



Healthwatch Sandwell

**Priority Project 20/21 and 21/22
update**

Sandwell Health and Wellbeing Board 31 March 2021

Access to mental health and well-being services in Sandwell during COVID 19 pandemic

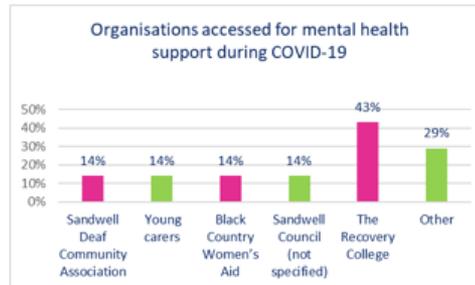
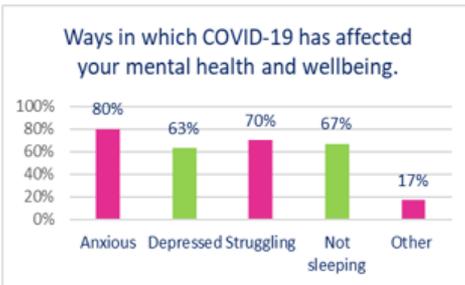
Methods of engagement



Coping Mechanisms



Findings




Recommendations

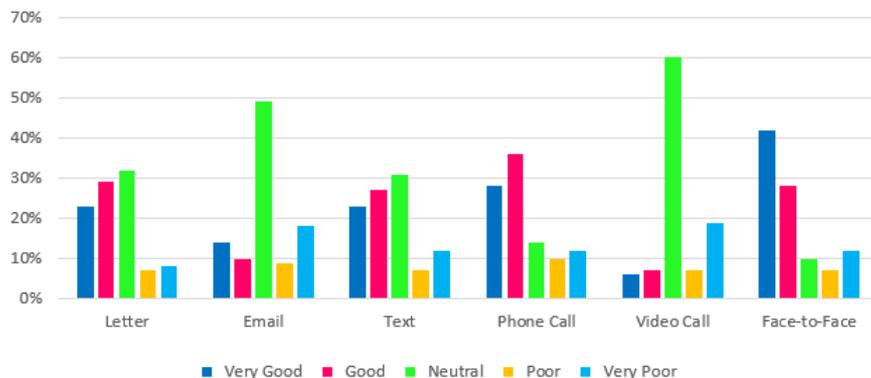
Using Digital Technology in Accessing Primary Care Services

Methods of engagement



Findings

Communication method rating



Focus Groups

- Reduced abilities
- Communication methods
- Skill levels
- Digital Poverty

Recommendations

- Person Centred Services
- Reasonable adjustments
- Accessible communication formats
- Engaging patients in service development

Youth Healthwatch Sandwell



Whats happening



8 Youth Healthwatch volunteers will become Kooth Ambassadors.

To train a group of young people across Sandwell to become Mental Health First Aiders.

To work with providers to address recommendations of research project.

To work with other partners to ensure the voice of young people cared for, with a Disability or long-term medical conditions are heard.

Hayden and Karina will be developing our social media campaigns.

Have
your
say

Arranged 2 mental health training sessions for our Youthwatch volunteers in April



Listening to the voice of young people with Autism.

Community Cash Fund Awards

Grants of up to £1,500 available for local people to improve wellbeing in their community.

Four Grants have been awarded to organisations and groups to fund new projects that improves the health and wellbeing of local people.

4 Community Trust CiC

We want to work with children and young people gathering views of how they perceive health and social care in Sandwell.

The project will be led by young people and focused on the mechanism of Digital Media.

West Bromwich Dartmouth Cricket Club

So this project is about developing a small area of land for flowers and plants as well as a small pathway and seating area for the local community who may wish to come and work/volunteer to prepare the area and then maintain it.

Life in Community CIC

Life in Community CIC (LIC) is a Community Interest Company, based in Tipton that aims to become an impactful social enterprise; by addressing issues surrounding health, poverty, worklessness, and apathy, learning, and skills deficiencies.

New Baby Network CIC

We plan to offer six workshops to perinatal families focussing on developing skills that can be used in daily life to improve wellbeing. These are especially written with parents in mind.

Developing new priorities for 2021/22

We have been considering our work programme from April 2021 and are collecting information from three sources:

- Existing intelligence and reports we have gathered over the last year
- Insight from stakeholders
- Engagement with the public on their priorities

Where possible we wanted these to align with local strategic priorities, areas of focus or service transformation.

Our Board and staff are met on March 24 to consider all the evidence and horizon scanning and determined priority projects for 2021/22

We will adopt a cross cutting theme - an equalities focus – ensuring we are reflecting the views and experiences of those communities that often go unheard.

The new priorities for 2021/22

Hospital Treatment Pathways

The pandemic saw that non-urgent operations were postponed for 3 months and those patients deemed medically ready were discharged from hospital, giving NHS capacity for beds for urgent surgery or COVID -19 patients. As restoration and recovery unfolds and rescheduling and COVID adaptations are put in pace reviewing of patient experience is necessary

The Hidden Impact on Carers

Carers have face huge challenges due to the closure of respite and day services during the pandemic and reviews and assessments have been paused. This has left many feeling stressed, isolated and forgotten about. We need to recognise the impact the pandemic has had on young carers, has support been sufficient, especially as closure of schools and colleges has put added responsibilities on young carers in their caring roles and maintain educational requirements.

Young Peoples Mental Health

There have been discussions with other Black Country HW and Black Country Healthcare NHS Foundation trust to carry out a collaborative project. Intelligence collected from young people within each HW has been similar – this project will strengthen the impact and influence for HW

Our commitments for 2021/22

Continue to prioritise constructive relationships with H&SC partners, feed back what we've heard on a regular basis and seek outcomes and impact.

Have effective escalation routes for sharing cases of concern with service providers.

Continue to build the way we collect and handle experiences from the public, and share this in an influential way that leads to positive



healthwatch

Sandwell