

Health and Wellbeing Board

19 September 2023

Healthwatch Walsall Annual Report 2022/2023

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 2022//2023.

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 2023/2024.

3. Report detail

- 3.1 The Healthwatch Walsall Annual Report 2022/2023 highlights the range of activities undertaken during the year.
- 3.2 Healthwatch Walsall year in numbers:
 - **5,688 people** were engaged with face to face across our communities or virtually on our themed online public meetings.
 - **27,765 people** were engaged with via surveys, Enter and View visits, Newsletters, social media posts and more over the year.
 - **1,199 people** shared their experiences of health and social care services with us, helping to raise awareness of issues.
 - **1,844 people** were given advice, information and were signposted to support or services to help meet their health or social care needs.
 - Published **27 Reports**
 - Made 87 recommendations
 - Supported by 25 volunteers
 - Staff team of 6

3.3 Healthwatch celebrated 10 years of being in 2023 and the Annual Report contains details of work undertaken during that period, which include:

- Discharge from Walsall Manor Hospital
- Deaf Awareness Cards
- Diabetes Peer Support Group
- Disability Groups input into the new A&E Department at Walsall Manor Hospital.
- Working differently during the Covid-19 Pandemic
- Raising awareness of male suicide in the Borough
- Signposting citizens to alternative GP pathways

3.4 Healthwatch Walsall recommended the Enter & View programme visiting health and social care premises to understand the views of residents. Visits to primary care services were also undertaken and from all the activity we made 38 recommendations.

3.5 Healthwatch Walsall continues to play an important role in helping citizens to get the information they need. 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 information on a wide range of issues.
- Signposted people to reliable information.
- Sharing information on local issues.
- Helping people to access services needed.

3.6 Healthwatch Walsall top three priorities for 2023/2024 are:

- Experience of maternity services and post-natal care for Black and Asian women
- Accessible Information Standard for sensory loss
- Teenage Pregnancy

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 2022/2023 is attached as Appendix A.

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