

Insight Report March 2024



We have...

Engaged with
239 people



42 open cases

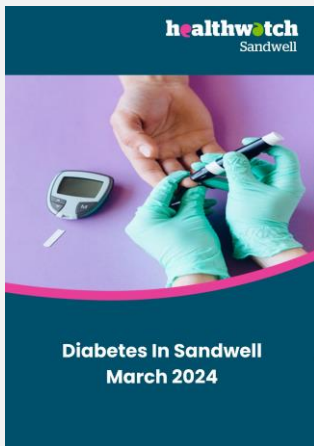
Signposted **25**
people



Attended **17**
groups



Reached **2,424**
people digitally



Diabetes in Sandwell – Priority Project 23 – 24

10.1% of Sandwell adult patients are recorded as having diabetes, exceeding the West Midlands and National average figures, and is projected to continue to rise.

The **Diabetes in Sandwell** report findings were informed by feedback from over **800** questionnaires and conversations with over **90** Sandwell residents.

Focus Group work explored the information and support needs for the **frail elderly** population and **ethnic communities** who have higher risks of development of diabetes.

Sandwell residents' voices are reflected in the report and have helped inform the recommendations for improvements to services which include:

- Increased information promotion, awareness raising and education on diabetes and risks
- A holistic partnership approach to diabetes prevention and risk reduction services
- Improvements to health care services including staff diabetes awareness training
- A focus on meeting specific needs for groups at higher risk of developing diabetes or challenges with managing the condition
- Increases in support services for individuals and communities living with and managing diabetes

The full report written by Sophie Shuttlewood can be accessed at

<https://www.healthwatchesandwell.co.uk/report/2024-03-26/diabetes-sandwell-march-2024>



Patient experience shared with Melissa Elders. A patient was struggling to get support during sick leave. Their GP surgery has not been very helpful with assisting them with sicknotes for their employer. The patient was also finding it stressful communicating with their employer. Healthwatch Sandwell offered to refer the patient to Thrive into Work. The patient was also supported to access Sandwell Talking Therapies, Recovery College and Kaleidoscope Plus.

“Thank you for all the contacts you have signposted me to. You have been more helpful than my own GP surgery. Can’t thank you enough.”

Hospital Issue shared with Anita Andrews

A family member told us the experience of their relative who was a Patient at Sandwell General Hospital.

The relative, who is very frail with acquired brain damage, has a tube fitted for medication (Enteral tube).

The family visit daily to assist with feeding. Towards the end of one visit, staff requested the family to leave the bedside so that they could change their relative, while they were away from their relative the enteral tube was damaged, leaving their relative in distress.

When the family questioned the staff what had happened, they did not receive a satisfactory explanation.

Enter and View



This year our Enter and View programme led by Anita Andrews focused on Patient’s experiences of support services related to diabetes.

e.g. diabetes clinics, phlebotomy, retinal screening services (at hospital eye clinics and opticians etc), foot clinics and urology. There were a range of these services (22 venues approx.)

A sample of Clinics were visited to ensure that the 6 towns were covered. Some sites offer a range of these services, so some visits were combined.

Head over to <https://www.healthwatchesandwell.co.uk/news-and-reports> to see the full report