

# The value of listening

Healthwatch Sandwell  
Annual Report 2023–2024



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**"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."**

Louise Ansari, Chief Executive at Healthwatch England



# Message from our Chair



The past year has been challenging, but also rewarding for all the team at Healthwatch Sandwell. We continue to develop our understanding of all the new health care system changes at a Sandwell Borough level within the Black Country, and being able to conduct face to face work when demand for our support has increased .

The NHS structure and planned changes in the operation of the NHS locally have proceeded with greater emphasis of care in the community, provided by integrated care providers with access to acute hospital care when this is needed.

However, where local people have had challenges in accessing the care they need, we have represented their views through participation as a statutory partner, in the Sandwell place-based Board arrangements as well as Integrated Boards – including the Health and Wellbeing Board and Health and Social Care Overview and Scrutiny Board.

Participating in all these arrangements has enabled us to champion the patients voice and ensure that the views of local people are heard to help inform the decision-making process. We have helped ensure that services provided at an operational level respond well to the varied health and demographic needs of the Sandwell population.

Healthwatch Sandwell Board Members have continued to do their best for local communities. They are all volunteer members who have very busy lives but have chosen to participate using their local knowledge and broad range of expertise to benefit local people in the work that Healthwatch Sandwell carried out in the past year.

Members have actively supported Board meetings and operational work when required, including our Enter and View programme, priority project which focused on diabetes within Sandwell and the Guided by You Town consultation events that took place throughout the year.

Healthwatch Sandwell continues to respond well to the challenging environment. We look forward to continuing to support and champion the patient voice in the coming year.

On a day-to-day basis we have a small but very effective, enthusiastic and professional team that is well led managerially. The team continues to carry out a broad range of activities including handling complaints, specific project work with a focus around tackling health inequalities, planning work around the Guided by You project, recruiting volunteers to support our work and finally Enter and View.

**“In conclusion, I would like to summarise by saying that Healthwatch Sandwell has, and continues to respond well to the challenging environment we operate in. We look forward to continuing to support and champion the patient voice in the coming year.”**

**Phil Griffin**

**Chair Healthwatch Sandwell**



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# About us

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## Healthwatch Sandwell is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

### Our vision

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



### Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



# Year in review

**4,369 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**346 people**

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.



**41,533 people**

were reached through digital engagement.

**83 talks and 153 community events**

were attended to talk about the role of Healthwatch.



## Making a difference to care:

We published

**26 reports**

about the improvements people would like to see in health and social care services.

Our most popular report was

**Diabetes in Sandwell**

highlighting the need to reduce health risks and improve on information and support to help people live with and manage the condition.



## Health and social care that works for you:

We're lucky to have

**15 volunteers**

outstanding volunteers who gave up **16 days** to make care better for our community.

We're funded by our local authority.

In 2023 - 24 we received

**£180,250**

which is **the same as** the previous year.

We currently employ

**5 staff**

who help us carry out our work.



# How we've made a difference this year

Spring



We published our report **Accessibility: Are health and care services meeting information and communication needs?**

The report continued to be shared as a handy "tool-kit" of what works best – representing the voices of people with disabilities, impairments and sensory loss.

Summer



## Guided by You - Local People, Local Views

By Summer 2023 we had completed the 6 workshops in the 6 towns of Sandwell, giving people an opportunity to tell us their local priorities for change.

The report was finalised and shared with Sandwell Health and Care Partnership and wider stakeholders.

Autumn



## Sandwell Youth forum

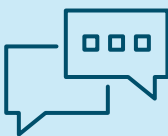
Healthwatch Sandwell continues its strong youth engagement within different forums and groups which represent the views of young people, giving them the opportunity to be heard.



## We produced an Information Resource: Conversations about diabetes in African Caribbean communities

Reflecting findings from conversations held in the summer. Helping raise awareness and inform health, care and support services on cultural differences to consider.

Winter



We represented Patients views at Birmingham Midland Eye Centre Forum. BMEC has a number of challenges trying to provide a service to 6 Trusts and 3 integrated Care Systems from 2 sites while trying to provide a patient centred service, manage expectations and staffing.

