

*Annual Report*  
*2008/09*





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# Chairman's Report

In this annual report, we will review the key aspects of performance over the year, sketch the new strategy which the PCT has agreed as part of the World Class Commissioning framework, analyse the life-span of Walsall residents from a public health point of view, and examine in greater detail three key areas - primary care, development of the Manor Hospital, and public engagement.

NHS Walsall's development was significant in 2008-09. We were praised in the NHS Annual Report, the Chief Medical Officer's Report and the Consultation to the NHS Constitution for our work across a range of issues, as well as being a finalist for the third time in the Health Service Journal's Primary Care Organisation of the Year award. At the same time, we created, with our partners in Dudley PCT and the local authorities of Walsall and Dudley, a brand new Mental Health provider organisation, and further created our own arm's length provider organisation, NHS Walsall Community Health.

We also underwent a complete renewal of strategy and leadership. Paul Jennings has gone on to become Chief Executive of NHS Warwickshire, while executive directors Nicky Cooper and Stella Forsdike have opted for early retirement. Anne Baines, Rob Mackie, and Yvonne Thomas have joined us as executive directors, and I have great pleasure in welcoming Denise McLellan as our Chief Executive.

I would also like to congratulate Dr Sam Ramaiah, Director of Public Health, on his honorary professorship at Wolverhampton University.

I would like to thank all the staff who have worked so hard across the year, including those who have transferred to the new mental health organisation, and I would like to thank our partners in the NHS locally and regionally, especially the Manor Hospital, and our local strategic partners, including Walsall Council. Our partnerships are at their strongest for many years.

Finally, I do want to underline my appreciation to Paul Jennings, Stella Forsdike and Nicky Cooper. I wish Stella and Nicky a prosperous retirement, and I wish Paul ever greater success in his new appointment.

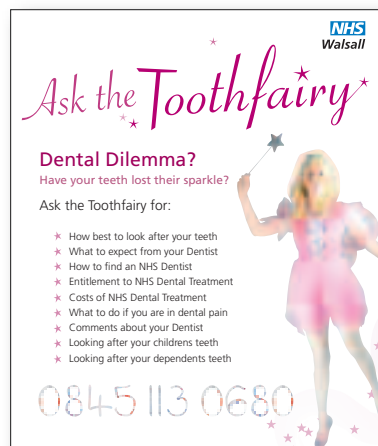


*G. Archenhold.*

*Geoff Archenhold,  
Chairman of NHS Walsall*

# Who We Are and What We Do

If you would like this Annual Report in another format, ring the Customer Care Department on 01922 618358 or log on to [www.walsall.nhs.uk](http://www.walsall.nhs.uk)



Walsall Teaching Primary Care Trust, known since August 2008 as NHS Walsall, (established 2002), is the main NHS body charged with meeting the health needs of the people of the borough of Walsall, West Midlands.

### Our vision is:

- Health Service, not illness service
- Evidence based excellence
- Alliances - the key to success
- Listening to local people
- True choice and accessible services
- Hitting the hard targets

With 145 General Practitioners, a doctor-led Walk In Centre and 39 centres and clinics, we directly provide family health services, along with children's services, public health, older people's and specialist adult services. With the local authority, we provide learning disabilities services.

We also commission (buy) hospital and other secondary and tertiary services for the people of Walsall. Our main partners for this are Walsall Hospitals Trust and the West Midlands Specialised Services Agency (WMSC).

We commission mental health services from Dudley and Walsall Mental Health Partnership Trust.

We employ more than 1446 staff directly and we are organised into seven directorates, led overall by Chief Executive Denise McLellan.

### The directorates are:

- Resources and Performance
- Public Health

- Partnerships
- Service Transformation
- Corporate Development
- Estates
- Informatics

In April 2008 we established an arm's length provider organisation, NHS Walsall Community Health, which undertakes all of the direct provision activities of the Primary Care Trust. This organisation has its own board and management structures, but is formally fully within the Primary Care Trust.

### Commissioning of Specialised Services (WMSC)

The Specialised Commissioning Team (West Midlands) works on behalf of the 17 West Midlands' Primary Care Trusts to commission specialised services. Specialised services are usually high in cost, low volume interventions and treatments that are not provided by every hospital. Services include specialised mental health services, cardiac surgery, very rare cancers, haemophilia services and neonatal services.

WMSC's aim is 'to commission and improve specialised healthcare services for its population on behalf of its Primary Care Trusts and within available resources'. Key achievements in 2008/09 include:

- Completion of a tendering exercise for a procurement framework for specialised mental health and learning disabilities
- Child and Adolescent Mental Health Services tier 4 strategy developed
- Increase in dedicated transport for paediatric and newborn services

For further information email: [info@wmsc.nhs.uk](mailto:info@wmsc.nhs.uk) or visit or website: [www.wmsc.westmidlands.nhs.uk](http://www.wmsc.westmidlands.nhs.uk)

# Chief Executive's Statement

In my first annual report as Chief Executive, I am largely reporting on the work done by others before my arrival. This is a hugely exciting organisation, with an enviable track record and excellent staff morale. But it is also an organisation which has work to do in meeting the new World Class Commissioning agenda, which presents primary care trusts with an entirely new set of competencies and objectives. NHS Walsall will build on its very evident strengths to achieve this, and it is my intention as Chief Executive to work closely with the Board to become world class in a way which brings maximum benefits to the people of Walsall. Crucial to this will be the deepening of our Practice Based Commissioning by General Practitioners, and the development of Walsall's Manor Hospital.

I am intensely optimistic about NHS Walsall's ability to rise to the new challenges, in the same way that it has risen to the old. Along with our Chairman Geoff Archenhold, I commend this report to you.

## **World Class Commissioning and Competencies**

In line with other Primary Care Trusts, NHS Walsall began the World Class Commissioning assessment process during 2008. World Class Commissioning is a development process to lift all affected NHS bodies to level 4, 'world class', in eleven areas. In 2008, we agreed our baseline with NHS West Midlands, the Strategic Health Authority. This is presented in the

figure 1. NHS Walsall also agreed a comprehensive strategy, which was commended by the strategic health authority, as a programme to bring us to World Class in all competencies. The overview of this strategy is presented in figure 2, setting out the 'storyboard' for our organisation's functions and priorities.

## **Creation of Mental Health Provider**

Following approval from the Secretary of State the new Dudley and Walsall Mental Health Partnership was established on 1 October 2008. The creation of the new organisation combined services previously managed by NHS Walsall, Walsall Council, Dudley Primary Care Trust and Dudley Council. The aim of the joint organisation is to improve the mental health and social care services for the people of Walsall and Dudley by combining the knowledge and expertise of carers and staff. The trust is our main provider of mental health services. 532 Walsall Teaching Primary Care Trust staff transferred to the new organisation on its creation, alongside the mental health facilities, including Dorothy Pattison Hospital and Bloxwich Hospital.

## **Development of Community Health**

On April 1 2008, NHS Walsall announced the creation of NHS Walsall Community Health, an arm's length provider of services. The newly formed organisation-within-an-organisation aims to improve the community based services in Walsall and will continue to work in conjunction with NHS Walsall commissioners and other partners to achieve world class health care. The Community Health organisation now provides all of our direct services, and accounts for the majority of our employed staff.

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### Quality and Safety

NHS Walsall's Public Health department conducted a comprehensive audit of quality and safety at its main acute provider, the Manor Hospital. The report noted that hospital standardised mortality rates (HSMRs) had improved from being poorer than the national average to being better than the national average.

There are around 1,100 deaths for the 56 conditions most likely to cause death in Walsall Manor hospital each year - a number that has remained fairly static for the past 12 years despite rising admissions. Although Walsall Hospitals' number of deaths has historically been slightly higher than expected compared to national rates, the latest figures for 2008 put Walsall Manor's standardised ratio at 92.8 (England = 100).

Further Quality and Safety data is presented in the performance in brief section.

### Clinical Engagement

A new Professional Executive Committee was established in April 2008 to align with Department of Health (DoH) national guidance and support clinical involvement in the new commissioning role of the PCT and its emerging strategy. Each of the 7 clinicians has an identified leadership role and they also have links to all the major providers in the district and represent a broad range of clinical professions.

Over the past year this clinical executive team has supported a number of clinical quality assurance systems, for example commissioning specification approval (with our practice-based commissioners) accreditation of providers' systems it has also contributed to the development of the clinical quality contracting and monitoring processes.

### New Access to GPs

Following a public consultation, Phoenix Primary Care Ltd, a local GP-led consortium, was awarded the contracts for four new GP surgeries which opened on 1 April 2009, as part of the national programme "Equitable Access to Primary Medical Care". The new services will result in an increase of 10 GPs, alongside practice nurses, administrative and managerial staff. The GP-led Walk in Health Centre is open 8am till 8pm 365 days a year and the three GP practices will offer extended opening hours.

### Partnership with Local Authority

NHS Walsall, in partnership with Walsall Council, was shortlisted for a Local Government Award for their joint partnership working to enhance children's life chances and reduce poverty. The Children's Trust has implemented a pioneering framework for supporting children and in line with its vision 'to make growing up in Walsall as good as it can be.' It has remodelled services and introduced processes that facilitate partnership working.


