



**healthwatch**  
Sandwell



# 16 Activity Report

**1st July 2017 –  
30<sup>th</sup> September 2017**

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NB After consideration by the Healthwatch Sandwell Board, this report and the information within can be shared publicly, except where otherwise specified by the Board.

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## Introduction

Welcome to the quarterly Healthwatch Sandwell Activity Report 16. This report details the work of the team at Healthwatch Sandwell (HWS) and gives an overview of the team's findings regarding health and social care issues in Sandwell, and their other work.

HWS publishes various reports that are widely available to the public. A full list of reports is itemised on page 23.

HWS is an independent consumer champion that gathers and represents the public's views on health and social care services in Sandwell. It ensures that the views of the public and people who use the services are considered by those who commission and provide services.

This report is considered and approved by the HWS Board. The board members are:

John Clothier (Chair)  
Bill Hodgetts (Vice Chair)  
Wasim Ali  
Teresa Culverwell  
Kwadwo Osusu-Darko  
Geoff Tranter  
Khush Chahal  
Glenn Jones

HWS Team are:

Mark Guest: Chief Executive  
Lavida Fletcher: Office Manager  
Anita Andrews: Information and Research Officer  
Ian McGarry Communication & Engagement Officer  
Melissa Elders: Support Officer  
Charlotte Fletcher: Support Officer  
Janet Foster: Support Officer

We would like to welcome Janet Foster who returned to the team in July 2017, Janet will be recruiting and co-ordinating our volunteers.

We hope that you find this report informative, if you have any queries do not hesitate to contact us.

This and previous reports are available on our website:

[www.healthwatchsandwell.co.uk](http://www.healthwatchsandwell.co.uk)

## The quarter at a glance

Twitter - 1548

Facebook - 395

Instagram -114  
(followers)  
175 (HWS  
Following)



28% satisfied

72% dissatisfied with health  
and social care services in  
Sandwell



We've visited 43 venues  
listening to people's  
health and  
social care  
experiences



20 Active volunteers

72 organisations in HWS  
network

102 HWS  
network  
contacts



We've  
produced  
3 reports  
this  
quarter.



We've met  
over 500  
local people

at our  
community events and  
distributed over 700  
leaflets



## Issues, Actions and Outcomes

### GP Access Survey – Opening Times and Booking Preferences

We have recently carried out a survey to find out people's preferences when booking an appointment with their GP and how to book.

This investigation took place as a result of discussions at the Primary Care Co-Commissioning Committee: Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) meeting of 5th April 2017, regarding 7 day opening for General Practitioners. Various views were presented, and evidence gaps highlighted.

The overall finding was that, if there is varied and available access to GP appointments, weekend opening is only preferred for serious conditions.

It was also found that GP opening times is a far more complex area than simply asking people when they want GPs to open, depending on several factors, and it is difficult to obtain meaningful evidence.

There was significant preference shown for most of the appointment times and booking methods presented in the investigation scenarios. There was also considerable support for a Skype or telephone consultation with any GP, if it was within ten minutes.

To access the full report: <http://www.healthwatchsandwell.co.uk/research-and-intelligence-reports>



GP Access Survey –  
Opening Times and Booking Preferences



Report by Healthwatch Sandwell  
July 2017

### Flu jab Survey

In June and July 2017 HWS carried out an investigation into the public's awareness of where flu vaccinations could be obtained.

This investigation resulted from an item at the SWB CCG Primary Care Co-Commissioning Committee, where evidence on the positive effects of flu vaccination in relation to hospital admissions was presented. There was a discussion that identified they are made available widely and that this is publicised. However, there was no evidence regarding public awareness of this availability.

The survey found that General Practitioners were the most popular provider of the vaccination. 10% of respondents thought it was available at supermarkets. This is a relatively low number and suggests that the public's awareness of this provider is not widely known.



Flu Vaccination Availability in Sandwell



Report by Healthwatch Sandwell  
September 2017

Based on the findings, HWS made the following recommendations:

- Publicise where flu immunisation is available, especially supermarkets.
- Publicise the side effects and risks to having the flu immunisation to dispel myths, fears and concerns.
- Enhance communication between Midwives with expectant parents about the benefits of being immunised.

To access the full report: <http://www.healthwatchesandwell.co.uk/research-and-intelligence-reports>

## Patient Participation Groups

HWS, with a team of volunteers is conducting a survey in each GP Practice to find out patients' awareness and involvement in Patient Participation Groups (PPGs).