As a result, the forum has identified 4 key task and finish groups:

- Emergency Care
- Outpatient Department
- Neuro-ophthalmology
- Training
- Diagnostics &
- Workforce and

A follow up forum is to be held in autumn 2024



# Listening to your experiences

**Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture and feed this back to services and help them improve.**

# Diabetes in Sandwell report

**This year Sandwell residents shared their experiences and views with us about pre-diabetes and diabetes care. We have shared the findings with health, care and support providers and commissioners at local and Black Country service level to help inform and improve services.**

The Diabetes in Sandwell report highlights the need for improvements to awareness raising, information and support around diabetes risks across Sandwell, and meeting individual and community needs, including in ethnic communities more affected by diabetes risks.

**10.1%**

of Sandwell adult patients are recorded as having diabetes.

Higher than the West Midlands and the national average and projected to increase.



## What did you tell us about diabetes care?

- There is not enough information provided or promoted in timely fashion on diabetes and health risks.
- Information needs to be simple to understand and meet any cultural needs.
- **19%** found it difficult or very difficult understanding diet and nutrition for managing diabetes.
- **45%** found it difficult or very difficult maintaining a healthy weight.
- More support is needed for living with and managing diabetes.

## What difference did this make?

- Diabetes in Sandwell report widely shared to help inform improvements to patient services.
- Ethnic community information resources produced to help highlight aspects that may need considering when helping support diabetes management.
- Diabetes report and ethnic community information resources shared on Black Country NHS Insight library.
- Insight helping inform local delivery of the National Diabetes Prevention Programme.
- Feasibility of Diabetes Community Champions programme being explored.

**Managing diabetes and reducing risks requires health, care and support services to work in partnership. This would help enable and empower individuals and communities to be well informed, educated and supported in managing diabetes risks and living well with the condition.**



# Are Diabetic support services working for people in Sandwell?

The Enter and View programme for 2023/24 supported the theme of the priority project : Diabetes – exploring Sandwell health, care and support services through Patient experiences and voices.

The programme focussed on the Patient's experiences of **13** support services related to diabetes e.g. diabetes clinics, phlebotomy, retinal screening services (at hospital eye clinics and opticians etc), foot clinics and urology.

HWS spoke to **90** people both men and women from mixed ethnic backgrounds and asked them about booking appointments, care by staff, accessibility to the building and information and any suggestions to improve the service.

Patients gave extremely positive feedback about staff which included them being professional, understanding, empathetic and treating them with dignity and respect. **81%** rated the Provider as 'excellent'.

**100%** said they were listened to and **89%** said they had their questions answered by staff. Most Patients stated that all the information received about their appointment was clear and easy to understand. Patients were mainly communicated with by letter and preferred this form of communication.

**48%** were unaware of how to raise concerns and compliments.



*'This is a good service... second to none...they have an understanding about dementia and let me assist with my relative'*

*'very happy with this clinic, it's a relief to get my feet seen to'  
'I really appreciate this clinic...I can ask questions and not feel silly'  
'It's a pleasure to visit this clinic and especially as it's local to me'*

**Various Patients spoken to by Healthwatch Sandwell Authorised Representatives**

## What difference did this make?

- Our Enter and View reports made several recommendations to improve the Patient experience.
- The most common recommendation for **85%** of Providers was to be proactive in informing Patients of the comments and complaints process.
- Healthwatch Sandwell look forward to revisiting the services to assess progress with the recommendations.

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# Sandwell Health and Care Partnership Work Stream Phase Two – You Shared We Heard

**Healthwatch Sandwell were first commissioned by Sandwell Health and Care Partnership in 2022/23. With the success of the 1<sup>st</sup> years programme – Guided by You, we were successful in being commissioned for the 2<sup>nd</sup> year of work.**

This programme established the priorities for local people and collaborated with Sandwell Health and Care Partnership and wider partners and was able to highlight plans for change in the short, medium, or long term. But most importantly we were able to give feedback to local communities on the actions and recommendations in relation to local people's priorities received in the Guided by You programme.

We engaged with groups such as young people, people with learning disabilities, marginalised communities and further general communities to firm up local priorities, and ensuring they have the opportunity to be part of the changes in health and social care.

The report can be viewed here <https://www.healthwatchesandwell.co.uk/report/2023-10-20/healthwatch-sandwell-guided-you-report-2023>

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## What we did next

**We held 3 workshops during phase two called You Shared We Heard. The purpose was to identify the priorities from the previous workshops, highlight what projects or programmes are already in existence and where there are gaps in service delivery.**

From all the workshop that we have undertaken many of the priorities are not clinically led, but reflect the wider determinants of Health such as:

- Maintained and improved green spaces.
  - Social Housing at a decent home's standard.
  - Cost of living support and advice, food pantries and welcomed spaces.
  - Improved health inequalities for underrepresented groups
- Cleaner streets.

