



**Local Intelligence Report**  
**November to December 2019**



**We Listen**

**We Note**

**We Act**

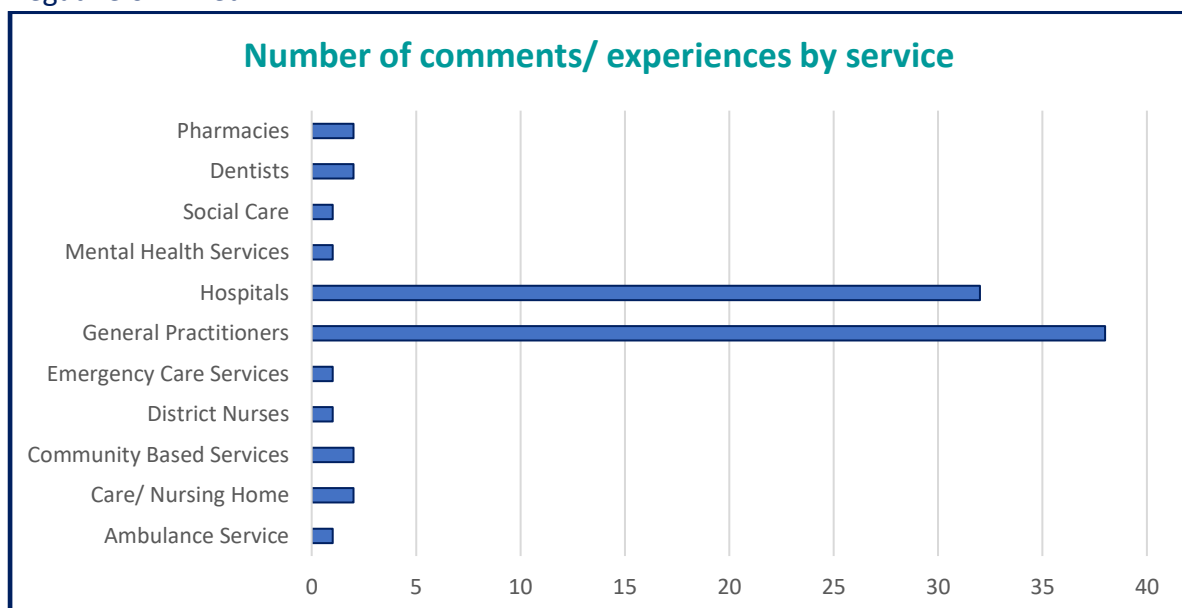
## Introduction

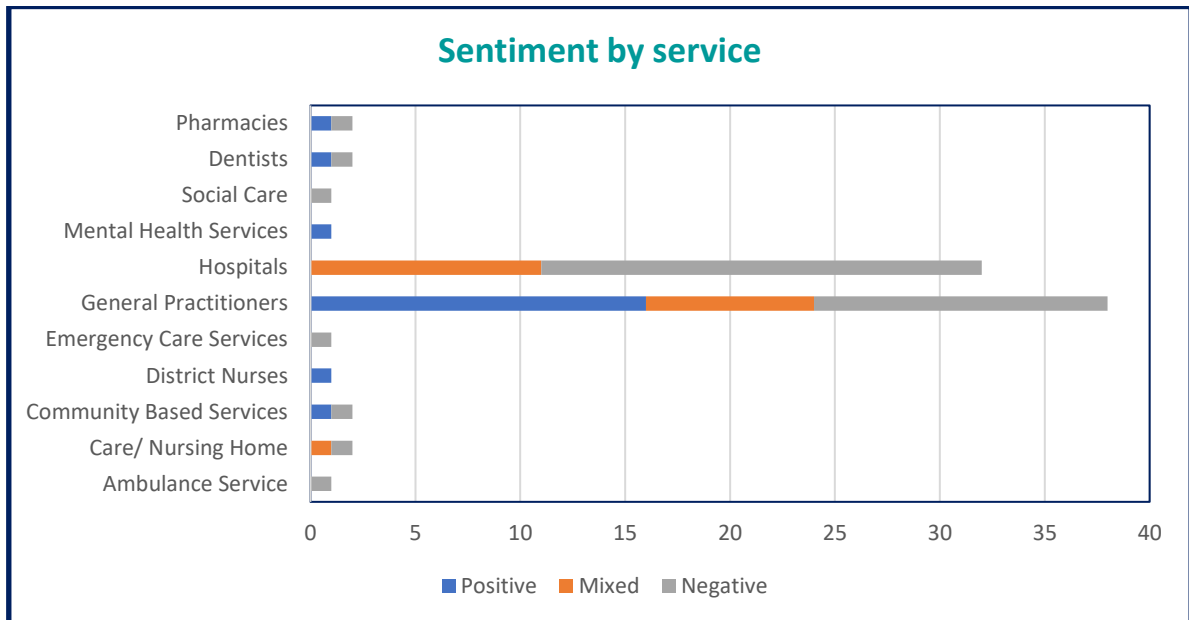
Healthwatch Walsall (HWW) is your independent consumer champion for health and social care services in Walsall. Our job is to champion the consumer interests of those using the services and give local people an opportunity to speak out about their concerns. We listen to views, concerns and compliments about services in order to help shape and improve them so that people are accessing the most quality and appropriate care.

