

Healthwatch Sandwell Insight Report April – June 2025




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Our Engagement

During April – June we have reached **9077** people through digital communication, community outreach and face-to-face engagement.

During April to June we attended **29** engagement events, talking to the public and patients around their experiences of Health and Social Care.



We have also captured over 100 stories and experiences of peoples quality of care.

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

Signposting

We have continued to support local people by providing information and signposting to the right services when needed. Whether it's helping someone navigate healthcare system or connecting them with the support they need.

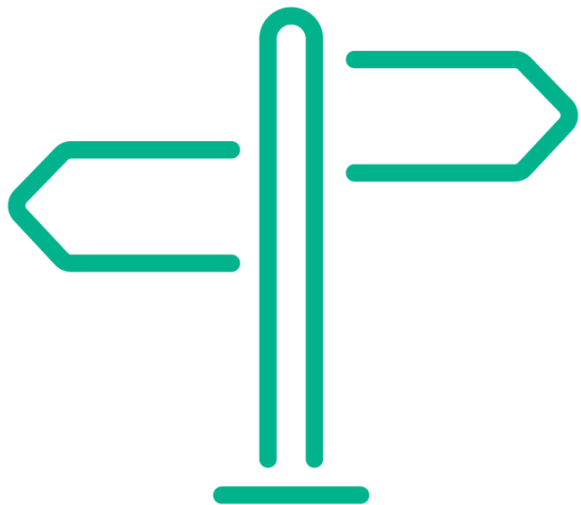
Our top areas of signposting were:

GP Practice Managers

Sandwell Advocacy

Patient Advice and Liaison Service

ICB – Digital Access Partners



Where We Have Been

Healthwatch Sandwell has been out and about across the borough, speaking to local people and gathering real experiences of health and social care. By visiting a range of community locations, we have been able to hear directly from residents about what's working well and what needs improvement.

Here are some of the places we have visited:

Patient Engagement Group – West Bromwich

SDCA – West Bromwich

Wayfinder Working Group – Online

Brasshouse Community Centre – Smethwick

St Albans Community Centre – Smethwick

ICB Digital Access Working Group – Online

Sandwell Youth Space – West Bromwich

Sandwell Deaf Community Association – West Bromwich

Willow Gardens Tenants Association – Rowley Regis

Tame Valley PPG – Wednesbury

Black Country Foundation Trust – Coproduction Group

Sandwell Networkers Forum – Smethwick

Sandwell Council PNA Steering Group

Sandwell Co-production Network

Tipton Public Health Development – Tipton

Harvest View – Rowley Regis

Yemeni Community Association – West Bromwich

Ideal for All – Smethwick

Church of England Primary School – Oldbury

We attended the Women's Group at All Salop Ideal for all; it was truly inspiring to listen to people share the experiences that shaped who they are today. Watching them express those stories while making art using plants and flowers made it even more meaningful. Thank you for welcoming me so warmly and making me feel so comfortable.



Patient Insights

An elderly person who has COPD could not breathe, they told their family member to call 111, 111 suggested the person to go to their health centre, however, the person felt like it was more of an emergency, so they called an ambulance which took them to A&E.

When they arrived, they were not seen for hours. When the doctor finally checked them, they did an ECG scan because the person felt their heart was beating fast. The results came back normal, but the person felt the doctor was not interested, questioning why they was even there if everything was normal.

The person had to clarify that that they were concerned about the palpitations, they also had swelling in both ankles and had a heart failure and chest pain.

After 9 hours the person was discharged. The person told us they thought the nurses were good, they were however, unhappy with the treatment and care they received.