### What difference did this make?

As GP access is still a concern for many, the Integrated Care Board (ICB) have supported us by delivering a series of presentations on how GP access is planned to change and to reassure local people that there is access. However, it is about accessing the right services and not necessarily the GP. This is called the Primary care delivery plan for recovery..

The work has also enabled Sandwell Health and Care Partnership to know come of the priorities for local people and to use this intelligence as a building block to support initiative for supporting change.

# Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

## Creating empathy by bringing experiences to life

During our Enter and View visit to Harvest View we spoke to service users who are some of the first to experience Sandwell's new flagship social care and health facility which is the first of its kind in the West Midlands.

Service users told us staff were kind and caring. **100%** stated that they felt cared for. **89%** stated that they were treated with dignity, respect, compassion and felt listened to by all the staff involved and **89%** stated they had privacy.



*“Living here is 1<sup>st</sup> class ....can't fault anything...the staff are very good and help out when they can”*

## Getting services to involve the public

Service providers need to understand the benefits of involving local people to help improve care for everyone.

The engagement through the 9 workshops have enabled local people to tell us what really matters to them. Also, that the local voice and involvement is key to better collaboration in bringing about positive change. It is envisaged that Sandwell Health and Care Partnership and wider stakeholders will use the intelligence in pushing forward ideas, initiatives and where people feel there are changes needed in the gaps in service delivery.



## Raising the profile on Diabetes in Ethnic Communities

Some ethnic groups are at higher risk of developing diabetes and at an earlier age than the White population, including African, African Caribbean and South Asian communities (Indian, Bangladeshi and Pakistani).

Working with local community organisations we held five Focus Group conversations with people from ethnic communities to explore experiences of diabetes awareness and services, cultural differences and identify areas for improvements in meeting needs.

Information Resources were produced to help inform health, care and support services on meeting the cultural needs of individuals and ethnic communities.

There's a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of our report.





# Hearing from all communities

**Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.**

**This year we have reached different communities by:**

- Holding Focus Groups and individual conversations with people whose experiences aren't often heard.
- Listening to the voices and experiences of people who are elderly.
- We ensure the voices of all residents of Sandwell are listened to by visiting them in their communities.

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# Diabetes in Ethnic Communities

We held Focus Group conversations with people who are elderly and with people from African, African Caribbean and South Asian communities. We explored the different experiences and care and support needs for these groups, and reflected our findings with recommendations in the Diabetes report, published early in 2024.

Within ethnic communities there may be some cultural aspects to consider, such as diet, and for some, language barriers. To help raise more awareness and understanding of what might be different, or need considering, when supporting individuals and communities around diabetes awareness, risks and management of the condition we produced some information resources reflecting what we had heard.

## Tailoring diabetes management support to meet cultural diet :

An Indian woman in her 50's asked Healthwatch Sandwell for help. She had Type 2 diabetes and was recovering from a recent heart attack. She had not previously received information on nutrition, including for her cultural diet and was very anxious about what was healthiest to eat.

### What we did

We provided Diabetes UK information and talked things through. We also advised her to book a double appointment with her GP Practice for a health check-up and to ask for a referral to a dietician. We followed up with the GP Practice who confirmed the patient had been seen.

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# Diabetes in the elderly population

**Some elderly people may become frail, depending on support from carers, and may have other health conditions, including having an increased risk of vascular dementia with diabetes.**

Mr & Mrs C are African Caribbean, in their mid-80's, both have diabetes. They shared experiences of managing diabetes as they have aged. Their family support them with appointments, transport and cooking. Covid restrictions prevented outdoor activities, Mrs C's mobility declined, she now uses a walking frame and stair lift, her type 2 diabetes medication has increased. Mr C has had type 1 diabetes for over 20 years, his eyesight is failing and he has had some falls. Mr C has been hospitalised with complications with managing his diabetes. He feels the home care visits help with managing his diabetes.

### What we did

We helped by providing Diabetes UK information, including on African Caribbean cultural foods, and Diabetes glucose monitors. The family carers followed up on the information which has helped with ongoing management of the parents' blood glucose levels.