On the 30 January 2009 NHS Walsall and Social Care and Inclusion staff involved in joint commissioning on

# Figure 1





# Figure 2

worldclasscommissioning Appendix 2 

## NHS West Midlands Summary Scores

	BEN PCT	Coventry PCT	Dudley PCT	Hereford PCT	HOB PCT	N Staffs PCT	Sandwell PCT	Shrops County PCT	Solihull CT	South Birm PCT	South Staffs PCT	Stoke PCT	Telford & Wrekin PCT	Walsall PCT	Warwick PCT	Wolverhampton PCT	Worcester PCT
1. Locally lead the NHS	3	2	2	3	3	2	3	2	2	2	2	3	2	2	2	2	2
2. Work with community partners	2	2	2	2	2	2	3	2	2	2	2	2	2	1	2	3	2
3. Engagement with public and patients	2	2	2	1	2	1	2	2	2	2	1	1	1	1	2	2	2
4. Collaborate with clinicians	3	1	2	2	2	2	2	1	2	2	2	2	2	1	2	2	2
5. Manage knowledge and assess needs	2	1	2	1	2	1	2	2	1	2	1	2	1	1	2	2	1
6. Prioritise investments	2	1	1	1	2	1	2	1	1	2	1	1	1	2	1	1	1
7. Stimulate the market	2	1	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1
8. Promote improvement and innovation	3	1	2	1	2	1	2	1	1	2	1	1	1	1	1	2	1
9. Secure procurement skills	2	1	1	1	2	1	2	1	1	1	1	1	1	1	1	1	1
10. Manage the local health system	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	1	2

a day to day basis met to give their input and experience into the decision making process, for developing a model/mechanism for optimising the scarce commissioning expertise and competences. A basic model for a Joint Commissioning Unit was agreed in principle.

### Staff Survey

NHS Walsall continued to show strong leadership across its entire organisation during 2008, with staff survey results revealing Walsall was in the top 20% for the key measures of job satisfaction, training, feeling valued, job design and support from managers.

### Hospice

Phase one of the new Palliative Care Centre, which is clearing the site, has been completed and the building work is set to begin in the Autumn. The new centre, which is due to open in September 2010, will provide a number of excellent services for the people of Walsall.

*Terry Robshaw (Walsall Hospice Appeal) Denise McLellan, Chief Executive, Julian Rainsford, Director of Estates on top of the heap of rubble which is the remains of Goscote Hospital and is to be the foundations of the new Palliative Care Centre*



# Performance in brief

NHS Walsall was rated by the Healthcare Commission 'Fair' for its provision of services and 'Good' for its financial performance.

## Staff Survey

In the 2008 staff survey, which goes to all staff across the NHS in England and Wales, NHS Walsall was in the top 20% of comparable organisations for good communication between management and staff, staff receiving training, staff feeling valued, quality of job design, working in a well-structured team environment, work-life balance, support from managers, opportunities to develop, all forms of training, perceptions of effective action from employer on violence and harassment, reporting of errors, dealing fairly with errors, ability to contribute to improvements at work, and staff job satisfaction.

In its four least favourable scores on the survey, Walsall was one percentage point behind the national average on experience of physical violence (2% versus national average 1%), agreeing their role makes a difference to patients (88%, versus national average 89%), percentage of staff witnessing potentially harmful errors in last month (28% versus national average 29%), and was 0.09 behind the average on a scale of 1-5 on availability of hand washing materials (4.43/5 versus 4.52/5).




## Sickness Absence data

Monthly average for Commissioners: 1.77%.  
Monthly average for Provider: 4.51%.








## Key Targets

The measures below reflect how well the PCT has met some of the key national priority areas set out in the 2008/9 Operating framework.

### Cleanliness & \*HCAIs

Measure	Annual Forecast
**CDIF commissioner	
CDIF (WHT)	
MRSA (WHT)	

### Improving Access

Measure	Annual Forecast
18 Week	
A&E Waiting time (WHT)	
Choose & Book	
Patients receiving dental Services (children & adults)	
GP extended opening hours	
Cervical Screening	
All Cancers	

\*HCAIs - Health Care Associated Infections

\*\*CDIF - Clostridium Difficile

## Improving Health and Reducing Health Inequalities

Measure	Annual Forecast
Immunisations	●
*CAMHS	●
Obesity in schools	●
Chlamydia screening	●
Drug users in treatment	●

\*CAMHS - Child and Adolescent Mental Health Service



*Patients go back in time to a 1940s party at Little Bloxwich Hospice*

## Primary Care

Practice Based Commissioning (PBC) enables front line clinicians to engage and lead the development of services that are needed for patients. Working with other stakeholders, PBC Clusters have had some measure of success in 2008/9 but there are challenges for 2009/10 and beyond. In 2008/9 PBCs have led on service redesign activities and there are some good examples of PBC service transformation. These include the piloting of an alcohol Local Enhanced Service (LES) by North Walsall PBC Cluster, Cardio Vascular Screening LES for all PBC Cluster areas, remote Electrocardiogram provider procurement and Ear, Nose and Throat and Gynaecology outreach Out Patient services provided through the 'any willing provider' route in the North and West of the Borough. In addition PBCs have contributed to the development, prioritisation and agreement of investment plan proposals for 2009/10. Challenges ahead include updating and revising the governance arrangements for PBC, responding to the issues raised in the national MORI poll on PBC, a greater involvement and engagement of PBCs in the development of forward strategy including the transformation of community services and delivery of NHS Walsall World Class Commissioning outcomes. As part of the reinvigoration of PBC, NHS Walsall will be working with PBCs

to review the support and development they need to undertake their commissioning role this will include development of clinical leadership and World Class Commissioning competencies, how PBCs organise themselves and work with other stakeholders.

## New GPs

On the 1 April 2009 NHS Walsall announced the opening of a new Walk in Health Centre in the town centre and three new GP practices: The Walsall Wharf Practice in Pleck Road, The Village Family Practice in Thames Road, Blakenall and The Willenhall Keys Practice in Field Street, Willenhall. The new services mean an increase of 10 GPs across the four new sites as well as more practice nurses, administrative and managerial staff. The GP-Led Walk in Health Centre, which can be accessed by anyone who lives or works in Walsall with or without being registered, focuses on bringing health and wellbeing to people with busy, active lives who can't necessarily attend their own GP. The Health Centre at present is based in the old Walk in Centre building in Market Square but will re-locate to new premises within the Town Centre late in 2010. It is open from 8am till 8pm, 365 days of the year, providing care including doing lifestyle checks, screening for chronic diseases and advising on healthy living.

The three new practices have all started off with a team of at least two GPs, Nurses and Practice Staff and all offer extended surgery times in the evenings and at weekends. All four of the new services are operated by Phoenix Primary Care Ltd, a local GP-led consortium which currently runs a number of surgeries in Walsall.

**Back by Popular Demand**

**Walsall Walk in Health Centre**  
reopened 1 April 2009.

You can turn up **8am - 8pm**  
seven days a week.  
Ring **01922 858550** for an  
appointment.  
Even **register as a patient**  
if it's more convenient.

**New GP Practices in Walsall**

<b>The Willeshall Keys</b> Family Practice Willeshall Health Centre Field Street Willeshall WV13 2BY Tel: 01922 604647	<b>The Village Family Practice</b> Balsall Balsall Village Centre Thames Road Balsall Walsall WV3 1JZ Tel: 01922 443796	<b>The Walsall Wharf Family Practice</b> 145a Pleck Road Walsall West Midlands WV2 9ES Tel: 01922 656032
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**NHS Walsall**

*The popular walk-in centre closed for a period to be refurbished for the new GP-led walk in health centre. Three other GP centres opened across the borough*

## Dentists

In the most successful consultation ever run by NHS Walsall, 1462 members of the public pinpointed where they wanted new dental practices to be based.

The 12 week consultation, supported by a media campaign of bus shelters and a mobile billboard, was in response to issues with access to dental practices especially in the East of the Borough. The consultation identified the following areas as the preferred locations for new dental services, in order of preference: Aldridge Town Centre/Leighswood, Pheasey Park Farm (Daisy Bank or Barr Beacon), Streetly Town Centre/Chester Road, Paddock. In order to improve access to dental care in the East of the borough, NHS Walsall is planning to buy one new large practice or two smaller practices in one or two of the preferred locations identified in the consultation. This would provide the opportunity for new patients to access NHS dentistry locally and conveniently and to address inequality in Dental access in the East. NHS Walsall intends the new practice or practices to treat at least 5,000 NHS patients every year and cost around half a million pounds. They are due to open in the Autumn of 2009.

## Acute Care - Progress of Manor New Build

The Manor's £170 million development began over twelve months ago. The last year has been instrumental in terms of planning and

paving the way for the new state-of-the-art hospital to be built.

In February 2008 South Wing and the bridge linking South Wing and West Wing was demolished to clear the path for significant building work to take shape.

The new hospital is now clearly visible from the hospital site and Pleck Road and will provide a streamlined facility with a modern, vibrant look as well as highly advanced patient care for Walsall and the surrounding areas.