Patient Participation Group

From 1 April 2015, it became a contractual requirement for all English practices to form a PPG and to make reasonable efforts for this to be representative of the practice population. PPG's are the primary mechanism for GPs to engage with patients.

HWS's work involves ensuring that patient engagement is carried out effectively by health and social care providers and meets statutory requirements. GP services form a significant part of services and relate to many issues HWS receive. Therefore, HWS wants to see how knowledgeable patients are of their local GP practice's PPG. We are talking to a cross section of patients at each practice, as opposed to those that are engaged through the PPG. We are visiting each practice separately, town by town, as all practices have their own ways of working, and therefore need to keep data separate.

Surveys are being carried out on a town by town basis, and reports will be published when completed, with a final report with the collated findings and recommendations.

## Real World Co-Production with Maternity Services at Sandwell and West Birmingham Hospital Trust

In July, HWS ran a Real World Co-Production workshop with Maternity Services at Sandwell and West Birmingham Hospital Trust looking at access to services. This event involved service users, staff and management in using experiences to identify how the service could be improved. Everyone found it extremely useful to review the service in this way and a number of improvements were identified that



are now being implemented. HWS produced a report of the findings and this includes an issue to be raised with the CCG.

HWS are continuing to work with maternity services and will be delivering another event later this year to look at further stages of the service. Real World Co-production has been developed by HWS as a means of bringing user experience right to the heart of the service design process and more workshops are currently being planned with other health and care services.

To find out more, please contact us at the Healthwatch Sandwell office.

Keele University School of Nursing and Midwifery in partnership with NHS England requested information about the gathering and use of patients/staff stories to inform care. They acknowledged that the use of these stories is now a common way to inform the continuous improvements and delivery of quality care.

Keele University School of Nursing and Midwifery and NHS England are working together to develop an evidence based storytelling network. HWS have contributed to this project by informing them of Real World Co-Production with Maternity Services and our experience gathering role.

## Life in a care home – What’s it really like?

In August, Healthwatch England (HWE) published a report about Enter and View visits carried out by the Healthwatch network throughout England.

Between January 2016 and April 2017, local Healthwatch staff and volunteers across England visited 197 care homes across 63 different local authority areas to find out what day to day life is really like for many of those living in care homes. This study compiles the views and experiences of those who live, visit and work in care homes across England.

Wide variation revealed, with great care contrasting with homes failing to get the basics right for every resident. HWE urges homes to be more open to using feedback from residents, relatives and staff to help drive improvement. The report outlines key next steps for care homes in the local area, how feedback can be used to identify a whole host of small, low cost changes that ensure all residents feel ‘at home’.



HWS contributed to this report, and were mentioned twice. Firstly, one of HWS’s recommendations for a home was that it needed to find a GP practice that will respond to residents’ requests for medical attention. GPs at the local medical

practice refused to attend the home in person and only offered telephone advice. The GP practice had previously been on a retainer but had recently increased their fee fivefold. When Healthwatch Sandwell followed up in June this year, they heard from the new manager that there were now no issues with residents accessing the local GP.

One of [Healthwatch Sandwell's](#) recommendations for a home was that it needed to find a GP practice that will respond to residents' requests for medical attention. GPs at the local medical practice refused to attend the home in person and only offered telephone advice. The practice had previously been on a retainer but had recently increased their fee fivefold.<sup>24</sup> When Healthwatch Sandwell followed up in June 2017, they heard from the new manager that the issue has now been resolved.

Secondly, during a visit a family member commented:

"It has been my (sibling's) home for 23 years. It is a warm, friendly place and welcoming"  
Family member, [Healthwatch Sandwell](#)<sup>36</sup>

John Clothier, Chair of HWS, said:

"We are proud that the visits, carried out by our volunteers who visit care homes in Sandwell, has been recognised by Healthwatch England in this report. This shows the value of the important work that Healthwatch Sandwell is doing, and the role it plays ensuring dignity for elderly and vulnerable members of our community. We have seen residents supported by caring, dedicated and friendly staff who provide good levels of care, dignity and respect."

