

healthwatch
Sandwell

Summer

News letter



Engaging
Communities
Solutions

Contents

**Message from Healthwatch Sandwell
manager**

**2022/ 23 Project update from Sophie
Shuttlewood**

Volunteers

Engagement Overview

Enter and View

Community Outreach

Useful links

Where we will be

Contact us

Message from Alexia Farmer Healthwatch Sandwell Manager



Healthwatch Sandwell welcomed our new Health Advisory Board chair, Phil Griffin, Sandwell Health and Care Partnership Project Officer, Paul Higgitt and Signposting Lead, Loretta Higgins.

Community Engagement is ramping up with Engagement Lead, Melissa, spreading the Healthwatch word and gathering citizens experiences of health and care.

Sophie, Projects and Partnerships Lead is busy coordinating our priority projects with the first focus on accessing primary care. Anita, Engagement and Volunteer Lead working with volunteers to support the priority projects and also manages the enter and view programme, which at the moment is focusing on Pharmacies.

Some of our staff team have attended the I-act Understanding and Promoting Positive Mental Health and Wellbeing accredited course and are now registered I-act Practitioners.

Our Advisory Board are bubbling away in the background offering leadership and support and ensuring that we stay on track with our work programmes.

Healthwatch Sandwell have much to look forward to going into the summer period and there are exciting times ahead. However, we continue on without former HAB chair and friend John Taylor who sadly passed away after courageously fighting cancer. RIP John – will miss you.

Priority Projects 22/23



Healthwatch Sandwell are listening to Sandwell residents experiences and views of accessing Primary Care Services. Booking a G.P. appointment can be difficult with challenges with phone systems and not enough appointments available to meet demand.

The findings from the project will be collated into a report later in the summer to help inform and improve services.

Other projects HWS are working on are exploring the challenges and whether services meet needs for people with communication support needs due to disabilities, cognitive impairments, sensory loss or English language barriers. If you would like to be involved and ensure your voice is heard please contact

sophie.shuttlewood@healthwatchsandwell.co.uk

Tel: 07732 683483

Volunteers

Healthwatch Sandwell celebrated Volunteers week in June by thanking our amazing volunteers for the work they do and the time they dedicate to our team to make what we do successful. Below you will find some of the lovely quotes sent to us by our volunteers.

"Joining Healthwatch Sandwell, earlier this year, and becoming a volunteer has made me more aware of the support systems within our community and the needs of different people. As a volunteer, I'm surrounded by friendly and welcoming volunteers who share similar ideas.

I have to admit, this is by far the most enjoyable volunteering experience which I have accessed, and I am proud to be working towards improving the services that members of the community access daily."

"I have been volunteering with Healthwatch Sandwell for nearly a year now and I can honestly say that I have enjoyed every second of the time I have committed to volunteering with them. Not only because it enables me to utilise and develop my existing skills, but it also helps me to learn new skills too!"

If you would like to volunteer with HWS, contact:
Anita Andrews | Engagement and Volunteer Lead | Mon – Wed
M| 07885 214421
E| Anita.Andrews@healthwatchsandwell.co.uk

Engagement overview

A glance at April, May, June.

We engaged with approximately 8341 people in Sandwell, a breakdown can be seen here:

736 people during outreach

We reached 3130 people through social media

4475 people via our website

We attended 17 strategic meetings



Enter and View

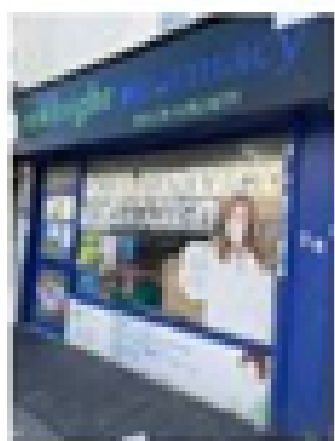
Healthwatch Sandwell has statutory powers to Listen, Act, Challenge and Feedback, improving Local Services and promoting excellence throughout the NHS and social care services.

Under the Healthwatch regulations, local Healthwatch organisations have the power to Enter and View providers so that our authorised representatives can observe matters relating to health and social care services.

