

Had **51** open cases

Spoke to **274** people face to face

Signposted **42** people

Attended **19** groups



Insight Report
December 2023

Our Priority Project

Our priority project for 2023/24 is looking at peoples' experiences of living with and managing diabetes, and of health, care and support services.

We have teamed up with [Diabetes UK](#) and are working in partnership local community organisations to reach and hear from Sandwell residents with diabetes, or pre-diabetes.

Diabetes UK has highlighted that more research is needed on the impacts of becoming elderly and managing diabetes. As people age some may become frail and have other health conditions including having an increased risk of vascular dementia with diabetes.



We held conversations with older people and carers in the community and at St Albans day centre. We heard about experiences of aging, managing diabetes and for some people the challenges that come with becoming elderly and frail.

What we have heard will be included in our Diabetes report due to be published early in 2024. The report will include suggestions for helping manage diabetes as people age and make recommendations for improvements to health, care and support services.



Insights gathered from the conversations on impact on diabetes management as people age include:



- Reduced mobility and weight bearing impact on being able to be physically active
- Independence can be affected e.g. ability to shop and prepare food, transport needs
- Forgetfulness affecting taking medications, arranging and attending appointments
- Carers may not have much understanding of diabetes and managing the impacts.

Mr A had a stroke a few years ago and was prescribed slow-release tablets for his diabetes ***"It's the best thing that happened, my diabetes doesn't go up and down so much now."***

"I need support with knowing when to get my diabetes checked. I can be forgetful so a reminder would be good."

Mrs B told Healthwatch that her son supports her with her diet to reduce sugar and salt intake. This has made a big difference this year and helped her lose weight. Her son has actively sought information on diabetes to support her.

"My husband has mobility issues - taxi's to all his health appointments are expensive!"

Team messages

Our winter newsletter is available on our website [here](#).



Christmas Fun

S	C	I	S	T	A	R	X
A	T	E	S	X	M	N	M
N	F	S	J	N	F	P	A
T	I	Y	M	O	O	G	S
A	G	Q	U	N	L	W	H
N	E	R	I	A	H	L	K
I	T	H	A	N	K	S	Y
B	S	I	B	T	V	W	H
R	H	O	L	L	Y	A	Y

SANTA
SNOW
GIFT
THANKS
XMAS
HOLLY
JOLLY
STAR

Knock knock! Who's there? Tree! Tree who?

Answer: Tree wise men!

Why didn't the skeleton go to the Christmas party?

Answer: He had no-body to go with.

What kind of pictures do elves take?

Answer: Elfies

Where do snowmen go to dance?

Answer: The snowball

How does a snow globe feel?

Answer: A little shaken!

Spot the difference



Brain teasers

A farmer needs to cross the river with his chicken, a sack of corn and a fox. His boat unfortunately can only fit himself and one other thing. The fox and chicken are hungry, so if he leaves the fox with the chicken, the chicken will get eaten, whilst if he leaves the chicken with the corn, the corn will get eaten. How will the man get safely across with all 3?

The man takes the chicken across and then goes back for the fox. He can't leave the fox and chicken together so when he drops the fox off, he picks up the chicken. He then goes back for the corn. He can't leave the corn and the chicken together so when he picks up the corn, he drops off the chicken. When the corn is safely with the fox on the right side of the river, he goes to collect the chicken.

Tracy's mother had 4 children. The first child was named April, the second was named May, the third June. What was the 4th child called?

Join us for a message from Alexia Farmer Healthwatch Sandwell manager, a team update and some Christmas fun!

Can you solve the brain teaser?

Issues and Concerns

Hospital issue

A person contacted us because they were dissatisfied with the hospital care and diagnosis of their relative.

Healthwatch Sandwell advised them to make a formal complaint via POhWER to the hospital involved.

With the persons consent, HWS made a referral to POhWER on their behalf. The Hospital replied requesting more time to respond to the person. Sufficient time was given for the hospital to respond, but it reached escalation stage. The Ombudsmen took over the complaint and it went through an independent review, following this, a full response was received.

Although the person was not completely happy with the outcome from the hospital, they were pleased that they would implement changes regarding how they deal with medication and patients with disabilities.

"Thank you for the support you have given."

Support for condition

We were contacted by a patient who was diagnosed with a new condition but was not given emergency medication to manage the condition. HWS offered to contact the patient's surgery, following contact being made, the patient has been contacted from their surgery and is now getting the support they need.