

Healthwatch Sandwell Insight Report April 2024



We have attended
16 groups

We have **45** open
cases



We have spoken to **173**
people face to face

We have signposted
35 people



Patient Story

Hospital experience

A person was concerned about a scan they had last year to confirm diagnosis of a condition. Months later they had still not heard back about the results. Healthwatch Sandwell advised the person to contact PALS. They contacted PALS only to find out two appointments were made, but then both cancelled with no reason. The person never received any letters or texts about the appointments. PALS informed the person that they would investigate.

The person received an update from PALS, saying the person would be issued with an appointment with a professor at the hospital.

"Thanks, I am happy with the support you and PALS have given me."

Diabetes in Sandwell – update

Working in partnership across health, care and support services is key for diabetes awareness raising. Risk prevention and supporting people in Sandwell, with diabetes, to best manage their health condition.

The [Diabetes in Sandwell report](#), published March 2024 with recommendations, has been positively received by health, care and support services at Sandwell and Black Country level.

Healthwatch Sandwell continue to help inform and influence service improvements to ensure Sandwell residents needs are met.

Actions to date include:

- Report and Information Resources (diabetes in ethnic communities) part of resource library in Sandwell Council and Black Country NHS services.
- Exploration of service improvements for local offer of diabetes prevention programme.
- Focus on understanding of ethnic community cultural differences relevant in diabetes awareness, risks and management and scoping development of service improvements.
- Working relationship links developing with diabetes health, care and support services operations in Sandwell and Black Country service commissioning.

Don't forget to share
your feedback on
services you have
accessed.

Your views help us to
influence changes for
you.

