

Healthwatch Sandwell Insight Report July 2024

Our Numbers



We have engaged with 196 people face to face



We have attended 12 groups.



We have signposted 21 people.

Enter and View – discharge lounges

The Enter and View programme for 2024/25 is focusing on the patient experience at the 2 discharge lounges within the Sandwell and West Birmingham NHS Trust. The aim of the visits is to find out:

- review the service provided by discharge lounge teams
- about patient experiences of care during the stay at hospital
- the effectiveness of discharge to home/care facility
- whether the discharge was co-produced

Our visits during July can be seen in the table to the right.

Please look out for our Enter and View reports on the report section of our website [here](#).

Tuesday 2nd July	pm	Birmingham City Hospital
Sunday 14th July	pm	Sandwell General Hospital
Saturday 27th July	pm	Birmingham City Hospital

What we have heard

Hospital experience

Patient had finished a course of physio and during last appointment they mentioned that they were still in pain and could do with more support. Months later, patient has not heard anything. HWS offered to contact hospital. During a call from the hospital, it was decided rehab would be best and they requested a referral by GP. Person has now started sessions.

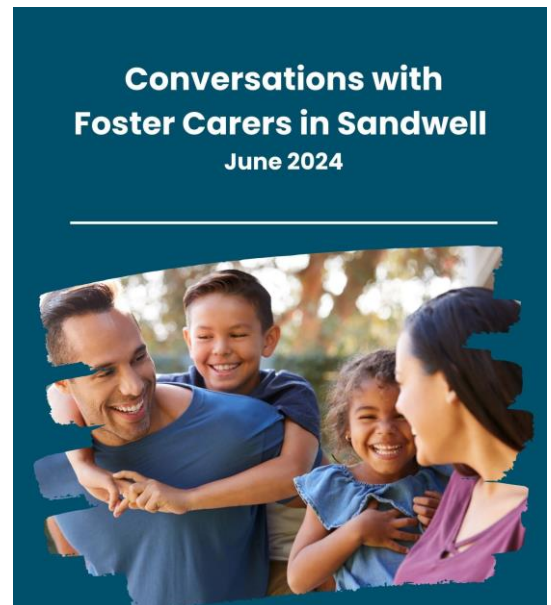
“Many thanks for the follow up.”

Conversations with Foster Carers in Sandwell

Sandwell Children's Trust – Voices Heard

Healthwatch were kindly invited to attend the Voices Heard Foster Event recently. The event was a celebration of Foster Caring in Sandwell and an information and promotion event, showcasing local support services. But mostly important, it gave both Foster Carers and Fostered children an opportunity to share their experiences.

We were able to talk to Foster parents about some of the challenges that they face in accessing services to support their fostered child or children.



healthwatch
Sandwell

**Engaging
Communities
Solutions**

To see the feedback we received, please head over to the reports section of our website using this link.

<https://www.healthwatchsandwell.co.uk/report/2024-06-17/conversations-foster-carers-sandwell-may-2024>

Accessibility

In 2023 Healthwatch Sandwell published a report looking at meeting accessible information rights for people with sensory loss, impairments or disabilities. The report was created by working together with local people who are Deaf, hard of hearing, blind or visually impaired and supporting organisations. The report findings and recommendations were shared to help influence improvements in health and care services.

This summer Healthwatch Sandwell and local people who are Deaf, hard of hearing, blind or visually impaired have been involved in a Black Country services working group looking at how digital options in health and care could be improved to ensure they are accessible for more service users. Insight from the groups is also helping inform system improvements, including non-digital options, at a national level .

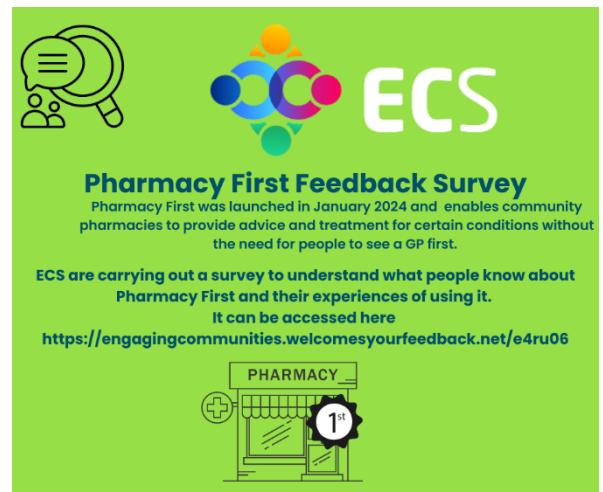
If any Sandwell residents with sensory loss, or family carers, would like to be involved or informed on health and care service improvements to ensure accessibility please get in touch:

E-mail: Sophie.shuttlewood@healthwatchsandwell.co.uk

Mobile: 07732 683483

Pharmacy First

Thank you to those who took part in our Pharmacy First survey! Look out for our mini report to see what people in Sandwell said.



The graphic features a green background. At the top left is an icon of a person with a speech bubble. To its right is the ECS logo, which consists of four overlapping circles in blue, orange, purple, and green, followed by the letters 'ECS' in white. Below the ECS logo is the title 'Pharmacy First Feedback Survey' in bold white text. Underneath the title is a paragraph of white text: 'Pharmacy First was launched in January 2024 and enables community pharmacies to provide advice and treatment for certain conditions without the need for people to see a GP first.' This is followed by another paragraph: 'ECS are carrying out a survey to understand what people know about Pharmacy First and their experiences of using it. It can be accessed here'. Below this is a URL: 'https://engagingcommunities.welcomesyourfeedback.net/e4ru06'. At the bottom of the graphic is an illustration of a pharmacy building with a sign that says 'PHARMACY' and a circular badge with the number '1'.