and patient engagement, when we were able to do so. The work culminated in the report being published and distributed amongst our network of contacts. A number of recommendations were made around the display of patient waiting times, patients considering alternative treatment pathways and keeping members of their family safe.
  - Black Country Wide Children and Young People Mental Health project – this was a collaborative project capturing experiences of young people seeking to access mental health services and those already accessing services.

3.3 During the year we also looked at other issues to help people.

- Pharmaceutical Needs Assessment – Healthwatch Walsall supported this work and developed a simple survey to capture views and experiences of pharmacy services. We were able to input 142 responses into the work led by Walsall Public Health Department.
- Accessing Health and Care Services – a survey open to Walsall residents only who had accessed health and social care services. This was launched at the Women’s International Cycle Event Walsall stage.

3.4 Walsall Together – During the financial year more than 15 virtual workshops were held to capture lived experiences. Over 200 people were engaged with, 3 reports were published, and patient/service user stories were presented to the Walsall Together Partnership Board. We held 7 Service User Group meetings bringing people with lived experiences together to support the redesign of care pathways. All the reports published are available on the Healthwatch Walsall website.

3.5 Healthwatch Walsall year in numbers:

- 6,061 people engaged with by telephone, email, post, social media and in person.
- 300 people signposted for advice and information.
- 16 Reports/Ebulletins published.
- 51 recommendations made.
- 21 volunteers support Healthwatch Walsall.
- 4 Newsletters published.
- 5 members of staff.
- 23,449 visitors to our website.
- 42,524 website page views.
- 11 surveys undertaken.
- 1,000 approximately social media posts.
- 2,614 social media followers across Twitter, Facebook and Instagram.

3.6 During the lockdown, Healthwatch Walsall commenced virtual public engagement sessions called “First Friday Focus”. These sessions were held on the first Friday of each month covering a range of topics. These sessions were well attended and continued to run during 2021/2022. Topics covered were:

- Young people’s view of Walsall Manor Hospital
- Learning Disability
- Diabetic Eye Screening
- Medicines Management
- Walsall Together
- Access to GP Services (included in our APM)
- General How Are You Doing
- Social Prescribing
- Keeping Well in Winter

- Time to Talk
- Shared Care Records

The sessions were held by Zoom online digital platform and gave the public an opportunity to hear about health and care issues and to directly ask questions.

3.7 Whilst we were unable to undertake face-to-face Enter and View visits, we mobilised our pilot project Engage & Share. This was a way of engaging electronically with care homes and service users to hear about health and care issues being faced. Main issues identified were around Covid-19 effects and lack of activities. This work enabled people to have their say and be heard during the lockdown period.

3.8 Healthwatch Walsall plays an important role in helping citizens to get the information they need and the insight we collect is shared with Healthwatch England and local partners to ensure services are operating as best as possible. We helped citizens by:

- Providing up-to-date advice
- Signposted people to reliable up-to-date information.
- Sharing information on local issues.
- Helping people to access services needed.
- Provision of a befriending service.
- Holding health and social care information events online.

3.9 Healthwatch Walsall priorities for 2022/2023 are:

- Discharge from Walsall Manor Hospital to residents own homes, respite, social or nursing care.
- Young Persons Project which is to be defined by young people themselves.

#### **4. Implications for Joint Working arrangements:**

Good joint working and partner relationships have and continue to be crucial in the delivery of the Healthwatch Walsall work plan. We continue to act independently with a strong Board to champion the public/patient voice but engage in partnership activities to improve and enhance health and social care. Hence combining the roles as a critical friend.

#### **5. Health and Wellbeing Priorities:**

- Commitment to supporting the Health and Wellbeing priorities.
- Healthwatch Walsall support the promotion and delivery of initiatives to support the improvements in health identified in the JSNA.

- Enable those at risk of poor health to access appropriate health and care, with informed choices.
- Empowering and signposting people to appropriate services to support positive health and wellbeing.
- Remove unwarranted variation in health care and ensure access to services with consistent quality.
- Enable those at risk of poor health to access appropriate health and care, with informed choice.
- Marmot objectives: Action on health inequalities requires action across all the social determinants of health, including education, occupation, income, home and community. enabling all children, young people and adults to maximize their capabilities and have control over their lives.

## **Appendix A**

The Healthwatch Walsall Annual Report for 2021/2022 is attached as Appendix A.

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