



healthwatch
Walsall

Key points update
From April 2022 to February 2023

Key Engagement information

We have attended 193 face to face events in the community.

We have held/attended 25 online sessions, including our popular 'First Friday Focus'.

We have engaged with 5,146 people in person and online.

We have had 21,401 visitors to our website from April 2022. With 39,058 page views.

We have 3,126 social media followers across 5 platforms.

We have published 31 reports, Ebulletins, Newsletters and a new weekly updates issue.



What we have done...

Escalated 18 service user issues to service providers/commissioners of services and or the CQC.

Signposted people on 117 occasions to support organisations or for information and advice.

Attended 84 strategic meetings with partners across the Borough.

We enabled people with visual, hearing and physical impairments to have their say in the development of the New 'Urgent and Emergency Care Centre'.

We met with Eddie Hughes MP to discuss access to primary care.

Healthwatch Walsall mentioned in a CQC report

Walsall Manor Hospital was recently inspected by the CQC and a report on their findings was issued on the 25th January 2023. Here is the mention...

Healthwatch Walsall had regular contact with the Trust and in 2021/22 provided feedback reports on patient views regarding communication and end of life care. The report on communication was shared with the patient experience team and changes were made to the telephone system within the Patient Advice and Liaison Service (PALS) to accommodate concerns regarding call handling.

A member of the Healthwatch team sat on the Trust Learning Matters editorial group throughout 2021/22 and contributed via independent scrutiny to the inclusion of articles that shared learning from feedback and actions arising from complaints, incidents and mortality reviews.

Link to full report: <https://www.healthwatchwalsall.co.uk/sites/healthwatchwalsall.co.uk/files/CQC%20inspection%20manor%20hospital.pdf>

We attended the pre-opening of the newly built... 'Urgent and Emergency Care Centre'

We attended a pre-opening tour of the NEW Urgent and Emergency Care Centre at Walsall Manor hospital.

Valuable input was given by our network of contacts from the visually, hearing and physically impaired groups/persons.

The new tech laden facility should help NHS staff and Walsall patients achieve the best outcomes possible in a shorter time.

