

Insight report

January 2025

healthwatch
Sandwell



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Harvest View – Rowley Regis

Harvest View is a step-down facility for patients / clients to access support and rehabilitation after being discharged from hospital. Clients are then supported to identify what care they need to enable them to go home or into a community setting.

During January Healthwatch attended Harvest View several times to talk to people residing there. We wanted to listen about their experiences of hospital discharge, quality of care at Harvest View and their thoughts on going home and what they need.

Whilst we gathered intelligence on some of the challenges both staff and patients faced in ensuring the environments were suitable for people to go home, we were told about the excellent care that people were receiving, the friendliness and caring nature of staff and the nice environment people were in.

We have been doing this work to see how both health and social care join up for people.

Harvills Hawthorn

During January we have been at Harvills Hawthorn primary school talking to parents about their experiences of accessing SEND provision outside of school.

This includes accessing Educational Health and Care Plans (EHCP's), Children and Adolescent Mental Health Service (CAMHS) and CAMHS crisis support, Sandwell Local offer, Special Educational Needs Coordinator (SENCO) support.

We have received some very valuable insight which we will soon write up into an interim report with recommendations that we continue this work as part of our work programme.

If you have a child with Special Educational Needs and or Disability and would like to share your views on the support that you receive, we would very much like to hear your stories.

Please contact Paul Higgitt on 07732683463.



Patients Experiences of Using Digital Applications



Over the last few months, we have been to a number of GP surgeries and community venues talking to patients about their experiences of using digital applications such as the NHS app.

Whilst GP's must ensure that there are a variety of ways in which patients can book appointment, check records and order repeat prescriptions, there is a big push for patients to use the NHS app.

There are still challenges that patients face in using digital apps and partners are working to address some of these issues.

Our report has just been completed and will be made public soon. To see read our reports, please head over to the News and Reports section of our website using the link below.

<https://www.healthwatchesandwell.co.uk/news-and-reports>

What's Important to You - Healthwatch Listening Survey

Healthwatch Sandwell is running a listening survey so we can learn about people's experiences of using health and social care services. Your feedback will help us choose priorities for our 2025/26.

Please share your views on the link below:

[Healthwatch Sandwell Listening Survey.](#)



Healthwatch Sandwell would like to hear your views on what you think our priorities should be for the next year.

Take part in our listening survey to share your thoughts. You could also win a £50 gift voucher for taking part!



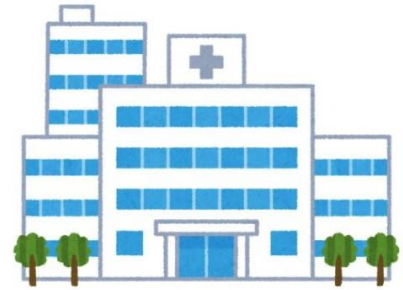
To take part in our listening survey, either use the link below, or scan the QR code!

<https://engagingcommunities.welcomesy.ourfeedback.net/s/jxyjsz>



Up coming project

We will be supporting the Midland Metropolitan University Hospital Engagement Team to look at signage and way markers at the new hospital. We shall be arranging visits over a longer period with people with sensory loss, physical disabilities and learning difficulties to gather their views on the appropriateness of the signage. This will then help informed changes to signage where necessary.



If you would like to be part of this work and join us on one of the tours and inform your views on signage, please email paul.higgitt@healthwatchesandwell.co.uk

Where have we been?

Getting out and about in the community is essential to ensure people are given the opportunity to share their health and care experiences. Some of the place that we have been to in January include:

- Smethwick Gurdwara Health Event
- Let's Chat Community Hub, West Bromwich
- Portway Lifestyle Centre
- Lyng Health Centre
- Sandwell Aquatics Centre just to name a few

Launch of Sandwell's Co-production Charter

We also attended the Launch of Sandwell's coproduction charter. Sandwell Council has worked together with Sandwell residents, health, social care and third sector providers, to launch Sandwell's first ever place-based 'Co-production Charter'.



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Get in touch

Telephone: 0121 817 5078

Email: info@healthwatchesandwell.co.uk

Online: <https://www.healthwatchesandwell.co.uk/contact-us>

Share your feedback on Health and Social Care services in Sandwell by using the "Have Your Say" section on our website.

<https://www.healthwatchesandwell.co.uk/share-your-views>

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