

# Healthwatch Sandwell Insight Report May – June 2024

## Our Numbers



**We have supported 302 people face to face to get the healthcare they need.**

**&**



**We have reached 5,619 digitally.**

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## 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

It is planned to visit the lounges over a period of time and ensure that every day is visited (including weekends) so that the proffered service can be assessed from a Patient perspective.

2 visits have taken place so far:

- Wednesday 29th May at Birmingham City Hospital Acute Medical Unit 1 at Birmingham City Hospital, Dudley Road, Birmingham, B18 7QH.
- Tuesday 11th June at Sandwell General Hospital Newton 1 Ward at Sandwell General Hospital Hallam St, West Bromwich B71 4HJ

## What we have heard

### GP surgery experience

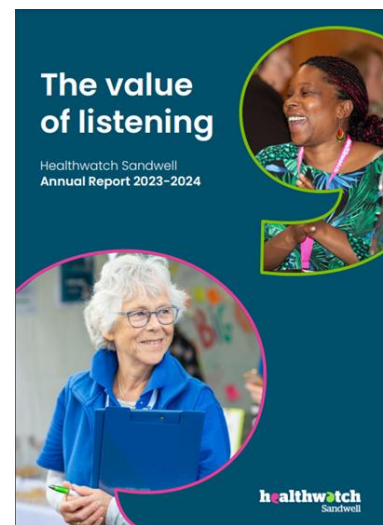
An asylum seeker was unhappy with the lack of support they were getting from the GP surgery for health conditions. They had been to the surgery several times and was promised hospital referrals, but nothing had happened. Person consented to HWS contacting the GP surgery, but no response was given to query. HWS advised making a formal complaint and a referral was made to POHWER. Following complaint, person has now been informed they will have an operation and waiting for a date.

*“Very happy that things are moving on. Thank you so much.”*

## Team Updates

Our Annual Report is now live. Please use the link below to see what we have achieved this year.

<https://www.healthwatchesandwell.co.uk/report/2024-07-22/healthwatch-sandwell-annual-report-23-24>



**Over 10% of adults in Sandwell have diabetes.**  
Higher than West Midlands 8.2% and National average 7.3% - **and rising!**

**Type 2 diabetes prevention week 2024**  
(Monday 20th May to Sunday 26th May)



**Sandwell Aquatics Centre**

worked together to raise awareness of diabetes risks and provide information.

**We spoke to 50+** people from Sandwell, over 40 years old, male and female of British, European, African, African Caribbean and South Asian ethnicities.

**We promoted Diabetes UK information and helpline:**



**Diabetes UK Helpline** - Phone: 0345 123 2399

**Free Booklet:**

<https://shop.diabetes.org.uk/products/type-2-diabetes-know-your-risk>

**On-line tool:**

<https://riskscore.diabetes.org.uk/start>



*“It is great to have people locally providing this information.”*

**We heard:**

- People want information about diabetes signs, symptoms and risk factors
- People want more information about healthy eating and being physically active
- Challenges with managing pre-diabetes and diabetes
- Concerns about family members with diabetes and associated risks

We have now published our Type 2 diabetes prevention week write up, which can be found on our website using the link below.

<https://www.healthwatchesandwell.co.uk/report/2024-06-30/type-2-diabetes-prevention-week-write>



Are you a young person wanting to gain experience through volunteering?

## Join our Youth Healthwatch

We want to find out what young people (aged 14 – 24 years) think about health & social care services. We will use this information to make positive changes to your services. **All are welcome!**

We also need help with our community outreach as well admin. work...so you could gain new skills and share your existing ones!

If you would like to get involved please contact [anita.andrews@healthwatchesandwell.co.uk](mailto:anita.andrews@healthwatchesandwell.co.uk) or call/text Anita on 07885 214421


## Join Us

We have launched our Youth Healthwatch volunteer recruitment.

If you, or anyone you know would like to join our team, please contact our volunteer lead Anita Andrews on 07885 214421 or [anita.andrews@healthwatchesandwell.co.uk](mailto:anita.andrews@healthwatchesandwell.co.uk)

## Pharmacy First

Healthwatch Sandwell is delivered by Engaging Communities Solutions CIC (ECS). ECS deliver seven local Healthwatch across England. We are carrying out a project to gather feedback across all seven local Healthwatch areas to understand what people know about Pharmacy First and their experiences of using it after it's introduction at the beginning of 2024.




### Pharmacy First Feedback Survey

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.


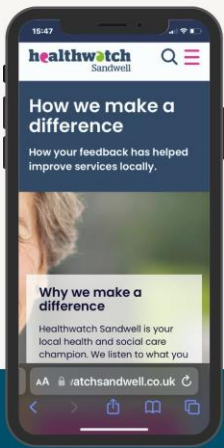
ECS are carrying out a survey to understand what people know about Pharmacy First and their experiences of using it. It can be accessed here

<https://engagingcommunities.welcomesyourfeedback.net/e4ru06>



We have spoken to 662 people this year so far about Health and Social Care issues!

### Share your stories to make a difference!

How we make a difference  
How your feedback has helped improve services locally.

Why we make a difference  
Healthwatch Sandwell is your local health and social care champion. We listen to what you

[www.healthwatchesandwell.co.uk](https://www.healthwatchesandwell.co.uk)

## Have Your Say

We are getting more people share their stories through our Have Your Say section of our website. It is quick and easy and can be found using the link below.

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