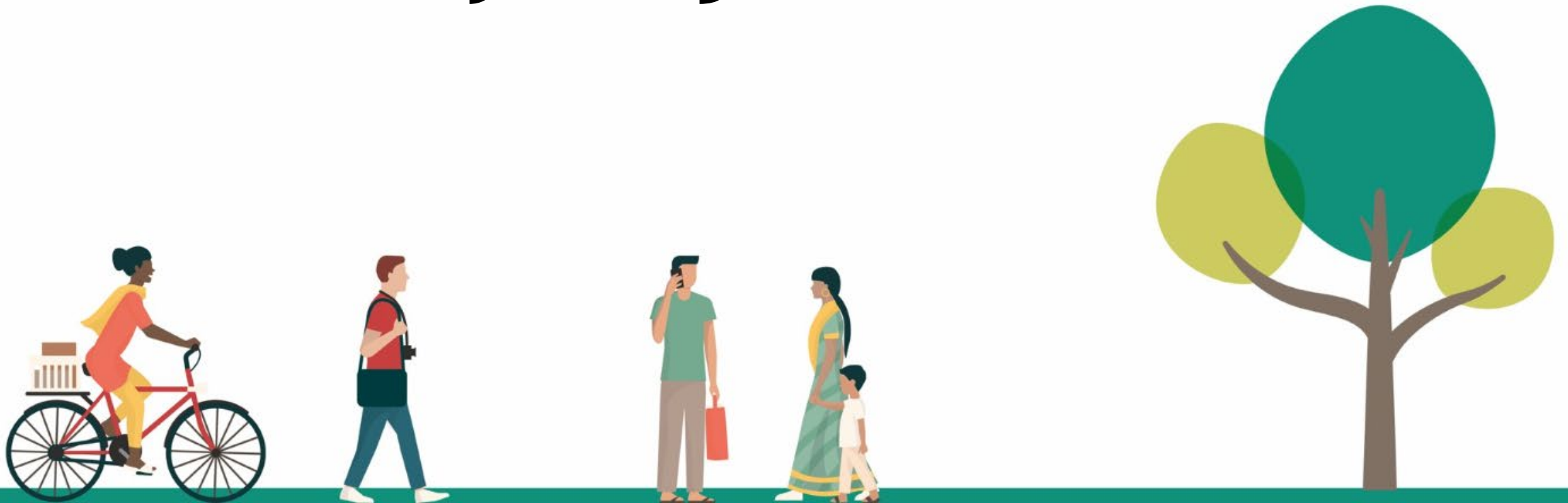


# Healthwatch Sandwell Priority Projects 2021/22



# What's important to the people of Sandwell?

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Priorities for consideration were decided upon following collation of intelligence and feedback from a variety of sources:

- An online survey aimed at gaining citizens views
- Engagement 2019/20
- Senior Stakeholders to establish if HWS could align priorities with local areas of focus or service transformation



# Summary of findings - health

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An on line survey was launched in February 2019, with a snap shot timescale of approximately three weeks.

Questions were asked about general practice, dental services, mental health services, hospital care, specialist care and urgent care:

Key themes across all services:

- Making an appointment
- Appointment waiting times
- Referral and assessment waiting times





# Summary of findings - social care

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## Key themes:

- Funding available for support
- Referral and assessment for support services
- Referral and assessment for specialist equipment



# Summary of findings - general concerns

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## Key themes:

- People with poor mental health
- People with disabilities
- Unpaid carers
- People with long term conditions
- People from black, Asian and minority ethnic communities
- Homeless people
- People seek asylum





# Engagement work findings

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## Mental health - Adults

- Assessment and diagnosis waiting time
- Support while waiting for an appointment
- Being discharged from services
- Support for people with long term mental health conditions
- Medication changes

## Mental health - Young people

- Practitioner expectations on digital experience for appointments
- Pressures re education and having to catch up
- Awareness of how to access services available to support
- Not enough informal support available in educational settings



# Further findings

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## Hospital services

- Cancelled appointments
- Operations being postponed
- Fear of hospital stays due to COVID
- No routine appointments for people with long term conditions

## Unpaid carers

- Lack of support - where to go for help
- Support services with drawn
- Referral and assessment waiting time for dependants
- The not knowing when support services will resume
- Safeguarding





# COVID19 The Hidden Impact on Carers

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- Gather insight on the experiences of caring during Covid-19.
- Understand the impacts of Covid-19 on individuals providing care during Covid-19.
- Gain insight into the experiences and impacts on young carers during Covid-19.
- Understand what information and support has been available for carers during Covid-19.
- Gain a picture on the uptake and experiences of carers needs assessments as defined within the Care Act 2014.
- Gather feedback and views on the impact of supporting services provision affected during Covid-19.
- Seek the views of carers on what services are needed to support carers in the Covid-19 restoration and recovery stages.



**Covid-19 has had a hidden impact on carers who provide care and support to a family member or friend, in their own homes or elsewhere. Healthwatch Sandwell would like to understand more to help identify what health, care and support services carers may need.**

If you are a carer please complete our survey <https://engagingcommunities.researchfeedback.net/s.asp?k=162608622954>. You can also take part in focus groups and individual interviews. If you would like to sign up or have further questions please email: [info@healthwatchsandwell.co.uk](mailto:info@healthwatchsandwell.co.uk) or call

Melissa  
**07885  
214547**

or

Sophie  
**07732  
683483**





# Young Peoples Mental Health

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Healthwatch Dudley, Sandwell, Walsall and Wolverhampton are working collaboratively to identify gaps in services, alternative support and additional support young people require when transitioning from child mental health services (CAMHS) to adult mental health services (AMHS). The findings from this survey will be shared with the Black Country Healthcare NHS Foundation Trust, local authorities and clinical commissioning groups.

The written report will detail key findings from the surveys and focus groups. The findings and recommendation of the report will be shared with the Black Country Healthcare NHS Foundation Trust.



# Hospital Treatment Pathways

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- Gather a picture of alternative services and treatments provided while awaiting hospital treatment during Covid-19
- Seek to understand how the position differs to pre covid-19 timelines, services & treatments
- Gain insight on the impact and experiences for “patients in waiting” of delayed hospital treatments
- Establish an overall picture of the position for patients experiencing delayed hospital - rearranged dates or on going wait lists
- Look at support services received by “patients in waiting” and identify gaps in services