We visited two pharmacies, Al – Shafa and Park Lane Pharmacy. To see the full report please head to our website www.healthwatchsandwell.co.uk.

AL-SHAFI PHARMACY ENTER AND VIEW 8th March 2022

OVERVIEW OF PHARMACY



Name of Pharmacy: Al-Shafi Pharmacy
Address: 80 Thirland Road, Bechtick, West Midlands, B20 4QJ
Owner: Your Prescriptions Ltd, t/a Al Shafi Pharmacy
Facebook page: <https://www.facebook.com/pages/Al-Shafi%20Pharmacy/2320202700/>
Website: https://al-shafi-pharmacy-pharmacy.business.site/?utm_source=google&utm_medium=referral
Telephone: 0202 448 1882

This dispensing chemist provides a service for local people including:

- Medication both prescriptions and over the counter
- Mail pack system
- Free medication delivery service with own vehicle to a wide area including Birmingham and the surrounding areas in Sandwell

This Pharmacy is part of the Midnight Pharmacy scheme, which means it is open until midnight. The opening times which are displayed externally are:
 Monday to Saturday: 9:00 am - 12:00 am
 Sunday: 10:30 am - 1:30 pm

There is an advert on the front of the Pharmacy offering:

- Free prescriptions
- collection and delivery service
- minor ailment scheme
- diabetic and blood pressure screening
- pharmacy testing
- incentive scheme service

The vehicle is parked on Thirland Road, there is restricted parking outside the Pharmacy but there is a pay and display car park adjacent to the Pharmacy. It is very free and has wheelchair access. There is a CCTV system in operation.

Customers were asked to rate the pharmacy - 80% described the pharmacy as excellent and 10% as good

PARK LANE PHARMACY ENTER AND VIEW 28th January 2022



OVERVIEW OF PHARMACY

8 Park Lane, Walsley, West Midlands, W68 4BE
Owner: Park Lane Pharm (Walsley) Ltd
Facebook page: <https://www.facebook.com/ParkLanePharmacy>
Website: N/A
Telephone: 0202 886 0670

This dispensing chemist provides a service for local people including:

- Medication both prescriptions and over the counter
- Mail pack, tray system (no charge)
- Medication delivery service with own vehicle (no charge)
- Vaccination service on the building and many other services e.g. eye testing service.

This pharmacy operates 'Pharmacy First' which means the team can give clinical and practical medical advice or over-the-counter medicines to help (e.g.) manage minor health issues such as sore throats, coughs, colds, urinary problems, bedding problems and aches and pains.

The opening times which are displayed externally are:
 Monday to Friday: 9am to 6pm
 Saturday: 9am to 5pm

The area is situated off the road, there are facilities to park at the front of the entrance as well as a car park at the rear. It is very free and has wheelchair access.

Customers were asked to rate the pharmacy - 80% described the pharmacy as excellent and 20% as good



Community Outreach

What have we been up to



Melissa Elders out and about gathering your experiences of Sandwells Health and Social Care services including, Shine a light festival, Art Group and Sandwell Stride.

Can you see our new communications board? Please contact Melissa if you have a compliment, concern or complaint about a health or care service you have used recently. We are here to help and signpost you in the right direction

Melissa.Elders@healthwatchsandwell.co.uk

Tel: 078852 14547



Useful links

Priority Projects

<https://www.healthwatchsandwell.co.uk/wp-content/uploads/2022/06/HWS-PPs-22-23-summary-info-PDF.pdf>

Enter & View AI - Shafah Pharmacy

<https://www.healthwatchsandwell.co.uk/wp-content/uploads/2022/05/AI-Shafa-Pharmacy.pdf>

Enter & View Park Lane Pharmacy

<https://www.healthwatchsandwell.co.uk/wp-content/uploads/2022/05/Park-Lane-Enter-and-View-Report-26th-January-2022.pdf>

Black Country Childrens Mental Health Report

<https://www.healthwatchsandwell.co.uk/wp-content/uploads/2022/06/Black-Country-Childrens-Mental-Health-report-2022-Final-2.pdf>

Where we will be

**Healthwatch Sandwell will be attending the following places.
Come and see Melissa and share your experiences of Health
and/or Social Care services.**