Our office is located at the Blakenall Village Centre, 79 Thames Road, Blakenall, Walsall, WS3 1LZ. Telephone: 0800 470 1660.

During the period November – December 2019 Healthwatch Walsall have collated patient experiences into a user-friendly intelligence report. In addition, we have received service user experiences/feedback via our new web-based services 'Feedback Centre' and since its inception in late November we have received over 50 experiences/comments shared across NHS and Social Care Services. To visit the web site use the URL <https://healthwatchwalsall.co.uk/services/>

The graph below is split into sections of different services and intelligence whether positive, negative or mixed.





	Positive	Mixed	Negative
Ambulance Service			1
Care/ Nursing Home		1	1
Community Based Services	1		1
District Nurses	1		
Emergency Care Services			1
General Practitioners	16	8	14
Hospitals		11	21
Mental Health Services	1		
Social Care			1
Dentists	1		1
Pharmacies	1		1

The table above shows Healthwatch Walsall has received 83 comments or experiences from service users in Walsall over the two month period.



### GP Surgeries/Services

There seems to be a mix of sentiment regarding GP services, a continuing theme appears to be access to appointments and waiting times to see a Doctor.

However, once a patient has been able to see the Doctor, their experience has been positive.

**“The doctors are very friendly, I have learning difficulties”.**

**“They always give me advice about my diet. I have a diabetic check once a year. I can use the internet to book appointments. I have had my flu jab”.**

The more negative themes have been around access to early morning and late evening appointments for working people and parents and general access to appointments.

**“You have to wait 2-3 weeks for an appointment. I had been ringing all morning but then had to go in”.**

**“You never get appointments. You just keep phoning”.**

From the Healthwatch Walsall Enter and View visits, there have been concerns raised by care providers that it is difficult to arrange for a GP visit at the home to meet the needs of service users. This matter has been raised with the Walsall Clinical Commissioning Group and Adult Social Services.

Healthwatch Walsall received a call from a service user regarding the lack of repeat medication being issued by their GP surgery. Healthwatch Walsall liaised with the surgery and resolved the matter, a prescription was organised on that day and the surgery were asked to look at the issue in greater detail to avoid further recurrence. We were informed that the patient had an option to ask the pharmacy for an electronic/repeat prescription, both Healthwatch Walsall and the surgery communicated this message to the service user.

During the communication with the service user it appeared they were in a crisis state and were threatening suicide. Healthwatch Walsall contacted the community recovery services team to raise the immediate concern. Healthwatch were advised to contact the police which we did and a safe and well check was requested.

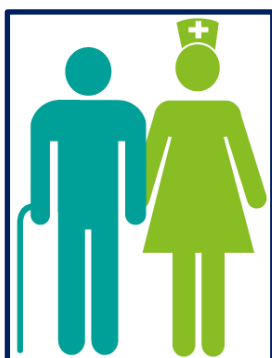


### **Hospitals**

Shortly before Christmas we were contacted by a relative of a patient who had been attacked early in the morning whilst sleeping by another patient. We contacted the Walsall Manor Hospital and were advised this had already been raised as a safeguarding issue and was a police matter. This is the second report of a patient safety matter that Healthwatch Walsall has received in the last six months and will be raised with the Trust at a meeting to be held towards the January 2020 to identify what safeguards are in place for patient safety.