Due for completion in 2010, the four storey high building will provide a new Outpatient and Day Case Centre, Pathology department and a Family Health and Diagnostic Centre linked to the existing Maternity Unit. The majority of clinical services will be brought under one roof and a new Manor Learning and Conference Centre will house a 150-seat lecture theatre and provide training facilities for all staff.

The new hospital has taken full advantage of the natural slope of the site with views across the whole of Walsall.

**Level 0** will be home to the imaging and consulting rooms within the Outpatient and Day Case Centre, Pathology and the main entrance with retail shops.

**Level 1** will hold the Outpatient facility of the Family Health and Diagnostic Centre.

This includes a dedicated paediatric Outpatients department, Antenatal Clinic and Fetal Assessment Unit. General Office and the dining room will also be on this level along with more consulting rooms.

Therapies are also on this level of the Outpatient and Day Case Centre.

**Level 2** will hold the Family Health and Diagnostic inpatient areas including dedicated theatres and recovery areas. Gynaecology and Breast Day Case Suite and Paediatric Assessment Unit are also on this level as is the Outpatient and Day Case Centre, which will house the theatres and 47 hour beds.

**Level 3** will be home to the Manor Learning and Conference Centre with Clinical Skills Labs, Seminar rooms, lecture theatre and a library.

There will be 1,300 car parking spaces for visitors and patients.

### **MyNHS Walsall**

Since the launch in January 2008, MyNHS Walsall, the first ever membership scheme in Britain run by a PCT, has been a great success. NHS Walsall now actively engages on a regular basis with Walsall residents and as a result they have a much greater say in how NHS money is spent and how services are provided in the borough.

Target membership was set at 10,000 by the end of the third year and 1,000 in the first year, however, by the end of April 2008 there were already 2500 and membership currently stands at around 3900.

In another first for the NHS a 'Patient's

Parliament' has been established with 43 members opting to become Parliamentarians, able to put forward proposals to the main agenda of NHS Walsall's board. The first meeting of Parliamentarians took place in January this year and a number of key topics were discussed including hospital waiting times, outreach services, COPD, Diabetes and self care.

An agreement has been made with four third sector organisations Walsall Black Sisters Collective, Walsall Disability Forum, Walsall Voluntary Action and Aaina to conduct targeted membership recruitments and help improve consultation rates by encouraging members to engage and be active MyNHS Walsall members.

Other benefits of being a member include notification of strategy discussions, proposed consultations, and other potential changes to services significantly in advance, and give them the opportunity to respond when decisions are quite fluid. Access to [www.mynhswalsall.net](http://www.mynhswalsall.net), a members only website where people can discuss and vote on a wide variety of health issues and we will respond to questions and comments actively.

MyNHS Walsall is expected to support a fundamental change in the culture of NHS Walsall in its bid to become a World Class Commissioning organisation. It will give a greater level of public accountability and patient involvement than has ever been seen in the NHS and an ability to rapidly discover patient and public views on a wide variety of decision-critical issues, for vastly less cost than before, and with a much greater degree of representation.



*MyNHS Walsall ran the consultation on new dental services. It produced an unprecedented 1463 written responses*

**Public Health:  
Walsall's Life Journey**

See pull out section at the back of the report. Thumbnail image reproduced below.

Director of Public Health, Sam Ramaiah writes;

“Who would have thought that a storyline in a TV soap would inspire an idea to chart the progress of a cohort of births in Walsall. If a baby named Bethany were to be born in Walsall, what will be her health experiences during her life time?

“Bethany might die before she is 1 year old (as 26 infants do). She might become a teenage mum (as 294 do). She may be obese (as 20% of school children are). And so on . . .

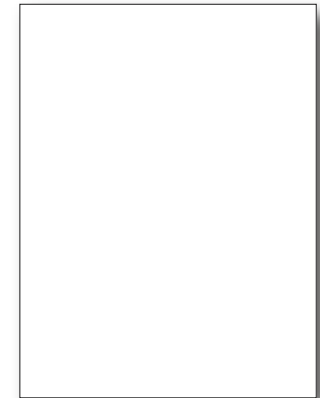
“Life expectancy has increased particularly for women. It is therefore possible that Bethany might live beyond 85 years of age (as 1033 do). However, life expectancy needs to be improved further particularly in the west of

the region and if Bethany were to be born in, say, Darlaston, it is likely that she will have some 9 years less life expectancy.

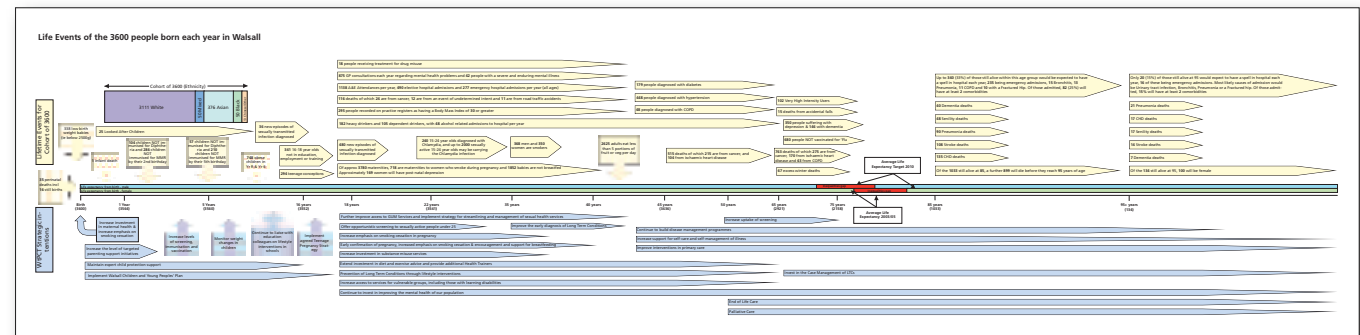
“The universal factors for much of this improvement are the better environment in which Bethany is expected to live, adoption of healthier lifestyles and effective management of long term conditions.

“The life chart depicts these changes extremely well and also sets out the interventions implemented to tackle much of ill-health burden”.

To Follow



Professor Sam Ramaiah,  
Director of Public Health NHS Walsall



See the pull out section at the back for the full version of the Walsall Life Events timeline



## Equal Opportunities

A Workplace Support Advice Service was developed in 2007 to support staff with bullying and harassment issues and workplace stress. The Workplace Support Advisors offer a confidential listening and signposting service which is available to all staff.

Workplace stress is being addressed in a number of ways including stress awareness training for all managers and a stress inoculation course for staff. A stress audit has been conducted with all employees receiving a survey and a leaflet about reducing stress at work.

The stress leaflet is also distributed to new employees at the corporate induction.

## Equality and Diversity

There is a clear commitment across the organisation to promote equality and create an environment which is inclusive. Over the coming year we will continue to implement and mainstream our Single Equality Scheme, ensuring work programmes are sustainable and progress is made across all of our core functions. We will continue to identify new ways of working and develop in a manner which improves outcomes for all.

## Consultation with Employees

Affected employees were consulted in regard to the creation of Dudley and Walsall Mental Health Partnership Trust, in regard to the

reorganisation of the Commissioning aspect of NHS Walsall, and in regard to the organisation of the arms length provider NHS Walsall Community Health.

## Adherence to Principles of Remedy

In 2008-09 we received 40 complaints about Primary Care Trust services. Because of reorganisation no direct comparison with previous years is possible.

The Parliamentary and Health Service Ombudsman published 'Principles for Remedy' in October 2007, outlining best practice in responding to complaints. The principles outlined in the Ombudsman's report are closely aligned to those that we have sought to promote as basic standards of complaints handling for many years, such as offering appropriate apology and explanation in response to complaints. Importantly, the "Principles for Remedy" also highlight the need to taking action to make amends where mistakes have been made and to make improvements to procedures or systems where we should.



*Staff party at the NHS 60 celebrations*

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### Environmental Statement

NHS Walsall has conducted an environmental audit using the audit tool provided by the Sustainability Commission.

The results are as follows:

	<b>Walsall</b>	<b>National Average</b>
Transport	16/54	9/54
Procurement	25/72	9/72
Facilities Management	21/54	10/54
Employment and Skills	38/63	13/63
Community Engagement	35/45	10/45
New Buildings	45/72	11/72

As the figures show, NHS Walsall has scope for improving its performance, but is ahead of the national average in all areas

### Disclosure of Data and Confidentiality Breaches

NHS Walsall reported 2 significant untoward incidents of data loss during 2008 - 09. The Senior Information Risk Officer at Board level is Yvette Sheward.

### Statement in Relation to Resilience

Major Incident Plans have been developed covering a variety of incidents including Chemical, Biological, Radiological, Nuclear and

Explosives (CBRNE), Communicable Diseases, Business Continuity, Pandemic Flu and Fuel Shortages. A timetable has been compiled for staff training and exercising of these plans throughout 2009/10.

### Statement on Internal Control

The statement on internal control is available along with the full accounts, and at [www.walsall.nhs.uk](http://www.walsall.nhs.uk).