Key Themes From Patients

Signage and getting around the new Midland Hospital

Accessing cancer treatment

Accessing medication

Changes in home care packages

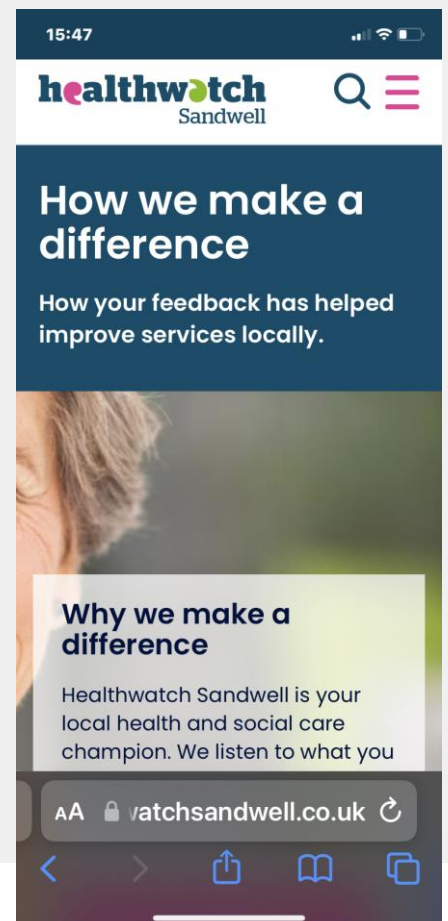
We want to hear your patient stories so we can see what needs to improve. Share your stories to make a difference in Sandwell.

Contact us on.

Phone: 0121 817 5078

Email: info@healthwatchsandwell.co.uk

Website: [Contact us](#)



Sandwell Story

We all attended an event earlier this week – the Sandwell Story, this was held at the Ricardson Suite at WBA ground in West Bromwich. It was attended by people across the sector and was an event to celebrate the good things about Sandwell and look at how we can raise the profile of Sandwell at a National level.

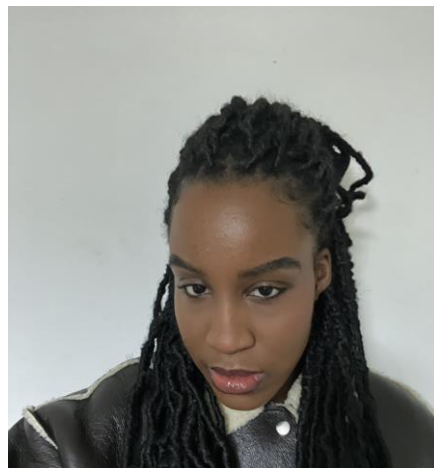


Welcome To The Team!

We are pleased to welcome two new members to the Healthwatch Sandwell Team: Helen Bennett and Priscilla Kwagina.

Priscilla Kwagina has joined as Insight and Intelligence Officer (North). Priscilla will focus on gathering, interpreting and reporting on public feedback to help drive improvements in services across Sandwell.

Priscilla is based in the north of the Borough and has been developing relationships with people who access community venues including Dorethy Parks Centre, Women's Well Being Centre, Sandwell African Caribbean Mental Health Foundation and Sandwell Networkers.



Priscilla Kwagina

Priscilla is supporting our priority project – MMUH – The first twelve months, with patient engagement in the A&E department, Children A&E departments and The Winter Gardens.

Helen Bennett has taken up the role of Engagement and Information Lead, where she will oversee initiatives to strengthen local outreach, ensure clear communication with communities and promote acceptable information that empowers residents to have their say on health and social care. Helen will also lead on the Enter and View Programme which is focussing on dementia care.

Helen has been proactive in getting involved in community matters with outreach work at Bearwood Community Hub, St Albans Community Centre, Brasshouse Community Centre, and Ideal for All. Helen has also attended the Cancer Alliance Event gathering peoples stories of their cancer journey experiences.



Helen Bennett

Helen has got the Enter and View Programme up and running with two care homes in July, August and September selected for an Enter and View visit.

Other News

Healthwatch Sandwell are supporting Local Authority with the soft launch of Bridgit a Digital Carers Website to better support unpaid carers. This is an important step to deliver flexible and accessible navigation support to unpaid carers.



We were able to hear directly from the Bridgit Website's developers and suppliers in a live presentation, demonstrating features and answering any questions. It was an important opportunity to understand how Bridgit can directly benefit the carers we all work with.

For more information please visit – <https://bridgit.care/>

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Get in touch

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

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**Engaging
Communities**
Solutions