[The report is available on our website](#)

<http://www.healthwatchesandwell.co.uk/news/life-care-home-sandwell-whats-it-really>

## Other

### Oncology in Sandwell

The discussions on changes to oncology services at Sandwell and West Birmingham Hospitals have now been ongoing for two years and we have been at the heart of discussions in order to ensure this service continues to meet the needs of patients in Sandwell. We are concerned that patients who, because of their cancer diagnosis, continue to suffer anxiety and stress owing to the uncertainty that this delay has caused. In July, we were unofficially informed that



the present service would end on 1<sup>st</sup> September and that patients would need their GP to re-refer them to oncology services at University Hospital, Birmingham. We wrote to NHS England seeking clarification on this and they have recently responded saying that:

*“Our stated intention has been to continue to commission a local service within Sandwell and West Birmingham and we have been working alongside NHS Improvement with Sandwell and West Birmingham Hospitals and with University Hospitals Birmingham to find an arrangement that would make this possible,”* and that:

*”NHS England and NHS Improvement met on Wednesday with both trusts, and with neighbouring Royal Wolverhampton Trust to discuss proposals for interim changes that will be needed over the next few months.*

*These changes will involve patients being referred to the region’s cancer centre at University Hospital Birmingham for their outpatient appointments and chemotherapy, or to the Royal Wolverhampton Trust if that is more convenient for them.... I mentioned that these are temporary changes. In terms of the future of the services, a cancer review will take place to look at the long-term options for oncology services across the West Midlands. Patients and the public will be fully engaged in that process and in any plans that are developed should there be long-term proposed changes to the service.”*

HWS has been meeting with local MP’s who are taking an active and ongoing interest in this issue and will keep patients updated on future developments.

## **Transforming Care Together (TCT) Partnership Event**

HWS staff attended the above event in August 2017. The aim of the event was to give participants an opportunity to learn more about TCT, in particular how they will develop their mental health, learning disability and children’s services across Birmingham and the Black Country.

TCT is a partnership of three organisations: Birmingham Community Healthcare NHS Foundation Trust; Black Country Partnership NHS Foundation Trust; Dudley and Walsall Mental Health Partnership NHS Trust.

On 1 October 2017, these 3 organisations will integrate into one organisation and will have a new name.

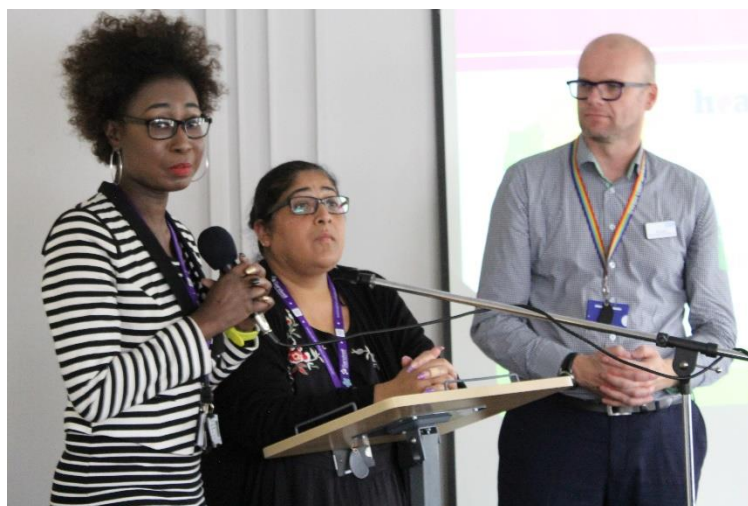
At the event HWS put forward the following suggestions to improve mental health care for people in Sandwell:

- a quicker diagnosis for children to reduce impact on education
- acting before people gets to crisis point

HWS meet regularly with other Black Country Healthwatches and the Black Country Partnership NHS Foundation Trust to discuss how this partnership will affect patients and their carers in each geographical area.

### HWS Annual Public Event

Our Annual Public event took place on 27<sup>th</sup> September 2016 at Yemeni Community Association, Tildasley Street, West Bromwich. Over 30 people attended and it followed on from the Health and Social Care group which received a presentation from Phil Holland (Deputy Chief Operating Officer: Sandwell and West Birmingham Hospital Trust), Patricia Blackstock (Operational Manager) and Ojwant Kaur (Interim Team Manager, Hospital Team) both from Adult Services Sandwell MBC. A presentation was given to provide an overview about the process of hospital discharge. The two agencies aim to work in partnership in supporting patients who leave hospital.