# Finance Directorate Report

## The Accounts

Summary financial accounts are reproduced on the following pages. However we recognise that these might not contain sufficient detail to obtain a full understanding of our financial performance. A copy of the full accounts may be obtained (free of charge) by emailing [Maggie.Lever@walsall.nhs.uk](mailto:Maggie.Lever@walsall.nhs.uk).

## Financial Results

The emphasis during 2008/09 has been one of continued additional investment in health services for the population of Walsall as well as planning for tougher economic conditions during the years ahead.

NHS Walsall began the year with a planned surplus of £11.6m. This surplus, or reinvestment reserve, which will be returned to the PCT during 2009/10, forms a key plank of the organisation's financial strategy. The reinvestment reserve will allow for investment in services over the medium term, at a time when the proportion of additional growth monies from government will reduce.

Our final results show a surplus of £11.6m in line with the plan but in achieving this total, there was some variation in our expenditure pattern:

- Activity with Walsall Hospitals Trust was £3.6m over plan; we also spent more at both Royal Wolverhampton Hospitals and

Heart of England Foundation Trust. In overall terms £6.0m more than was planned was spent on hospital care

- As a result of changes to nationally negotiated contracts there was an overspend of £1.6m on the pharmacy contracts however we saved £2.1m on the cost of primary care prescribing
- We spent approximately £1.2m more on high cost NICE approved cancer drugs than budgeted
- Expenditure on continuing care was £1.1m over budget, mainly arising as a result of the full year effect of the changes to the eligibility criteria during the second half of 2007/08
- There were under spends of £2.0m across dental services £0.9m and primary care services £1.1m
- The balance required to deliver the planned surplus of £11.6m for the year was achieved through the application of in-year contingencies and slippage on service developments of £5.8m

Financial partnership arrangements with the Local Authority continued during 2008/09 with the most significant arrangement remaining as the pooled budget for the learning disability service and integrated equipment store. Both services are led by the local authority. The learning disability budget totals £32.7m of which the PCT contributes £16.5m whilst the equipment store is £1.3m with the PCT contributing £0.5m.

The PCT has a capital investment strategy which makes a significant investment in improving primary and community care facilities within the area. During 2008/09 actual expenditure of £1.0m was targeted

towards general improvements to the estate, such as energy efficiency and the final tranche of improvements to disabled access, whilst formulation of business cases for the redevelopment of the Goscote site continued.

### How Much a Year?

In 2008/09, we spent an average of £1,610 per person on providing health care to people who live in Walsall.

For each £1 spent, this is where it goes:

### Key Changes During 2008/09

From April 2008 the community and learning disabilities services were managed at 'arm's length' as Walsall Community Health. The mental health services, formerly directly managed by NHS Walsall, became part of the new Dudley and Walsall Mental Health Partnership Trust on 1 October 2008.

Meanwhile NHS Walsall, along with the rest of the NHS, began the transition to a new accounting regime. From 2009/10 the NHS is adopting the use of the international set of accountancy standards - International Financial Reporting Standards (IFRS) - thus throughout 2008/09 extensive work was undertaken to prepare for formal introduction of these arrangements. The work still continues and will conclude with the production of our first full set of IFRS compliant accounts at the end of 2009/10.

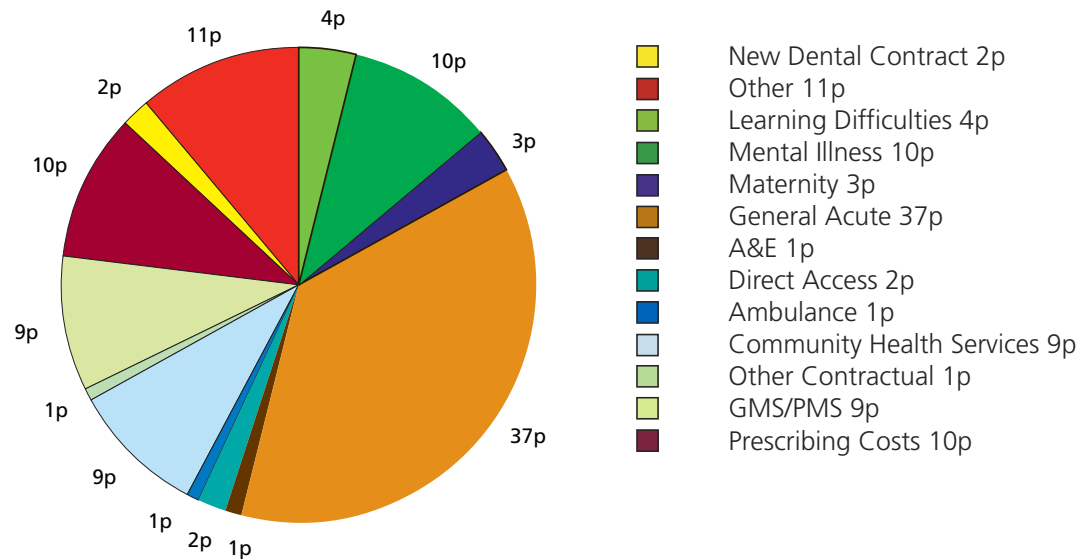
The results of an external assessment indicate that NHS Walsall is well prepared for the introduction of these new standards.

### 2009/10 Budget

During 2009/10 we will make significant investments designed to improve the health and well being of our population and tackle health inequalities that continue to exist across our diverse communities.

Our recurrent allocation at £418.4m is an increase of £22.2m or 5.5% on the 2008/09 position. The allocation grows to £449m when the non-recurrent elements, such as the return of our 2008/09 surplus, are added in.

Analysis of Gross Expenditure 2008/09 as pence per pound spent



In total we will invest £32.5m extra, of which £6.8m is on a non-recurrent basis. The main areas of investment are shown below:

	Recurring £million	Non-recurrent £million
Reducing waiting times and additional care packages for individuals	8.3	1.2
New community nursing and primary care services	5.3	3.2
New drugs	0.9	
Promoting health	0.9	
Learning disability services	0.7	
Mental health services	1.2	0.4
Information technology and corporate infrastructure	0.6	2.0
Inflation and other unavoidable costs	7.9	

### Balance Sheet

Our fixed assets decreased by £22.7m, largely as a result of the transfer of fixed assets to the new Dudley and Walsall Mental Health Partnership NHS Trust, but also due to a general reduction in values as a consequence of the current economic climate. New investment in fixed assets this year amounted to £1.3m.

Our working balances improved by £7.0m, part of this is due to us not having to make an allowance this year for payments to Walsall Hospitals Trust for impairments, together with new investment in Enhanced Services and increases in respect of the implementation of the New Pharmacy Contract.

Provisions improved by £1.4m, a portion of which relates to the lump sum payment relating to the restructuring of the PCT Board.

Robert Mackie  
Director of Resources & Performance  
22 May 2009

Summary of Financial Performance	2008/09 £'000	2007/08 £'000	2006/07 £'000
(Over)/underspend against revenue resource limit	11602	8963	6860
(Over)/under recovery of Provider operating costs	(99)	(255)	(172)
(Over)/underspend against Capital Resource Limit	93	218	137

# Operating Cost Statement for the year ended 31 March 2009

The Operating Cost Statement shows the Total of income and expenditure between the commissioning of healthcare and services and the tPCT's own provision of healthcare and services.

2007/08 £'000		2008/09 £'000
	<b>Commissioning</b>	
344774	Gross Operating Costs	376624
(10837)	Less Misc. income	(13322)
<b>333937</b>	<b>Commissioner Net Operating Costs</b>	<b>363302</b>
	<b>Providing</b>	
65129	Gross Operating Costs	56049
(5464)	Less Misc. income	(6062)
<b>59665</b>	<b>Provider Net Operating Costs</b>	<b>49987</b>
<b>393602</b>	<b>Net Operating Costs before Exceptional Items</b>	<b>413289</b>
<b>393602</b>	<b>Net Operating Costs for the Financial Year</b>	<b>413289</b>
2007/08 £'000	Analysis of Gross Operating Costs	2008/09 £'000
33858	Goods and services from other PCTs	42560
147451	Goods and services from other NHS bodies	164709
11437	Goods and services from Foundation Trusts	14155
24765	Purchase of healthcare from non-NHS providers	28605
10143	GDS & PDS	10775
55154	Staff costs	52397
1207	Board Members	1248
41137	Prescribing costs	42066
38944	GMS/PMS/APMS/PCTMS	39868
1723	New Pharmacy Contract	3696
2877	General Ophthalmic services	3134
6067	Supplies and services	6620
12304	Premises & Establishment	10990

Further analysis and detail of gross expenditure and miscellaneous income is provided below.

