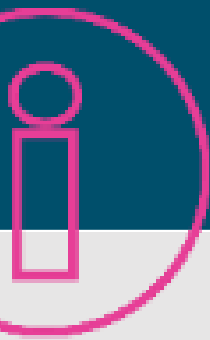


Healthwatch Sandwell Insights August – September 2024



Digital Inequalities

Sandwell has a low uptake of digital use for appointment booking through both the NHS App and GP digital platforms. Whilst there has been an increase in the number of patients registering, utilisation is still low.

We are continuing to engage with members of the public to find out why uptake is poor, and to see whether this is to do with:

- Language barriers
- Lack of access or cost of equipment to use a digital platform
- Ease of use
- Preference
- Confusion in which app to use and why

So far, we have heard...

“I use the NHS app but can’t book GP appointments on it.”
“I try to book GP appointments but there are none available, so I have to call the surgery.”
“AIRMID app is good as you can book blood test.”
“There are inconsistencies between GP’s system use.”

Special Educational Needs and Disability (SEND)

We are starting to have conversations with families around SEND provision and what is known as the local offer. We want to talk to families around the provision they receive outside of school and weekends and challenges in accessing health provision or support. We also want to gather experiences of using CAMHS, accessing EHCP and the transition from children to young adulthood.

if you would like to share your views, please call Paul Higgitt on 07732683463.

Enter and View

The Enter and View programme for 2024/25 focussed on the patient experience at the 2 Discharge Lounges within the Sandwell and West Birmingham NHS Trust.

The programme has now concluded; this month saw the last visit to Sandwell General Hospital on Wednesday 7th August. Our Enter and View lead, Anita Andrews, is collating the findings to present to the Trust.

Pharmacy 1st

Healthwatch Sandwell have been undertaking engagement at Sandwell hospital and various GP practices to find out if patients and members of the public are aware of the Pharmacy 1st Scheme. Pharmacy 1st allows patients to access medication and in cases antibiotics for some common health issues without a GP or clinical referral.

These are

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo (a bacterial skin infection)
- Shingles
- Uncomplicated urinary tract infections in women.

Over half the patients that we spoke to were aware of the pathway but many patients did not know what it was called or what all of the conditions were. These engagement events were also an awareness raising opportunity.

Independent Strategic Advisory Board

Would you like to attend our Independent Strategic Advisory Board meeting?

Look out for confirmed date on our website or on social media or sign up to our newsletters to keep up to date by using the link below and scrolling to the bottom of our page.

<https://www.healthwatchesandwell.co.uk/>