The Annual Public event was chaired by John Clothier (Chair of HWS) There were 3 presentations:

An overview of activities with young people by Ian McGarry (Communications and Engagement Officer). This was supported by Lesa Jones from Sandwell College who talked about the joint activities between students and HWS.



An overview of research and information activities which include case studies by Anita Andrews (Research and Information Officer)



An overview of activities of HWS by Mark Guest (Chief Officer)



## Case Study

A gentleman with mental health issues was referred to Psychological Services by his GP. The gentleman had requested that he attend the Queen Elizabeth Hospital as opposed to Edward Street due to personal issues. The GP informed him that he can only be referred to Edward Street Hospital.

When he questioned this, he was advised by the GP Practice to make a complaint but he did not feel confident to do this.

The gentleman contacted HWS for support and clarification about where a psychological assessment could take place.

HWS signposted him to the practice manager (to make an initial complaint) and to POWHER for an advocate to help him. HWS also clarified with the Community Mental Health Team about a psychological assessment, it transpired that this information was accurate.

After the gentleman communicated with the surgery, his GP arranged for a Psychiatrist from Edward Street to see him at the surgery. It was also arranged that the consultation took place on the ground floor (a request the gentleman had requested due to his anxiety)

Afterwards the gentleman contacted HWS. He reported that everything had gone 'fantastically' and,

*"I don't know what I would have done without you. You have been the only one to support me through this and thank you for your help. Wonderful support."*

NB: Some details have been changed or generalised for data protection and privacy purposes

## Press Summary

**Thursday, 10<sup>th</sup> August 2017**

### **Black Country trusts looking to create multi-million pound pathology service**

Four NHS trusts in the Black Country are looking to create a multi-million pound single pathology service, with a common laboratory information system (LIMS) which is deemed critical to the success of the project.

The Outline Business Case for the project, revealed in Walsall Healthcare NHS Trust August board papers, proposes a 'hub and spoke' option with a linked IT system.

A shake-up of pathology services was called for by Lord Carter, in his 2008 review. It recommended that IT connectivity should be prioritised alongside the creation of the hub and spoke model.

The shared LIMS would run across Walsall, The Dudley Group NHS Foundation Trust, The Royal Wolverhampton NHS Trust and Sandwell and West Birmingham Hospitals NHS Trust.

The report says the overall pathology spend would be about £708 million over the next decade, with estimated savings of more than £65 million.

**Source: Digital Health (online)**

**Thursday, 24<sup>th</sup> August 2017**

### **Oncology hope by trust chiefs**

NHS bosses have said they are working to ensure cancer patients in a Black Country borough will not have to make trips to Birmingham to see a specialist. The Queen Elizabeth Hospital in Birmingham is planning to withdraw its oncologists who currently treat patients at Sandwell Hospital.

An NHS improvement spokesman said they were “working closely with both trusts to ensure that high-quality services continue to be provided locally to patients across Sandwell and West Birmingham.”

**Source: Sandwell Chronicle**

**Saturday, August 12, 2017**

**ALL hospitals in Black Country and Staffordshire are failing waiting times**

University of North Midlands NHS Trust, which runs County Hospital in Stafford, saw just over four in five people seen within four hours, making it the 14th worst hospital trust in the country.

The NHS target is for 95 per cent of patients to be seen within the four hours.

At Walsall Manor Hospital, 82.3 per cent of patients were seen within the target time, 86 per cent at Sandwell and Birmingham NHS Trust, which runs Sandwell General Hospital and City Hospital in Birmingham and 89.1 per cent at Russells Hall Hospital.

**Source: Express & Star (online)**

**Friday, 18<sup>th</sup> August 2017**

**A trust in the West Midlands has signed a deal to transfer its surplus land to the Homes and Communities Agency.**

A trust in the West Midlands has signed a deal to transfer its surplus land to the Homes and Communities Agency. Sandwell and West Birmingham Hospitals Trust has agreed to sell land on its City Hospital site to the HCA – a quango that funds affordable housing across England. Both the trust and the HCA have refused to confirm the value of the deal, but a finance report published on 3 August by the trust showed a forecast land sale receipt of £10m for August.

Around 750 homes are expected to be developed on the site, which will be freed up once acute services are moved from City Hospital to the new Midland Metropolitan Hospital. The trust also plans to move acute services from Sandwell General Hospital to the new hospital by spring 2019.