2007/08 £'000	Analysis of Gross Operating Costs <i>(continued)</i>	2008/09 £'000
11267	NHS Trust Impairments	0
11	(Profit)/loss on disposal of assets	(227)
2079	Capital Charges	1566
2009	Education and Training	2320
7470	Other	8191
<b>409903</b>		<b>432673</b>
2007/08 £'000	Miscellaneous Income	2008/09 £'000
(2153)	Dental charge income	(2238)
(1878)	Strategic Health Authorities	(3893)
(850)	NHS Trusts	(2287)
0	Foundation Trusts	(135)
(3596)	Primary Care Trusts	(3598)
(68)	Special Health Authorities	(85)
(7)	Dept of Health	(10)
(3957)	Local Authorities	(2423)
(1713)	Education, training and research	(1758)
(2079)	Other	(2957)
<b>(16301)</b>		<b>(19384)</b>

# Statement of Recognised Gains and Losses for the year ended 31 March 2009

This statement shows all gains and losses in the financial year.

2007/08 £'000		2008/09 £'000
3121	Unrealistic surplus/(deficit) on fixed asset revaluation/indexation	(483)
0	Increase in the government grant reserve	0
0	Additions/(reductions) in the General Fund due to the transfer of assets from/(to) NHS bodies and the Department of Health	11398
0	Additions/(reductions) in other reserves	0
<b>3121</b>	<b>Gains and losses recognised in the financial year</b>	<b>10915</b>

## Cash flow statement for the year ended 31 March 2009

This figure represents the movement in cash balances during the year.

2007/08 £'000		2008/09 £'000
(378690)	Net cash (outflow) from operating activities	(420479)
(1265)	Capital expenditure	(1176)
255	Capital receipts	22108
(379700)	Net cash (outflow) before financing	(399547)
379513	Financing - Net Parliamentary Funding	399639
0	- Capital Grants Received	0
<b>(187)</b>	<b>Increase/(decrease) in cash in the period</b>	<b>92</b>



## Balance Sheet as at 31 March 2009

The balance sheet shows the assets and liabilities of the tPCT.

Current assets includes stock, debtors (money owing to the PCT) and cash/bank.

Creditors - money owed by the PCT.

As at 31.3.08 £'000		As at 31.3.09 £'000
45572	Fixed assets	22816
8155	Current assets	6805
(41525)	Creditors due within 1 year	(33197)
<b>12202</b>	<b>Total net assets</b>	<b>(3576)</b>
(8370)	Creditors > one year and provisions for liabilities and charges	(6902)
<b>3832</b>		<b>(10478)</b>
(13869)	Financed by:	(17037)
16759	General Fund	5691
942	Revaluation Reserve	868
<b>3832</b>	Government Grant Reserve	<b>(10478)</b>

# Better Payment Practice Code

Non NHS Creditors	2008/09		2007/08	
	Number	£'000	Number	£'000
Total bills paid in the year	30770	78498	27583	70422
Total bills paid within target	28006	73933	24720	65802
Percentage of bills paid within target	91.02%	94.18%	89.62%	93.44%

The Better Payment Practice Code measures payment of valid invoices by the due date or within 30 days receipt of a valid invoice.

NHS Creditors	2008/09		2007/08	
	Number	£'000	Number	£'000
Total bills paid in the year	1646	222456	1787	213484
Total bills paid within target	1336	218415	1462	202799
Percentage of bills paid within target	81.17%	98.18%	81.81%	94.99%

## Management Costs

NHS Creditors	2008/09		2007/08	
	Number	£'000	Number	£'000
Management Costs Weighted Population	275379	10218	275379	7939
Management Cost per weighted head of population		£ 37.11		£ 28.83

# Remuneration of Directors and Professional Executive Committee

		2007/08			2008/09		
		Salary £'000	Other £'000	Benefits in kind £'00	Salary £'000	Other £'000	Benefits in kind £'00
<b>Non Executive Directors</b>							
Mr G Archenhold	Chairman	30-35	0	0	30-35	0	0
Mr D Gutteridge	Non-Executive	10-15	0	0	10-15	0	0
Miss G Siggins	Non-Executive	5-10	0	0	5-10	0	0
Mr R Virdee	Non-Executive	5-10	0	0	5-10	0	0
Mr T Oliver	Non-Executive	5-10	0	0	5-10	0	0
Dr R Gutteridge	Non-Executive	5-10	0	0	5-10	0	0
Mr I French	Non-Executive	5-10	0	0	5-10	0	0
<b>Executive Directors</b>							
Mr P Jennings (to 27.2.09)	Chief Executive	125-130	0	58-59	110-115	0	49-50
Ms D McLellan (from 16.3.09)	Chief Executive	0	0	0	0-5	0	0
Mr R Mackie (from Oct 08)	Director of Resources and Performance	0	0	0	40-45	0	0
Mrs T Mingay	Managing Director Walsall Community Health	85-90	0	58-59	90-95	0	0
Mrs N Cooper (to 30.6.08)	Director of Finance	85-90	0	58-59	20-25	0	14-15
Mr T Gallagher (1.7.08 to 5.10.08)	Interim Director of Finance	0	0	0	20-25	0	0
Dr S Ramaiah	Director of Public Health	165-170	0	58-59	170-175	0	58-59
Ms S Forsdike (to 30.6.08)	Director of Commissioning and Performance	85-90	0	58-59	20-25	0	14-15
Mrs J Cooper (to 22.8.08)	Director of HR and Workforce Development	65-70	0	58-59	25-30	0	24-25
Mr S Darkes	Director of Informatics	90-95	0	0	90-95	0	0
Mr P Hogarth (to 30.9.08)	Interim Director of Mental Health Services	20-25	0	0	45-50	0	0
Mr J Rainsford (from April 08)	Director of Estates	0	0	0	50-55	0	0
Mrs Y Sheward (from July 08)	Director of Corporate Development	0	0	0	55-60	0	0
Ms A Baines (from June 2008)	Director of Service Transformation	0	0	0	25-30	0	0
Ms Y Thomas (from Sept 2008)	Director of Partnerships	0	0	0	50-55	0	0
Ms K Sallah (from May 2008)	Consultant	0	0	0	15-20	0	0

### Professional Executive Committee

		2007/08			2008/09		
		Salary £'000	Other £'000	Benefits in kind £'00	Salary £'000	Other £'000	Benefits in kind £'00
Mrs P Skinner	PEC Chair - Consultant Clinical Psychologist	15-20	CW*	0	40-45	CW*	0
Dr A Benjamin (to 31.1.08)	PEC Chair - General Practitioner	20-25	10-15	0	0	0	0
Mrs L Bromwich	Speech and Language Therapist	5-10	35-40	0	5-10	40-45	0
Dr R Mohan	General Practitioner	0-5	0-5	0	5-10	10-15	0
Dr S Abdalla	General Practitioner	0-5	0-5	0	5-10	5-10	0
Dr A Thornett	Deputy Chair - General Practitioner	0-5	0	0	25-30	0	0
Mr M Browne	Consultant Obstetrician/Gynaecologist	0	0	0	5-10	0	0
Ms V Oakley	Specialist Nurse	0	0	0	5-10	35-40	0
Dr A Gill (to 31.1.08)	General Practitioner	5-10	0	0	0	0	0
Dr P Kaul (to 31.1.08)	General Practitioner	5-10	0	0	0	0	0
Dr A Peters (to 31.1.08)	General Practitioner	5-10	0	0	0	0	0
Dr A Thomas (to 31.1.08)	General Practitioner	5-10	20-25	0	0	0	0
Mrs L Abedin (to 31.1.08)	Nurse Member	5-10	40-45	0	0	0	0
Mrs R Musson to 31.1.08)	Nurse Member	5-10	40-45	0	0	0	0
Ms D Williams (to 31.1.08)	Nurse Member	5-10	25-30	0	0	0	0
Mr C Fern (to 31.1.08)	Dentist	5-10	55-60	0	0	0	0
Mr J Patel (to 31.1.08)	Pharmacist	5-10	0	0	0	0	0
Mr M Wheeler (to 31.1.08)	Optician	5-10	0	0	0	0	0
Mr G Fuller (to 31.1.08)	Consultant Adult Psychiatrist	0	65-70	0	0	0	0
Mrs T Cotton (to 31.1.08)	Lay Representative	5-10	0	0	0	0	0
Mr T Edwards (covering G Fuller's sick leave)	Consultant Rehab	0	75-80	0	0	0	0

\*Consent Withheld

# Pension Benefits of Executive Directors

	Real increase in pension at age 60 (bands of £2500)	Real increase in pension lump sum at age 60 (bands of £2500)	Total accrued pension at age 60 at 31.3.09 (bands of £5000)	Lump sum at age 60 related to accrued pension at 31.3.09 (bands of £5000)	Cash equivalent transfer value 31.3.09	Cash equivalent transfer value 31.3.08	Real increase in cash equivalent transfer value	Employer's contribution to stakeholder pension
<b>Executive Directors</b>	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'00
Mr P Jennings	0-2.5	2.5-5.0	35-40	115-120	873	588	172	0
Ms D McLellan	0-2.5	0-2.5	25-30	80-85	446	340	3	0
Mr R Mackie	0-2.5	2.5-5.0	10-15	30-35	153	90	21	0
Mrs T Mingay	2.5-5.0	62.5-65.0	35-40	160-165	833	555	185	0
Mrs N Cooper	0-2.5	2.5-5.0	40-45	125-130	0	600	(107)	0
Mr T Gallagher	0-2.5	2.5-5.0	15-20	50-55	314	195	21	0
Dr S Ramaiah	0-2.5	0-2.5	55-60	170-175	1457	1038	275	0
Ms S Forsdike	0-2.5	2.5-5.0	35-40	105-110	0	489	(87)	0
Mrs J Cooper	0-2.5	2.5-5.0	15-20	45-50	251	169	21	0
Mr S Darkes	(0-2.5)	(0-2.5)	45-50	140-145	1137	758	252	0
Mr P Hogarth	0-2.5	5.0-7.5	30-35	100-105	829	563	88	0
Mr J Rainsford	0-2.5	5.0-7.5	25-30	75-80	492	332	89	0
Mrs Y Sheward	2.5-5.0	10-12.5	25-30	75-80	552	344	105	0
Ms A Baines	0-2.5	2.5-5.0	25-30	80-85	459	334	62	0
Ms Y Thomas	0-2.5	5.0-7.5	30-35	90-95	441	307	51	0

## Notes:

- 1 The Real increase in cash equivalent transfer value for Mrs N Cooper and Ms Forsdike are negative as they are now both in receipt of their pensions.
- 2 The Real increase in Pension and Lump Sum is showing a negative figure for Mr S Darkes as earnings in 2007/08 were slightly higher than in 2008/09.

