

Healthwatch Sandwell October Insights

Community Outreach

During October Melissa our Community Outreach Lead attended 13 groups, engaged with 260 people and signposted 12 of these people for further support. Melissa is currently supporting 46 people with Health and Social Care issues.



What has Melissa been hearing?

During engagements people are still informing HWS of issues booking appointments. Also, there seems to be very few surgeries offering in person appointments unless a telephone appointment has been completed first, or patient has been viewed as an urgent case.

HWS does advise people to make a formal complaint, join Patient Participation Group at the surgery or change GP surgery. We would also advise not staying loyal to your surgery if you are unhappy with the care you are receiving. Health is far too important.



Changing GP feedback

"Great move. They are on the ball and there are no problems getting appointments."
Tipton resident

Medication issue

Person with a recurrent health condition got a telephone appointment and antibiotics was issued. They requested the antibiotics they are usually prescribed, but the doctor said they had to try another type first. A rash appeared and person went to the Urgent Treatment Centre (UTC) and was prescribed a different course of antibiotics, but again not the one they requested. Further allergic reaction occurred that impacted the person's breathing and paramedics were called out. Antihistamine was administered. The paramedics also contacted the person's GP surgery, and they were informed that none of the GPs were available, but someone would call back. Minutes later a delivery arrived the antibiotics that the person had initially requested.

HWS advised the person to have medical notes updated with allergy status and offered to contact GP surgery on their behalf. Medical notes have now been updated with allergies to two antibiotics.

Enter and View

We have three new Enter and View Reports live on our website!

Foot Health at Neptune Health Centre
Urology Outpatients Clinic at Birmingham Treatment Centre
Young Adults Diabetes Transition Clinic

Enter and View Report

Foot Health Clinic Neptune Health Park

The Department of Foot Health cares for a wide range of foot and lower limb problems amongst the population of

Enter and View Report

Urology Outpatients clinic at Birmingham Treatment Centre - City Hospital

Urology is the medical term focusing on the urinary tracts of men and women, and on the

Enter and View Report

Young Adult Diabetes Transition Clinic Diabetes Centre Birmingham City Hospital

The Young Adult Diabetes Transition Clinic is a service aimed at providing care,

Head over to our website to read what service users are saying.

<https://www.healthwatchsandwell.co.uk/news-and-reports>

healthwatch Sandwell

Enter and View

Have you looked at our latest Enter and View Reports?

Head over to our website to see what services we have visited
www.healthwatchsandwell.co.uk

We recently visited ASDA Oldbury Superstore; Diabetic Eye Screening Service (In Health Intelligence). Anita Andrews our Enter and View Lead spoke with 12 service users who shared their experience of using this service. The report will be live on our website once completed.

Case Study - Ensuring appropriate information on managing diabetes:

People from some ethnic backgrounds have a higher risk of developing diabetes and at an earlier age than the white population. Our diabetes project has been raising awareness and gathering patients experiences of living with diabetes and of health, care and support services. Talking about diabetes gives an opportunity to help and signpost individuals:

A woman in her mid-50's of South Asian ethnicity approached us for help. She was under a lot of personal stress which was impacting on her health issues. She was worried about how to eat a healthy diet within her South Asian cultural food ranges. She had not received appropriate information when she was diagnosed with diabetes. We were able to talk about making healthy choices and provided her with Diabetes UK information booklets focusing on South Asian foods and the Diabetes UK helpline. We also helped ensure she saw her GP Practice promptly for a review of her health conditions.

Conversations about diabetes in African Caribbean communities.

Sandwell African Caribbean Mental Health Foundation collaborated with Healthwatch Sandwell to hold a Focus Group conversation at the Kuumba Centre in West Bromwich with people of African Caribbean ethnicity affected by diabetes. 18 people attended.



“There is a lot of talk about diet and exercise, but I don’t think a lot of people are aware of the physical risks.”

The group had lively discussions about awareness raising and education on diabetes including on increased risks to people of African Caribbean ethnicity and other ethnicities.

“Awareness and education should be starting at teenage level.” “Education of children starts at home!” “Older generations who hold experience and knowledge should be encouraging the younger generations.”

The report is now live on our website and can be found at <https://www.healthwatchsandwell.co.uk/report/2023-10-31/conversations-about-diabetes-african-caribbean-communities>

Welcome to the team!

Healthwatch Sandwell are proud to introduce our newest team member, Rosie.

Rosie has a background in flying and face-to-face engagement. She has recently joined the team after maternity leave and is excited to get to work on our priority project.

Rosie has been shadowing Projects and Partnership Lead Sophie Shuttlewood and as you can see is really fitting in well.

Rosie says “I am keen to get started, I have lots of ideas and think I can really brighten up the team!”