## Advice and information

**If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.**

**This year we've helped people by:**

- Providing up-to-date information people can trust.
- Helping people access the services they need.
- Promoting the range of primary care options available.
- Supporting people to look after their health during the cost-of-living crisis.

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# Helping to book diabetic retinopathy eye screening easier

It's essential that people are aware of all options available.

## Summary of changes to be made by the Screening Programme

- Booking staff to explore the barriers of attending appointment, offering advice on transport and alternative venues.
- If patients require transport, booking can be changed to a suitable venue.
- Service to improve software that will flag patients that may need hospital transport.
- Trialling taxi service for patients who are not eligible for ambulance transport, but still have significant barriers to attending for screening. These are booked and paid for by the screening programme.

Older person, **Anna** was sent a letter about a test for diabetes. The service had gone through some changes and offered new community locations. The location Anna was offered was not suitable as she could not use hospital transport to get there. She called the number on the letter and explained the situation. The appointment was cancelled and setback for 6 months, but no other location was offered.

HWS offered to support the Anna, as she should be having this test done annually to prevent sight loss. When HWS contacted the service, they found that other locations were available and even hospital venues that could be attended using hospital transport. A new appointment was issued in a hospital. HWS was also able to get notes flagged for future appointments stating only suitable for hospital transport. **\*name changed**

*"Thank you so much"*

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## Bridging the communication gap

Helping people to access the healthcare they need.

Palliative care patient, **Bob** concerned about his situation. He had an operation last year and since then no communication or follow up offered.

HWS offered to contact the hospital to find out what has happened. Shortly after PALS contacted the patient, and an appointment was arranged. The Doctor apologised for not having seen him sooner. **\*name changed**

*"I feel lost in the system"*

### Comment from Bob

*"Everything has improved for us, and the services are communicating. Even a Macmillan nurse has been out and reviewed medication and will be doing monthly calls in the future. If we had not heard Healthwatch Sandwell talk at our group, we would have been still waiting for this support. Thanks."*

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# Changes to care of the vulnerable adults

## Pushing for better care

Carol was unhappy with the hospital care her relative received. HWS advised her to make a formal complaint and a referral was actioned to POhWER Advocacy. Some months later contact from the hospital was received requesting more time to respond. A few months later a response was received but person was dissatisfied, and this was escalated to the Ombudsmen.

*"I just want apology and to make sure this does not happen again."*

Ombudsmen contacted the Hospital Trust. Response received stating that an independent review was being done. **\*name changed**

### Outcome from Carol

Response received saying they acted in a timely manner.

*"Hospital admitted the issues around medication and patients with disabilities. They have assured that things will be put place regarding this. Thanks for the support you have given."*

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# Providing suitable information

## Listening to individual needs

An Indian woman in her 50's asked Healthwatch Sandwell for help. She had type 2 diabetes and was recovering from a recent heart attack. She had not previously received information on nutrition including for her cultural diet and was very anxious about what was healthiest to eat.

We provided Diabetes UK information and talked things through. We also advised her to book a double appointment with her GP Practice for a health check-up and to ask for a referral for a dietician. We followed up with the GP Practice who confirmed the patient had been seen.

### People have told Healthwatch Sandwell that:

Written documents should use simple wording and images to help explain complex information. Word of mouth, audio or video formats may work better for some people.



# GP Showcase

## Helping to build better communication and support between patients and GP surgeries

Healthwatch Sandwell has worked with GPs to help showcase what they are doing to improve the patient experience with the aim of:

- Informing patients about improvements the surgeries are making.
- Building relationships with Practice Managers and Patient Participation Groups (PPG).
- Promoting PPGs.

GP surgeries were able to plan events, such as health awareness days, coffee mornings, support groups and PPGs to support and engage more with patients.

### Comments from patients about the events

*"Excellent, they should do more like this."*

*"Thank you so very much to everyone concerned at the GP Practice. It was well worth the visit, both helpful and informative."*





# Volunteering

**We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.**

**This year our volunteers:**

- Accompanied our Community Outreach Lead to collect experiences and support local communities to share their views.
- Supported our Enter and View visits to local services to help them improve.
- Provided invaluable guidance to the team of proof reading of our reports.