# Statement of Directors' Interests

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## **Dr Geoff Archenhold (Chairman)**

- NED, Integrated System Technologies Ltd
- NED, Radiant Research Ltd
- NED, Ingan Research Ltd
- NED, Black Country Consortium Ltd
- NED, Walsall Urban Regeneration Company

## **Tim Oliver (Non Executive Director) from 1 July 2007**

- Chair, Walsall Council Health and Social Care Scrutiny Panel
- Employee of Palfrey Community Association, Walsall
- Councillor, Walsall Council (Birchills Leamore)

## **Grainne Siggins (Non Executive Director)**

- Registered Member - Health Professional Council
- Member, British Association of Occupational Therapists

## **David Gutteridge (Non Executive Director)**

- Justice of the Peace (Walsall Bench)
- Trustee, West Midlands Special Needs Transport Ltd
- Chairman, Relate Walsall Ltd
- Chairman, Curious Touch Ltd
- Board Member - Black Country Housing Group

## **Rajpal Virdee (Non Executive Director)**

- Director, Roshman Properties
- Director, JR Properties
- Director, Forward Together Ltd

- Board Member, Black Country Housing Group
- Lay Member, Birmingham Employment Tribunal

## **Paul Jennings**

- NED, Walsall Regeneration Company
- NED, Institute of Healthcare Management
- Columnist, Health Service Journal

## **Dr Sam Ramaiah (Director of Public Health Medicine)**

- Honorary Senior Clinical Lecturer, Department of Public Health and Epidemiology, University of Birmingham
- Assistant Registrar, Faculty of Public Health
- Chairman, Walsall College of Continuing Education
- Chairman, BMA, Walsall Division
- Board Member, Walsall Housing Group
- Member, Editorial Board, Journal of Public Health
- Member, New Deal New Horizons Board
- Member, Caldmore Area Housing Association

## **Philip Hogarth (Interim Director of Mental Health Services) to 30th September 2008**

- Director, Hogarth Solutions (UK) Ltd - Provider of Healthcare Management Consultancy

## **Robin Gutteridge (Non Executive Director)**

- Senior Academic - Birmingham City University
- Chartered Psychologist, Full Member Division of Teachers and Researchers
- Member Chartered Society of Physiotherapy, Registered with the Health Professions Council
- Member of the British Association for Counselling and Psychotherapy
- Volunteer Counsellor, St Martin's in the Bull Ring, Centre for Health and Healing

- Volunteer Counsellor, Relate Walsall
- Justice of the Peace (Birmingham Bench)

**Robert Mackie (Director of Resources and Performance from October 2008)**

- Governor - Moseley CofE Primary School, Birmingham

**Pam Skinner (PEC Chair)**

- Honorary Tutor - Birmingham University
- National Assessor (DOH/BPS) for Consultant Appointments
- Regional Representative for Division of Clinical Psychology
- Member British Psychological Society, Division of Clinical Psychology
- British Association of Behavioural Cognitive Therapists, United Kingdom Register Psychotherapists

**Dr Rajcholan Mohan**

- Director, Professional Medical Care (PMC), Ednam House Surgery, Willenhall

**Dr Shadia Abdalla**

- General Practitioner (Commissioning & Provider)

**Dr Andy Thornett**

- GMS GP, Blackwood Health Centre, Streetly
- Member, South Cluster PBC Group
- Out of Hours Work, Badger Harmony, South Staffs
- Out of Hours Work, WALDOC, Walsall
- Senior Member, Faculty of Health, Staffordshire University

**Mike Browne (from 28 April 2008)**

- Medical Director, Walsall Manor Hospitals NHS Trust

**Anne Baines (Director of Service Transformation/ Interim Director from 01 July 2008/Director from 01 December 2008)**

- Employee of Middlefield Ltd Management Consultancy (previously commissioned by the PCT)

**Ian French (Non-Executive Director)**

- Business Development Director (non-statutory), Hill & Smith Holdings PLC
- CA Traffic Director

**None Declared**

Nicky Cooper (Director of Finance)

Yvonne Thomas (Director of Partnerships)

Denise McLellan (Chief Executive)

Terry Mingay (Managing Director, NHS Walsall Community Health)

Steve Darkes (Director of Informatics)

Yvette Sheward (Director of Corporate Development)

Julian Rainsford (Director of Estates)

Julie Cooper (Director of HR and Workforce Development)

# Auditors Report

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Independent Auditor's Statement to the  
Board of Directors of Walsall Teaching  
Primary Care Trust

To be supplied



## Community Health

Anchor Meadow  
Health Centre  
Anchor Meadow  
Aldridge  
Walsall WS9 8AJ  
☎ 01922 858840

Beechdale Health  
Centre  
Edison Road  
Beechdale Estate  
Walsall WS2 7EZ  
☎ 01922 775050

Bentley Clinic  
Churchill Road  
Bentley  
Walsall WS2 0AW  
☎ 01922 423500

Blackwood Health  
Centre  
Blackwood Road  
Streetly B74 3PL  
☎ 0121 353 1435

Blakenall Village  
Centre, Thames Road  
Blakenall WS3 1LW

Safeguarding Children  
☎ 01922 443923

Mental Health Team  
☎ 01922 443746

Looked After Children  
☎ 01922 443919

Community Matrons

☎ 01922 443703

Teenage Pregnancy  
Team

☎ 01922 443940

Brace Street  
Health Centre,  
Brace Street  
Caldmore WS1 3PS  
☎ 01922 858900

Brownhills Clinic  
Park View Centre,  
Chester Road North  
Brownhills WS8 7JG  
☎ 0845 113 0636

Collingwood  
Health Centre,  
Collingwood Drive,  
Pheasey Estate Great  
Barr B43 7NF  
☎ 0121 480 5900

Darlaston Health  
Centre, Pinfold Street  
Darlaston WS10 8SY  
☎ 0121 568 4260

Dartmouth House  
Rehabilitation Centre  
Ryecroft Place,  
Ryecroft,  
Walsall WS3 1SW

Stroke Service  
☎ 0845 113 0610

Harden Health Centre

Harden Road  
Walsall WS3 1ET  
☎ 01922 423300

Hatherton Centre  
Challenge Building  
Hatherton Street  
Walsall WS1 1YB  
☎ 01922 775041

Ida Road Clinic  
78-80 Ida Road  
Walsall WS2 9SR  
☎ 01922 858565

Moat Road Clinic  
Moat Road  
Walsall WS2 9PR  
☎ 01922 775079

Pleck Health Centre  
16 Oxford Street  
Pleck WS2 9HY  
☎ 0845 113 0605

Pinfold Health Centre  
Field Rd, Bloxwich WS3 3JP  
☎ 01922 775500

Shelfield Clinic and  
Child Development Centre,  
Coalheath Lane  
Shelfield WS4 IPL  
☎ 01922 858729

Short Heath Clinic  
Bloxwich Road North  
Shortheath, WV12 5PR  
☎ 01922 858653

Willenhall Health Centre

Field Street  
Willenhall WV13 2NY  
☎ 01922 604837

## Hospice

Little Bloxwich Day  
Hospice, Stoney Lane  
Bloxwich WS3 3DW  
☎ 01922 858735

## Learning Disabilities

Orchard Hills  
Fallowfield Road  
Walsall WS5 3DY  
☎ 01922 775092

Springside  
Community Unit  
2 Spring Lane  
Pelsall WS4 1AZ  
☎ 01922 858710

Suttons Drive  
Off Chapel Lane,  
Great Barr,  
Birmingham B43 7BB  
☎ 0121 358 6938

Wightwick Close  
Bloxwich  
Walsall WS3 2ET  
☎ 01922 858674

**Mental Health**

Evergreen Place  
18 Lichfield Street  
Walsall, WS1 1TJ  
☎ 01922 424940

Bloxwich Hospital  
Reeves Street Bloxwich  
WS3 2JJ  
☎ 01922 858600

Community Health  
Town Hall  
Victoria Road  
Darlaston WS10 8AA  
☎ 0121 526 5663