*HSJ* understands that the HCA still needs to go through the planning application process and construction is not expected to begin until after the trust has moved its services in 2019.

A treatment centre at City Hospital has been retained by the trust, which will be used to provide outpatient services and day case surgery.

In a statement to *HSJ*, the trust said it would lease the land back from the HCA until all acute services are moved to Midland Metropolitan Hospital so “there are no conflicting demands upon [the site]”.

Chief executive Toby Lewis said: “This is a great moment which will significantly affect the future of the trust. The Birmingham and Midland Eye Centre, Sheldon Block and Birmingham Treatment Centre are a fixed part of our future and the design of the Midland Met relies heavily on continued and even greater use of these facilities. By securing the land sale earlier than we anticipated, we will be able to ensure our patients get the first class treatment they deserve.”

**Source: HSJ’s online**

## **Safeguarding Issues Raised and Action**

The daughter of an elderly resident in a care home raised with HWS her concerns about her father’s poor care and lack of dignity. A referral was made to Adult Social Care Safeguarding team.



## Promotion and Engagement

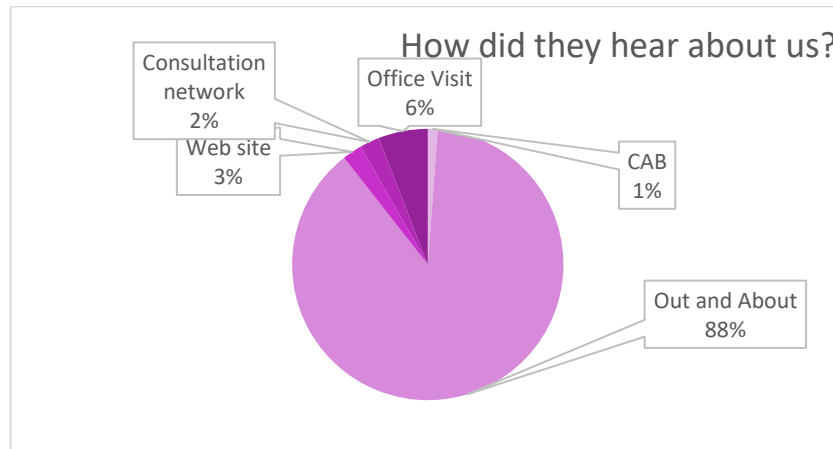
### Out and About Review

An overview of this section is highlighted at the beginning of this report, 'The quarter at a glance'. The Support Officers have continued to meet with the public to listen to their experiences of health and social care. This quarter they visited a variety of venues, which included community centres, supermarkets, various toddler groups and libraries. Being out and about continues to be our largest source of information about peoples' experiences (88%). During this period, a total of 43 venues were visited and more than 500 people were spoken to about their health and social care experiences.



**Melissa Elders (Support Officer) at Cancer Wellbeing Event**

Although we hear most of people's experiences while our staff are out and about, there are other ways the public contact us with their stories.



## Healthwatch Sandwell Volunteering Developments

The last quarter has seen the volunteer data base grow by 3 confirmed volunteers who have been inducted into their volunteer roles with another 3 others currently in the process of being recruited.

Volunteers have come through a number of different routes:

- Volunteer Centre website
- A passer-by curious about Healthwatch
- A previous enquiry reactivated
- Smethwick and Tipton Job Centres



The latter is an initiative with the department of Work and Pensions (DWP) which offers Benefit claimants the opportunity to have work experience as a means of getting back into work, and, in doing so give Healthwatch much needed volunteers for survey work.

We have received feedback from a Work Coach at the DWP who has placed one of her clients with HWS:

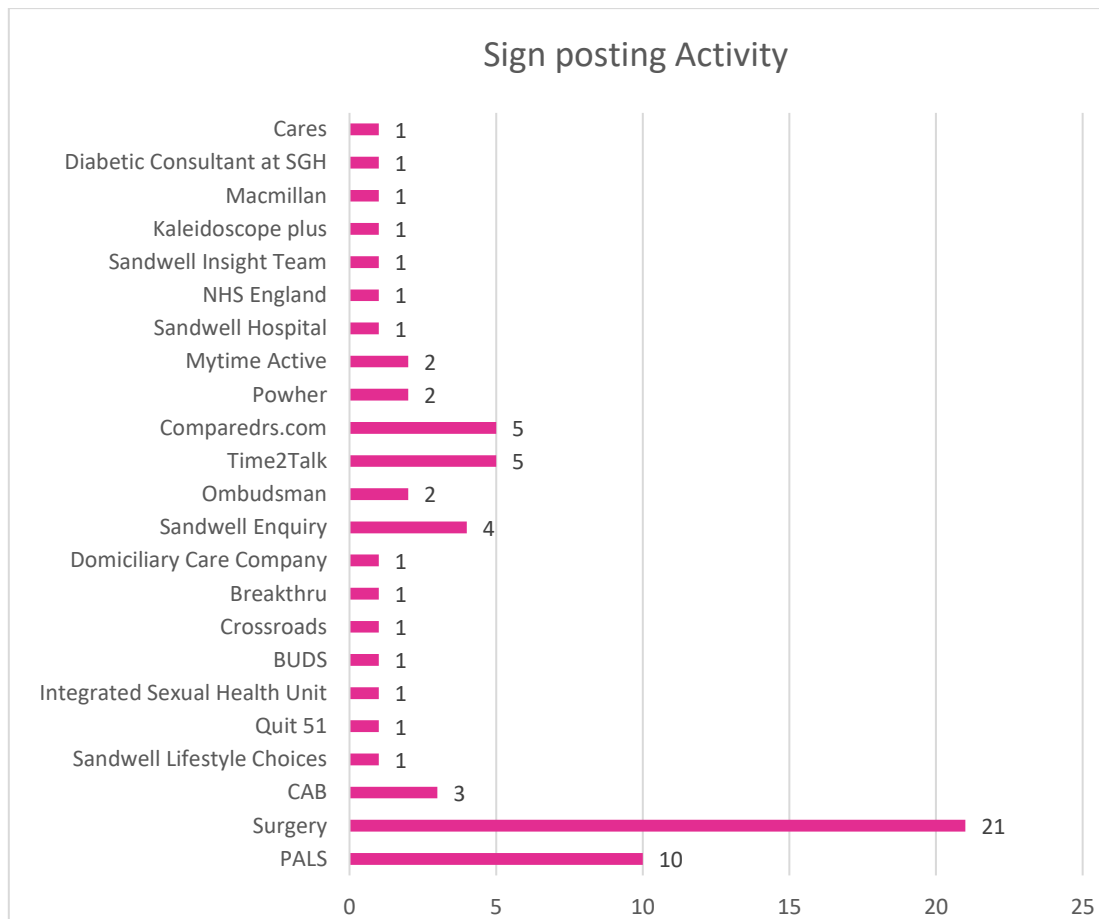
*"I'm really happy for her and I'm glad she is coming along, thank you for all the help you are giving. I will pass on to the Recruitment Consultants about how professional and helpful you and the Healthwatch programme is."*

If you would like to find out about volunteering opportunities with HWS contact Janet Foster on 0121 557 5272 or visit our web site:

<http://www.healthwatchesandwell.co.uk/volunteering>

## Signposting Activities

HWS provides a valuable resource to the public by signposting them to relevant agencies that can assist them with their queries.

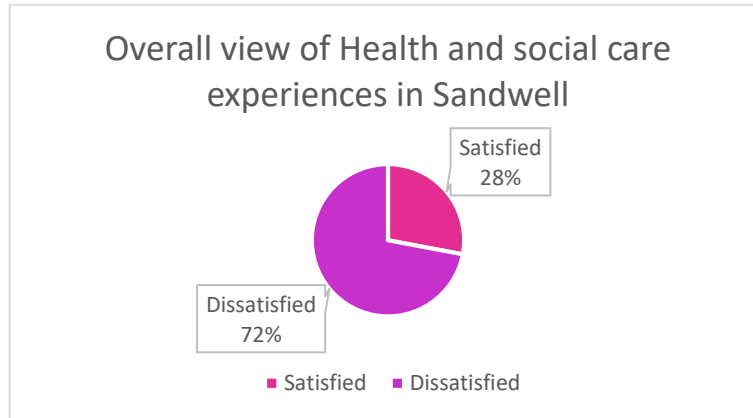


Advising people to share their GP concerns with the Practice Manager continues to be the most common place to signpost so that concerns can be dealt with locally in the first instance.