Tuesday 9th August at 11.00am – 12.00pm Barnardo's Summer Fun, Tipton Children's Centre, Glebefields Estate, 24 Ridgeway Rd, Tipton DY4 0TB

Tuesday 9th August at 1.00pm – 3.00pm (Information stand) Smethwick Library, High Street, Smethwick B66 3AP

Wednesday 10th August at 9.30am – 11.30am (Information stand) The Lyng Health Centre, Frank Fisher Way, West Bromwich B70 7AW

Thursday 11th August 10.30am -11.30am Barnardo's Summer Fun, Burnt Tree Children's Centre, 20-25 Tividale Street, Tipton DY4 7SD

Friday 12th August at 9.00am – 11.00am Hope Toddlers Group, Hope Church, Marsh Lane, West Bromwich, B71 2DR

Wednesday 17th August at 11.00am -12.00pm Barnardo's Summer Fun, Rowley Children's Centre, Dudley Road, Rowley Regis, West Midlands, B65 8JY

Thursday 18th August at 9.00am – 11.00am (Information stand) West Bromwich Leisure Centre, Moor Street, West Bromwich B70 7AZ

Saturday 20th August at 11.30am -4.00pm Yemeni Community Association (YCA) Family Fun Day Lodge Community Centre, 11 Tildasley Street, West Bromwich, B70 9SJ

Monday 22nd August at 10.00am – 12.00pm (Information stand) Wednesbury Library, Walsall Street, Wednesbury WS10 9EH

Monday 22nd August at 1.30pm -2.30pm Barnardo's Summer Fun, Friar Park Children's Centre, Priory Family Centre, Dorsett Road, Wednesbury WS10 0JG

Tuesday 23rd August at Barnardo's Summer Fun, Greet Green Children's Centre, off Claypit Lane, West Bromwich B70 9EZ

Tuesday 23rd August at 12.30pm -2.30pm (Information stand) Oldbury Library, Council House, Freeth Street, Oldbury B69 3DE

Tuesday 30th August at (Information stand) Tipton Library, Unity Walk, Owen Street, Tipton DY4 8QL

Friday 2nd September at 9.30am – 11.30am (Information stand) The Lyng Health Centre, Frank Fisher Way, West Bromwich B70 7AW

Monday 5th September at 10.30am – 12.00pm Coffee Morning, Wesley Central Church, Spring Head, Wednesbury WS10 9AD

Tuesday 6th September at 9.30am – 11.30am Smethwick Library, High Street, Smethwick B66 3AP

Wednesday 21st September at 9.00am – 11.00am West Bromwich Leisure Centre, Moor Street, West Bromwich B70 7AZ

Thursday 22nd September at 10.00am – 12.00pm Wednesbury Library, Walsall Street, Wednesbury WS10 9EH

Sunday 25th September at 2.00pm – 4.00pm Baby Brunch, Dorothy Parkes Centre, Church Road, Smethwick B67 6EH

Tuesday 27th September at 11.00am – 12.30pm Sons of Rest, Lees Memorial Sons of Rest Farley Park, Whitehall Road, B70 0HF

Thursday 29th September at 10.00am – 12.00pm Tipton Library, Unity Walk, Owen Street, Tipton DY4 8QL

INVITE US TO YOUR EVENTS

Healthwatch Sandwell

Have you got an event coming up and would like Healthwatch Sandwell to take part?



If you have a funday, fayre, fete or group event then call us to attend

TELEPHONE: 0121 569 7211

EMAIL:

INFO@HEALTHWATCHSANDWELL.CO.UK

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Sandwell

Healthwatch Sandwell

Walker Grange

Central Avenue

Tipton

DY4 9RY

Telephone: 0121 569 7211

Email: info@healthwatchsandwell.co.uk



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Have you accessed any Health and/or Social Care services and want to share your experience?

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Contact us on 0121569 7211 or
info@healthwatchsandwell.co.uk

Healthwatch are your independent organisation who champion the views of patients and social care users in Sandwell. Tell us your views, needs and experiences to help Sandwell get the best possible Health and Care.