Dorothy Pattison  
Hospital  
Alumwell Close  
Walsall WS2 9XH  
☎ 01922 858000

Crisis/Home Treatment  
Perseverance House  
Ida Road  
Walsall WS2 9SR  
☎ 01922 604712

Kings Hill Day Unit  
School Street  
Wednesbury  
WS10 9JB  
☎ 0121 526 4405

Lantern House  
130 Lichfield Street  
Walsall WS1 1SY  
☎ 01922 858463

Assertive Outreach  
Archway House  
28 Glebe Street  
Caldmore  
Walsall WS1 3NX  
☎ 01922 858482

Mossley Day Unit  
Sneyd Lane  
Bloxwich WS3 2LE  
☎ 01922 858680

**Therapy Services**

Learning Disabilities  
The Allen's Centre  
Hilton Road,  
Willenhall WV12 5XB  
☎ 01902 413006

Pinfold Health Centre  
☎ 01922 775500

Physiotherapy,  
Chiropody and Podiatry  
Lichfield House  
27-31 Lichfield Steet  
Walsall WS1 1TE  
Physiotherapy  
☎ 0845 113 0602  
Chiropody and Podiatry  
☎ 0845 113 0607

Speech and Language  
Therapy  
Ablewell House  
Walsall WS1 2LT  
☎ 01922 858726

Clinical & Counselling  
Psychology  
Greybury House  
Bridge Street  
Walsall WS1 1EP  
☎ 01922 858450

**Patient Support**

Integrated Equipment  
Service  
Units 8 & 9 Bentley Lane  
Walsall WS2 8TL  
☎ 0845 113 0660

Stop Smoking Service  
Lichfield House,  
27-31 Lichfield Street,  
Walsall WS1 1TE  
☎ 0800 169 9346

Cancer Information  
and Support Service  
Challenge Building  
Hatherton Street  
Walsall WS1 1YB  
☎ 0800 783 9050

**Walsall Hospitals  
NHS Trust**

Manor Hospital  
Moat Road  
Walsall WS2 9PS  
☎ 01922 721172

**Diabetes Centre**

Pleck Road  
Walsall WS2 7BR  
☎ 01922 656543

**Management**

Jubilee House  
Bloxwich Lane  
Walsall WS2 7JL  
☎ 01922 618388

Lichfield House  
27-31 Lichfield Street  
Walsall WS1 1TE  
☎ 01922 444000

**Customer Care Dept.**  
Jubilee House, Bloxwich  
Lane, Walsall. WS2 7JL  
☎ 01922 618358

**NHS Stop Smoking  
Helpline**  
☎ 0800 169 9346

**Family Planning Advice  
and Sexual Health Clinic**  
☎ 01922 775041

**Drugs and Alcohol  
Service**  
☎ 01922 646262  
(Addaction)

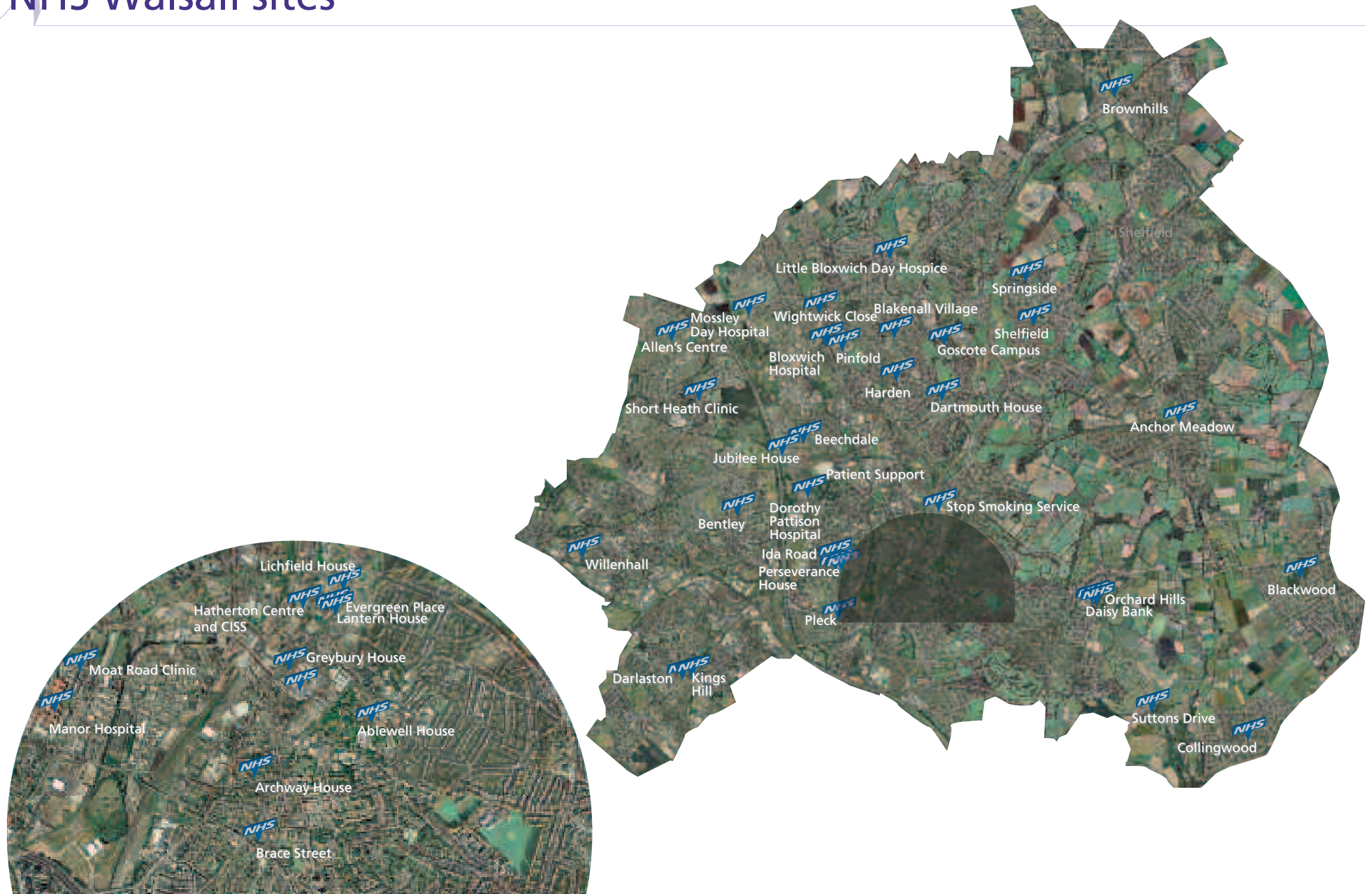
**Social Services**  
The Civic Centre  
☎ 01922 650000

**Internet**

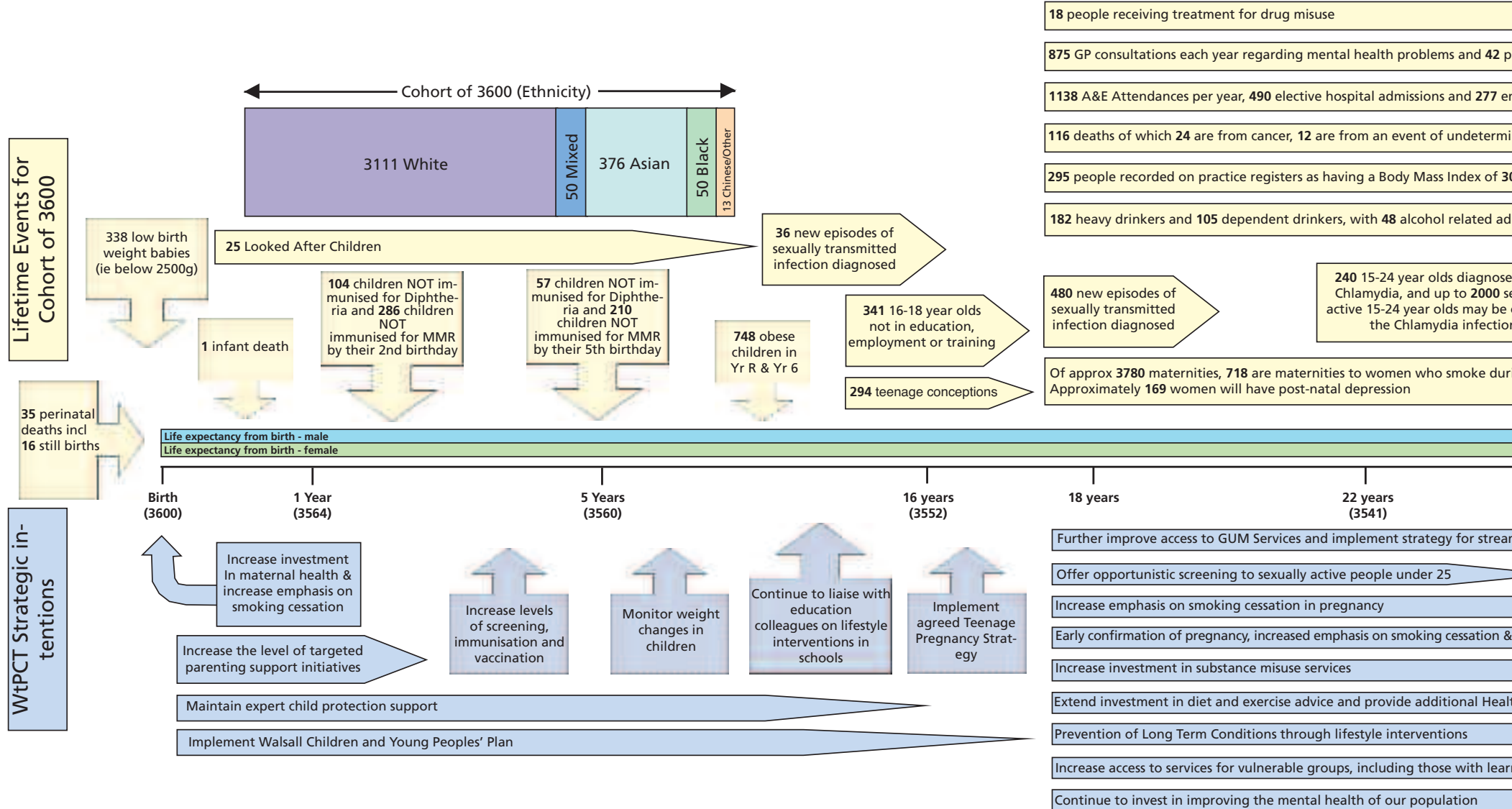
[www.walsall.nhs.uk](http://www.walsall.nhs.uk)