**"I started volunteering at Healthwatch Sandwell to contribute my time and knowledge as a student nurse to the local community. Helping to take notes at the diabetes focus group was an immensely enjoyable experience, and I felt that I developed a deeper insight into the struggles and experiences of people who are diagnosed with diabetes. I think that being a volunteer has improved my skills in regard to interacting with public, and I will carry the knowledge gained forward into my career."**



Gabriela Magiera -  
Youth Healthwatch  
Sandwell



**I am a relatively new board member to Healthwatch Sandwell and in my short time I have thoroughly enjoyed reading the many reports, recommendations, and stories of people's experiences of accessing local services through a wide range of methods. Whether it is giving local people a voice about their health journey, reading a report about a local phlebotomy service or providing accurate and up to date information to individuals, for Healthwatch it's all about improving services for local people. "I look forward to the next 12 months of working with committed staff and like-minded volunteers, who aspire to contribute to making services in Sandwell more accessible and reduce health inequalities"**



Tonia Flannagan -  
Healthwatch  
Sandwell Advisory  
Board



**This year we have a star generic volunteer, Jessica Willis, who dedicated over 46 hours of her time to support us with proof reading, supporting our community events, priority projects, community outreach as well as our annual public meeting. We are so thankful to Jessica as well as all our volunteers.**



Jessica Willis -  
Healthwatch  
Sandwell Volunteer



To mark the 50th anniversary of the creation of the West Midlands County and the West Midlands Lieutenancy, the 50forWM50 campaign was launched to recognise and thank volunteers across the region who are making a real difference in their local communities.

Over 350 volunteers of all backgrounds and ages were nominated, the only criteria being that they are helping their community, in any of the seven local authorities in the West Midlands – Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall or Wolverhampton.

From these nominations, a dedicated judging panel selected 50 volunteers from each of the seven local authorities.

As a special thank you on behalf of the West Midlands region, the chosen volunteer will have a tram on the West Midlands Metro named in their honour, as a lasting tribute to their commitment to volunteering and positive impact on their local community.




Healthwatch Sandwell are proud to say that our longest serving volunteer, Geoff Tranter, has been selected from Rowley Regis to attend this special event as a thank you for his outstanding contribution as a volunteer. He has been invited to join the Big Thank you Celebration on 23rd June being held at the Great Hall, University of Birmingham, hosted by HM The King’s representative in the West Midlands, Lord-Lieutenant Sir John Crabtree.



Geoff Tranter –  
Healthwatch  
Sandwell Volunteer

## Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

-  [www.healthwatchsandwell.co.uk](http://www.healthwatchsandwell.co.uk)
-  0121 569 7211
-  [info@healthwatchsandwell.co.uk](mailto:info@healthwatchsandwell.co.uk)





# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

## Our income and expenditure

Income		Expenditure	
Annual grant from Government	£180,250	Expenditure on pay	£170,496
Additional income	£61,800	Non-pay expenditure	£21,570
		Office and management fees	£42,618
<b>Total income</b>	<b>£242,050</b>	<b>Total expenditure</b>	<b>£234,684</b>

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### Additional income is broken down by:

- £60,000 received from Sandwell & West Midlands Trust.
- £1,500 received towards CRM.
- £300 funding received to support a Sensory Impairment project.

## Funding

Healthwatch Sandwell received the following funding to support new areas of collaborative work:

Purpose of funding	Amount
Sandwell & West Midlands Trust	£60,000
Grant towards CRM	£1,500
Sensory Impairment Microgrant	£300

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## Next steps

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

This year we aim to have a positive impact for the communities and the people of Sandwell. We aim to strengthen partnerships with providers and commissioners of services, further increase our public engagement, and raise and escalate these issues to decision makers to affect change. We will design our work to ensure impact for service users. We will use the feedback we receive to make recommendations for future improvements for the people of Sandwell.

### Our top three priorities for the next year are:

- Exploring Integrated Health, Care (and support) Partnership intentions – are they working for Sandwell residents?
- To continue a focus of work resources on continuing development of relationships, embedding insight and partnership contribution to service improvements relating to diabetes services in Sandwell, including a focus on ethnic community needs.
- To focus efforts on engaging with underrepresented groups in Sandwell – To gather the experiences of carers from underrepresented groups including young children with SEND.



# Statutory statements

**Engaging Communities Solutions CIC, based at Meeting Point House, South Water Square, Telford TF3 4HS holds the contract to deliver Healthwatch Sandwell, Walker Grange, Central Avenue, Tipton DY4 9RY.**

**Healthwatch Sandwell uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**

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# The way we work

## **Involvement of volunteers and lay people in our governance and decision-making**

Our Healthwatch Board consists of 5 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 6 times and made decisions on matters such as key lines of inquiry to report on and uptake of commissioned work in addition to the 2023 work programme.