## Service Satisfaction

From all the data gathered the public have been asked about their satisfaction with the services they have received. There were a range of services that were commented upon in terms of satisfaction. From the all the experiences recorded

28% were satisfied and 72% were dissatisfied with health and social care services in Sandwell.



This quarter has seen a sharp increase in people being 'dissatisfied' with health and social care in Sandwell. Concerns about GPs continue to be the most common recorded, this related mainly to being unable to obtain a timely appointment. HWS will continue to monitor this feedback.

## Strategic Representation

Health & Well Being Board – Statutory Place	John
Health & Well Being Board Executive Observer	John
Better Care Fund	John
CCG Quality and Safety CCG Sub group. 2 HW reps. other is from Birmingham John appointed March 2015	John
Clinical Governance Committee (Public Health)	John
CCG Patient Partnership & Advisory Group	Geoff
Sandwell Safeguarding Children’s Board (SSCB) Statutory Local Authority Group (Agreement not to attend when cases are being discussed)	Teresa
Sandwell Safeguarding Adults Board (SSAB)	Kwadwo
Sandwell & West Birmingham Hospital Trust	Bill & Glenn
Health & Adult Social Care Scrutiny Board	Bill & Khush as back up
Joint Health Scrutiny Committee	Bill
Maternity Strategy Steering Group	Khush
Health & Wellbeing Board Engagement Group	HWS Staff
Quality Surveillance Group (BSBC) / NHS E	John/Mark
Primary Care Commissioning Committee	Mark
Mental Health Crisis Concordat	Anita
SHAPE Sandwell Health Alliance Patient Network CCG	Melissa
Provider Escalation Group	Anita
Sustainability and Transformation Partnership/Plan (STP)	HW Dudley on behalf of Black Country HWs

## Health and Social Care Group

<b>Next Event</b>	November 2017 (TBC)
<b>Last event</b>	17/09/2017
<b>Venue</b>	Yemeni Community Centre, West Bromwich
<b>Attendees</b>	30
<b>Theme</b>	Hospital Discharge

## Consultation Network

As of 30/09/17	Number of organisations in network	72
01/07/17 – 30/09/217	Number of contacts with network	102

Our Consultation Network comprises of local groups and organisations throughout Sandwell. We maintain regular contact with our network members to keep them, their members and ourselves, up to date with comments, issues and concerns with local health and social care services. We are continually adding to our network so if you would like to become a member, please contact us.





## Volunteering and Enter & View

01/07/2017 - 30/09/2017

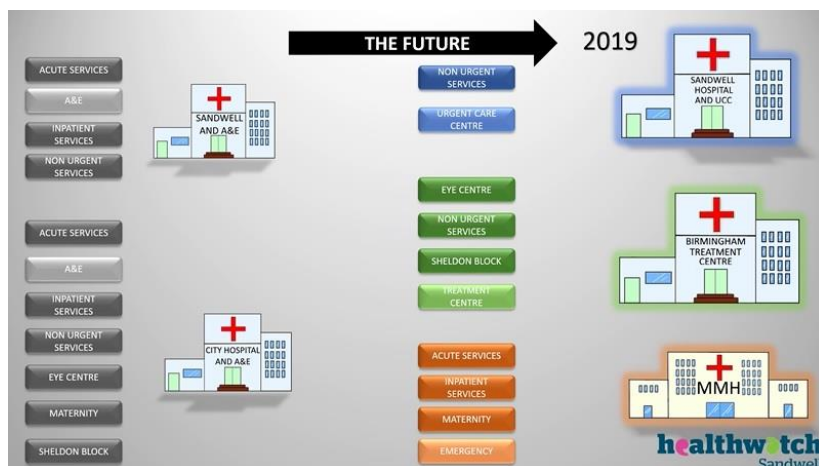
Number of visits	2	
Number of active volunteers	18	(11 Enter and View trained)

## Media

### Social media update:

Twitter	1548
Facebook	395
Instagram	118
Potential contact reach	2684

## New Development



We have recently produced an animation explaining the services changes from Sandwell General Hospital, City Hospital and the new Midlands Metropolitan Hospital. This animation will be available soon to the public.

## Facebook Update



We continue to update our posts on a regular basis to keep the public informed about our activities.