Car parking remains an issue of concern for the public around the process for paying at meters (having to remember a car registration) and insufficient pay points.

Healthwatch Walsall continue to take part in hospital ward reviews at the Manor Hospital and we were asked by the Trust to participate in the planned redesign of the A&E department by providing patient representatives to attend the focus group to be held mid-January 2020. Further information on this will be included in the next bi-monthly report.



### **District Nursing**

Comment received from family member about end of life care delivered by District Nurses as being excellent.

Share your positive comments/compliments about a service by visiting our NEW Service Feedback Centre online 24/7.

Link: <https://healthwatchwalsall.co.uk/services/>



### Social Care

Healthwatch Walsall received a concern from a relative regarding their relative's shared living arrangement coming to an end with no alternative provision having been made available at that point with only a few days to go. Healthwatch Walsall advised the service user to continue to contact the named social worker. We maintained communication with the relative and were advised that the Local Authority had arranged alternative accommodation

which would be available in January 2020.



### Care Homes

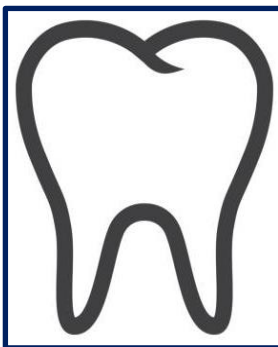
Relative very impressed with the care at one of the care homes but there was a concern about recurring water infections that their relative suffers from.

We received a concern from a relative of a resident in a care home informing us that the resident's dietary needs were not being adhered to. Due to the complexity of the case and previous complaints being made, we signposted the relative to the Parliamentary Ombudsman.

Enter and View visits continue as part of the Healthwatch Walsall work programme and recent visits have taken place at:

- Drake Court, Bloxwich
- Fernwood Court, Willenhall

Reports are with the provider and we are awaiting feedback, once received, these reports will be published on our website and shared with stakeholders.



### Dentists

Healthwatch Walsall received a negative comment received from a parent of a dental patient regarding the style of communication from professional staff at the dental surgery and we were told that they had been shouted at in the reception area.

**“On my last visit 12 Dec 2019, I found that the practice had gone paperless, and that consent to treatment forms and medical history forms are now on an iPad at reception which you sign with a stylus. The forms on in very small print, less than 8 pt. and I could not read them even with reading glasses. There was a zoom facility for the signature box, but not for the rest of the text you are signing to. I signed the consent form, even though I don't like signing anything I have not read. There was no way I could have updated my medical history if it had been necessary. This is a matter of legality, health and safety and equality of access for anyone with vision problems”**

Whilst Healthwatch Walsall recognise the aspiration for practices to go paperless, we will monitor service user experience of electronic systems.



### Pharmacies

**“I had a prescription from the Doctor. I was able to go to the Lloyds Pharmacy, in the same building and collect my medication. Very little waiting time, Staff very polite.”**

**“I regularly use the electronic service at the Co-op Pharmacy to order my prescriptions. I never usually encounter any problems. However, on this occasion, I phoned the pharmacy on a Friday and ordered my medication. The pharmacist said he would contact the Surgery and the tablets would be ready for collection on Wednesday. I went to the chemist on Wednesday to collect my tablets and the chemist had not ordered the tablets from the surgery. I had to go back to the Doctors Surgery and explain I only had one tablet left. The Surgery managed to send the prescription request electronically the same day to the chemist.**

### Update from Healthwatch Walsall Work Programme

#### Inequalities

The report for this work is in draft status at the moment and the final report will be published during January 2020. Issues that were identified around Deaf/ hard of hearing service users accessing social care services in Walsall may lead to further work being undertaken in the forthcoming year.

***As an agreed recommendation arising from this piece of work, Healthwatch Walsall have commissioned the printing of credit card size cards for people of the deaf community to use. This was something the deaf community suggested would be of great benefit to them. The cards are currently being distributed via our networks.***



Name.....

**Please tick box as applicable**

- I communicate using British Sign Language (BSL).
- Please book me a BSL Interpreter.
- Please book a double appointment.
- Please look at me. I lip read.

Thank you for your help. Have a good day.



We identified two Deaf/partially blind service users who had tried to access the Diabetic Prevention Programme but were unable to access due to the lack of a BSL Interpreter.