We ensure wider public involvement in deciding our work priorities.

## **Methods and systems used across the year to obtain people's experiences**

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website [www.healthwatchesandwell.co.uk](http://www.healthwatchesandwell.co.uk) and post out hard copies if requested.

## **Taking people's experiences to decision-makers**

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to Sandwell Health and Wellbeing Board, Sandwell Adults Safeguarding Board, Sandwell Scrutiny Board, Sandwell Health and Care Partnership Board. We also take insight and experiences to decision-makers in the Black Country Integrated Care System. For example, Healthwatch Sandwell work together with Healthwatch Walsall, Healthwatch Wolverhampton and Healthwatch Dudley by representing the Black Country at various meetings including Prevention and Personalisation Strategic Forum, Transformation, BC Integrated Care Board, Quality and Oversight Committee, Involvement and Advisory Assurance Group. We also share our data with Healthwatch England to help address health and care issues at a national level.



## Enter and view

This year, we made **13** of Enter and View visits. We made **72** recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
Diabetes clinic Sandwell General Hospital Lyndon West Bromwich	Ascertain views about the service	Wrote a report with recommendations – a follow up visit will be made in 2024 and we will monitor the recommendations made which will improve patient care.
Eye Clinic Sandwell General Hospital Lyndon West Bromwich	Ascertain views about the service	As above
BMEC – Outpatients City Hospital NHS Trust Dudley Road Birmingham	Ascertain views about the service	As above
Urology City Hospital NHS Trust Dudley Road Birmingham	Ascertain views about the service	As above
Young Adult Diabetes City Hospital NHS Trust Dudley Road Birmingham	Ascertain views about the service	As above
Neptune Health Park (Foot Health) Sedgley Road West Tipton	Ascertain views about the service	As above
Neptune Health Park (Bloods) Sedgley Road West Tipton	Ascertain views about the service	As above
Victoria Health Centre (Bloods) 5 Suffrage Street Smethwick	Ascertain views about the service	As above

## Enter and view continued

Location	Reason for visit	What you did as a result
Mesty Croft Clinic Alma St, Wednesbury	Ascertain views about the service	As above
Warley Medical Centre Ambrose House Kingsway Oldbury	Ascertain views about the service	As above
Chapman Opticians Ltd. 61 Union Street Wednesbury	Ascertain views about the service	As above
NHS Diabetic Screening at Asda Oldbury Superstore, Wolverhampton Road, Oldbury	Ascertain views about the service	As above
Harvest View 28 Harvest Road, Rowley Regis	Ascertain views about this new service	Wrote a report with recommendations – a follow up visit will be made in 2024 monitor the recommendations made which will improve service user care.

## 2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Diabetes in Sandwell	Report with recommendations and production of information resources for Ethnic Communities.
You Shared We Heard	We informed local people what services and programmes are being delivered in each town, including the primary care recovery plan.
Collaborative working	Raising the profile of Healthwatch and the patient voice with, voluntary sector organisations, ICB, Sandwell Health and Care Partnership, The Local Authority, Sandwell and West Birmingham NHS Trust and Black Country Healthcare NHS Foundation Trust.

# Engaging Community Solutions CIC In Numbers

Healthwatch Sandwell is delivered by Engaging Communities Solutions CIC (ECS), a Community Interest Company with the vision to inspire change and improve outcomes. At ECS, our mission is to be the voice of the public in the design and delivery of public services. Across England, we deliver seven Healthwatch services, two advocacy services and offer bespoke research, consultation and engagement services. Each year, we look back and reflect at the collective impact our local Healthwatch have had. Here are our highlights in numbers for 2023/24:

## ECS in Numbers 2023/24

ECS are the providers of 7 local Healthwatch services and this shows the overall reach across the whole business.

35,736 people signposted by local Healthwatch.

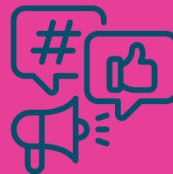


180,446 website views.



16,238 people engaged with in person.

28,628 Social Media Followers.



200 people took part in additional research projects.






14,872 people engaged with online.

82 Volunteers provided 1111 hours of support.



Healthwatch Sandwell  
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Healthwatch Sandwell is a hosted Healthwatch, delivered by Engaging Communities Solutions CIC (ECS)  
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