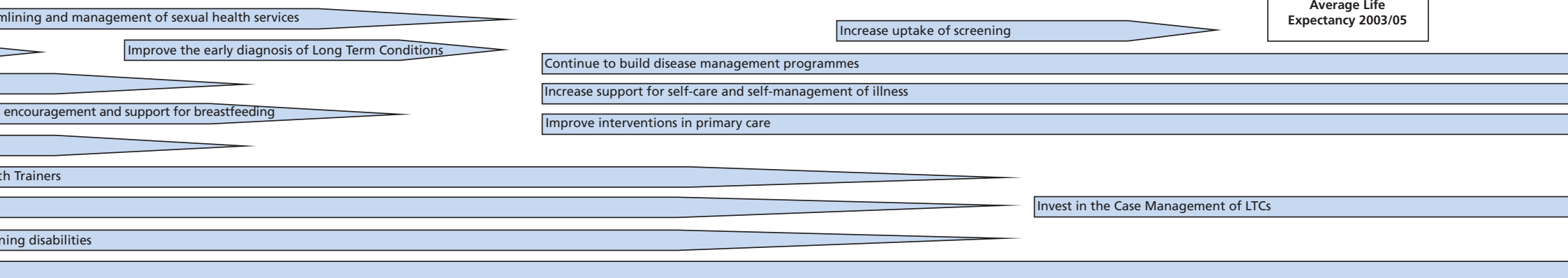
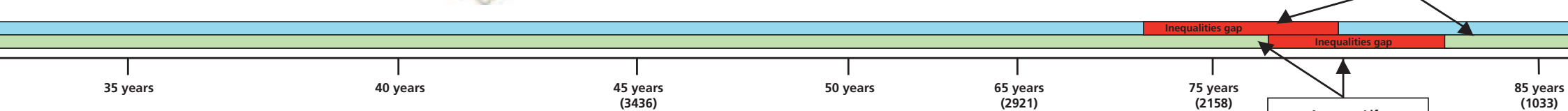
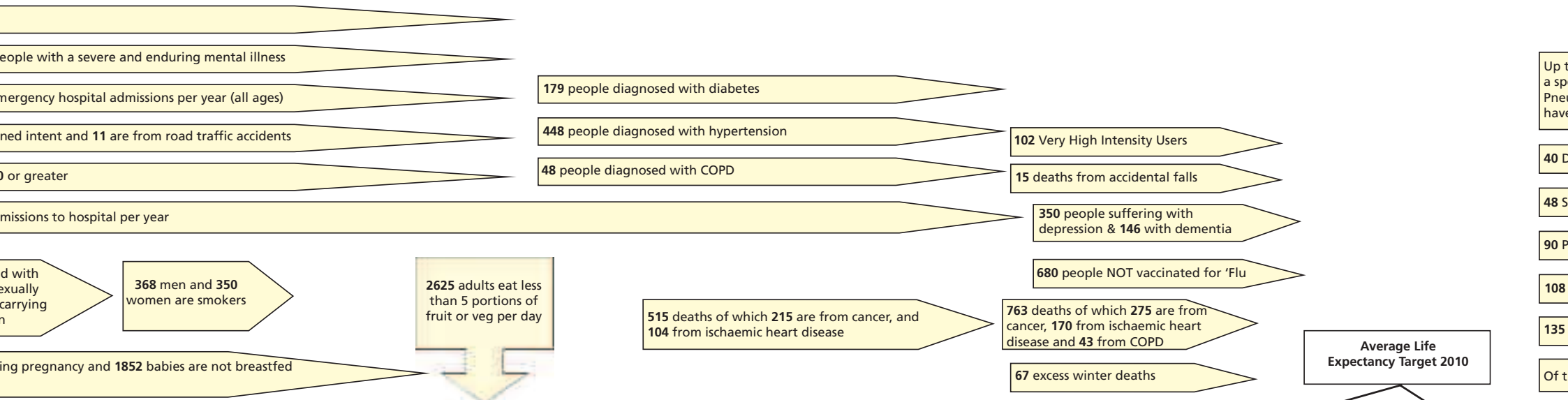
For a full list of GP surgeries  
in Walsall visit the website.

# NHS Walsall sites



# Life Events of the 3600 people born each year in Walsall





- End of Life Care
- Palliative Care

Of the 340 (33%) of those still alive within this age group would be expected to have a spell in hospital each year, 235 being emergency admissions, 15 Bronchitis, 13 Pneumonia, 11 COPD and 10 with a Fractured Hip. Of those admitted, 82 (25%) will have at least 2 comorbidities

Dementia deaths

Senility deaths

Pneumonia deaths

Stroke deaths

CHD deaths

Of the 1033 still alive at 85, a further 899 will die before they reach 95 years of age

Only 20 (15%) of those still alive at 95 would expect to have a spell in hospital each year, 16 of these being emergency admissions. Most likely causes of admission would be Urinary tract infection, Bronchitis, Pneumonia or a Fractured hip. Of those admitted, 15% will have at least 2 comorbidities

21 Pneumonia deaths

17 CHD deaths

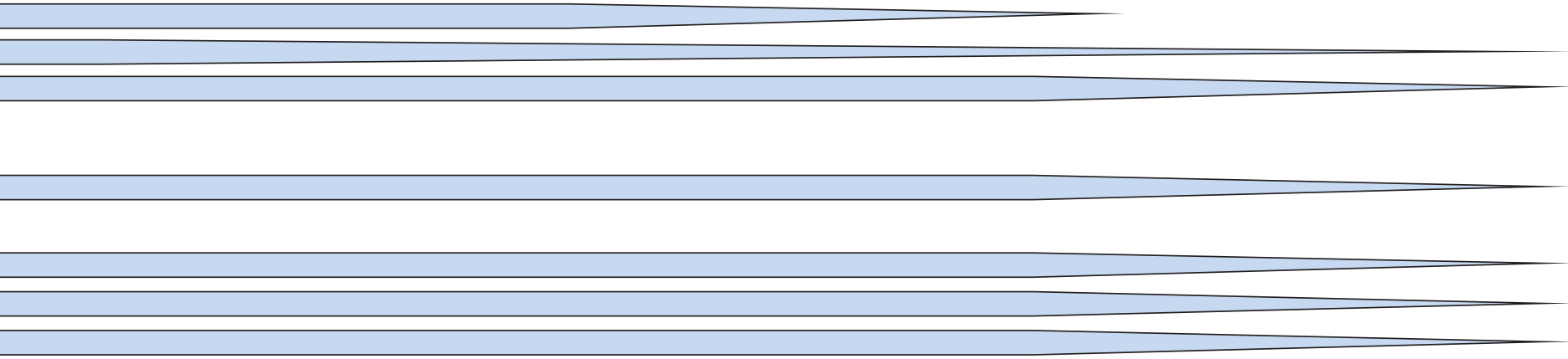
17 Senility deaths

14 Stroke deaths

7 Dementia deaths

Of the 134 still alive at 95, 100 will be female

95+ years  
(134)





NHS Walsall is the new name for  
Walsall Teaching Primary Care Trust

Jubilee House, Bloxwich Lane,  
Walsall WS2 7JL  
01922 618388

Customer Care Department  
01922 618 358  
[www.walsall.nhs.uk](http://www.walsall.nhs.uk)

For Free Monthly Health Information,  
text 'Health' to 64446