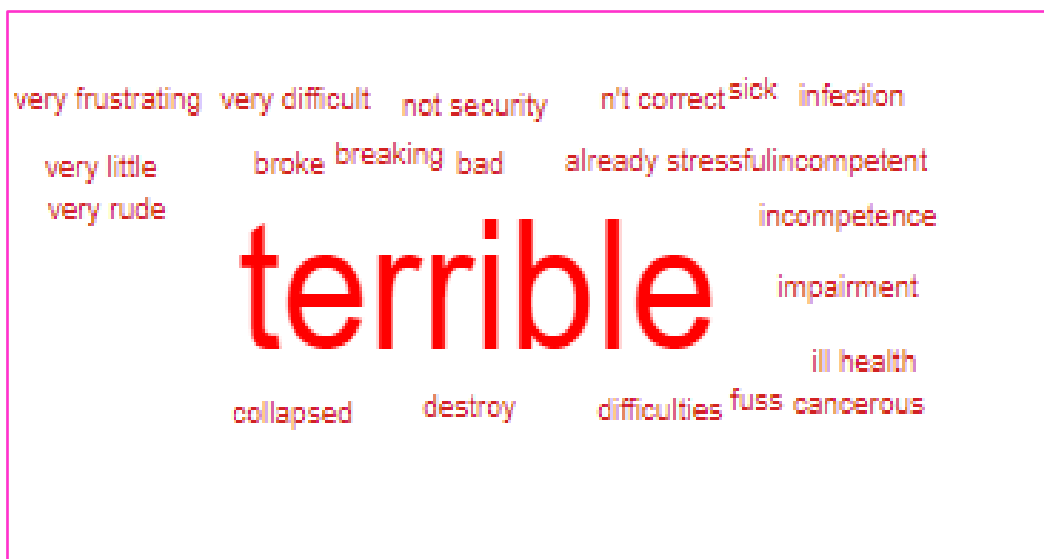
***HWW referred these Deaf service users to access the Diabetic Prevention Programme, liaising with the provider of the service to enable access and use of BSL interpreters.***

## Examples of the comments we have received from our NEW Feedback Centre

### Positive comments



### Negative comments



To leave a review about your experience(s) when you using health and social care services in Walsall visit: <https://healthwatchwalsall.co.uk/services/>

A screenshot of the Healthwatch Walsall website. The page is titled 'Find a service Walsall'. It features a search bar and a 'Sort by' dropdown menu set to 'Last Reviewed'. A sidebar on the right lists various service categories: Hospital, GPs, Dentist, Social Care, Pharmacy, Optician, Emergency Care, and Community. The main content area displays three service listings, each with a star rating and the number of reviews:

- Walsall Manor Hospital**: 5 stars, Based on 15 reviews. Address: Manor Hospital, Moat Road, Walsall, WS2 9PS. Phone: 01922 721172. Website: [www.walsallhospitals.nhs.uk](http://www.walsallhospitals.nhs.uk)
- Blakenall Family Practice**: 5 stars, Based on 9 reviews. Address: Blakenall Village Centre, 79 Thames Road, Walsall, WS3 1LZ. Phone: 01922 211270. Website: [modalitypartnership.nhs.uk/your-gp-practice/west-midlands/gp/blakenhall-family-practicecontact/](http://modalitypartnership.nhs.uk/your-gp-practice/west-midlands/gp/blakenhall-family-practicecontact/)
- Field Road Surgery**: 5 stars, Based on 4 reviews. Address: Pinfold Health Centre, Field Road, Bloxwich, Walsall, WS3 3JP. Phone: 01922 725460.



## Become a Healthwatch Walsall Volunteer

Volunteers play a crucial role in helping to ensure that we can raise the profile of issues that matter when it comes to improving our health and social care services.

The roles available are:

- **Enter and View Representative**
- **Events and Engagement**
- **Marketing and Promotions**
- **Researcher**
- **Reading panel member**

For more info or if you are interested in becoming a volunteer, please get in touch with us on **0800 470 1660**, email [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk) join us in giving local people a voice in health and social care services across Walsall and make a difference.

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Walsall



**Engaging Communities**  
Inspiring Change, Improving Outcomes

**healthwatch**  
Walsall

To share your patient experiences contact us on Telephone: 0800 470 1660

Visit our new Feedback review page:

<https://healthwatchwalsall.co.uk/services/>

Or Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

Part of Engaging Communities Staffordshire