Like and follow our new Facebook page:  
Healthwatch Sandwell Page



Or check out our Twitter: @HWSandwell



## Engagement meetings and Other Activity

- 26/07/2017 Greets Green Play Area/Community Hub
- 14/08/2017 Black Country Partnership Drop In at Quayside House, Oldbury
- 06/09/2017 Children and Young Peoples Forum, Oldbury
- 12/09/2017 Black Country Partnership Annual Members Event, Dudley

HWS Press and Social Media Update



**Healthwatch Sandwell Page**  
18 hrs · €

Thankyou again to all who came to the Health and Social care and the Annual Healthwatch Meeting on Wednesday 27th September. We look forward to seeing you all again. - Healthwatch Sandwell Team



Like Comment Share

**Healthwatch Sandwell Page** is at **Portway Lifestyle Centre**  
22 August · Oldbury · €

This morning, we are at Portway Lifestyle Centre until 12.30pm finding out what people feel about health & social care services in Sandwell



**Portway Lifestyle Centre**  
Gym/Physical fitness centre · Oldbury  
15,917 people checked in here

Like Comment Share

2

**Healthwatch Sandwell Page**  
14 September at 09:21 · €

Would you like to become an Enter and View Trained Volunteer?  
Join Healthwatch Sandwell and help the community today.  
To find out more go to our website!... See more

HEALTHWATCHSANDWELL.CO.UK

Like Comment Share



It's now easier to contact Healthwatch Sandwell Page.

Contact Us

Like Comment Share

**Healthwatch Sandwell Page**  
19 hrs · €

**Darryl Magga Magher** Good presentation at todays SWBCCG Sandwell Health Alliance Patients' Network Mtg. Thank you Ian McGarry & colleague, sorry missed her name.  
Like Reply 19 hrs

**Healthwatch Sandwell Page** Fantastic to hear Darryl. And our Information and Research Officer is Anita Andrews 😊  
Like Reply 1 · 19 hrs

## Overview of Healthwatch Sandwell Reports

### Research and Information reports

July 2015	The Continuing Healthcare Maze
October 2015	What You Say About GP Services in Sandwell Healthwatch Sandwell's response to Sandwell and West Birmingham CCG's GP Listening Exercise
February 2016	Why Do Good People Allow Bad Things to Happen? Report into Care at Sandwell General Hospital
April 2016	Walk in Centre Survey
April 2016	Interim Summary Report Patient Transport Services Sandwell and West Birmingham Hospitals NHS Trust - Visit Report
November 2016	A Report into Young People Who Self-harm in Sandwell
February 2017	Why Do Good People Allow Bad Things to Happen? - Re-visited
July 2017	GP Access Survey – Opening Times and Booking Preferences
September 2017	Flu Vaccination Availability in Sandwell

### Enter and View reports

29th May 2014	Sandwell General Hospital
20th April 2015	Lyndon Hall, Malvern Close, West Bromwich
27th April 2015	Brunswick House, 1 James Watt Drive, Wednesbury
30th April 2015	Inshore Support, 5 Trinity Street, Cradley Heath
26th August 2015	Ascot House, 23 Joinings Bank, Oldbury
4th September 2015	Ash Lodge Care Home, Smethwick
24th September 2015	Beechcroft Residential Home, Salop Drive, Oldbury
23rd November 2015	EI Marsh Care Home, Joinings Bank, Oldbury
9th February 2016	Poplars Nursing Home - 66 South Road, Smethwick
1st July 2016	Karam Court Care Home, Smethwick
7th September 2016	Pegasus Care Home, 65/67 Beeches Road, West Bromwich
24th November 2016	Karam Court, Mallin Street, Smethwick
25th January 2017	Alphonsus House, 81 Vicarage Road, Oldbury
6th April 2017	Parkside Healthcare, Tibbington Terrace, Tipton
14th June 2017	Wellcroft House, Wellcroft Street, Wednesbury



## Healthwatch Activity Reports

- 1 4th April 2014
- 2 21st May 2014
- 3 18th July 2014
- 4 23rd October 2014
- 5 20th January 2015
- 6 14th April 2015
- 7 30th June 2015
- 8 25th September 2015
- 9 31st December 2015
- 10 31st March 2016
- 11 30th June 2016
- 12 30th September 2016
- 13 31st December 2016
- 14 31st March 2017
- 15 30th June 2017

## Annual Reports

- 2013/14
- 2014/15
- 2015/16
- 2016/17