

Speak Out Newsletter

Healthwatch Solihull is the independent voice for health and social care services in the borough. We want to hear your experiences about GPs, hospitals, pharmacies, mental health services, care homes and any other NHS services.

By gathering the feedback that we receive from you, we can look for common trends in what people are saying about local services.

We can then take this feedback to the people who commission, run and regulate these services and promote what is working well and help improve things that need improving



What we are doing locally during the Continued Coronavirus pandemic

As the Coronavirus pandemic continues, our team remain committed to hearing the experiences of Solihull residents about local NHS services.

We are continuing to reach out to local people via our social media platforms and through our website, to see how well they are feeling supported by healthcare services during this crisis.

Our Community Outreach Lead has been contacting the GP surgeries and care homes in the borough to see how they are doing and keep in touch, we have also been asking services about their PPE stock.

We are also engaging with other local services to see how we can support them at this time and all of our staff have taken on an extra befriending role to ensure people are feeling less isolated at this time.

Tel: 0800 470 1518

Email: enquiries@healthwatchsolihull.org.uk

Web: www.healthwatchsolihull.org.uk



Domestic abuse numbers increase

The government acknowledges that the order to stay at home can cause anxiety for those who are experiencing or feel at risk of domestic abuse. There is never an excuse for domestic abuse, no matter what the circumstances are.

For anyone who feels they are at risk of abuse, it is important to remember that there is help and support available to you, including police response, online support, helplines, refuges and other services. You are not alone.

The household isolation instruction as a result of coronavirus does not apply if you need to leave your home to escape domestic abuse.

Friends, family, neighbours and community members can be a vital lifeline to those living with domestic abuse. If you are worried that someone you know may be a victim of domestic abuse, reassure them that the police and support services are still there to help and direct them to sources of support.

Where to get help

If you believe you are being abused, or worried you may commit domestic abuse, please use the services on this page.

If you suspect that your neighbours or those in your community are victims of domestic abuse, we encourage you to report it to the police.

Call 999

If you are in immediate danger, call 999 and ask for the police. If you are in danger and unable to talk on the phone, dial 999, listen to the questions from the operator and respond by coughing or tapping the handset if you can. Then follow the instructions depending on whether you are calling from a mobile or a landline.

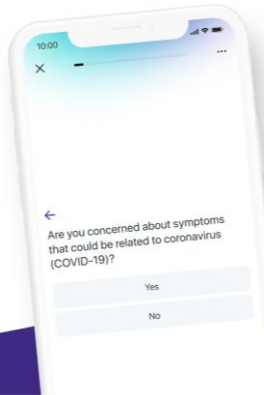
If you call from a mobile

If prompted, press 55 to make yourself heard. this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

Meet the new COVID-19 Care Assistant

[Check](#) your symptoms
[Chat](#) to the team
[Chart](#) your progress

Search Ask A&E Birmingham
to check your symptoms now



NHS
Birmingham and Solihull
Clinical Commissioning Group

ask
a&e
powered by babylon



Share your victory story

Healthwatch Solihull has launched it's campaign to help bring down the stigma of having poor mental health.

Solihull, Sharing Against Stigma is a campaign that encourages local people to share their experiences of mental health at this time of isolation.

This can be about anything from what activities people have put in place to boost their own mental health, to what mental health services people have accessed during the lockdown and how well they have felt supported by those services.

We are also encouraging people to share the hashtag #Imstill and then write one positive thing about themselves that this lockdown hasn't taken away, i.e. #Imstill a good friend, a good parent, a great cook, etc.

By you sharing your own positive messages, this will encourage others to look at the positives things within themselves.

To share your story, contact us free on 0800 470 1518 or email us at enquiries@healthwatchsolihull.org.uk

“
*They shown my grandad
and all of our family so
much love*
”
~ Solihull Hospital

Share your good experiences

We at Healthwatch Solihull work hard to ensure that concerns regarding local NHS services are raised with correct people and situations are dealt with promptly.

However, we are also keen to hear people's good experiences too. This helps us to see what is working well within the health and social care sector and helps us to promote good practice within other organisations.

If you have experienced particularly good service, maybe a professional has gone that extra mile or a healthcare worker has helped you feel supported during a time of crisis, then we want to hear from you.

To share your experiences, email us at enquiries@healthwatchsolihull.org.uk or call us free on 0800 470 1518





Join our online discussions

Healthwatch Solihull are in the process of setting up a series of online discussion groups.

These discussions that will be held on a Monday, Wednesday and Friday of each week and will be centred around a variety of subjects, including mental health and personal wellbeing.

For anyone who would like to be part of one of these discussions, or for more information, please contact 0800 470 1518 or email enquiries@healthwatchsolihull.org.uk.

Can we help?

Are you a service or organisation that could use our support during this time?

This could be with things such as promoting public services and wellbeing initiatives.

If so, please get in touch by emailing enquiries@healthwatchsolihull.org.uk or by calling 0800 470 1518

Weekly Surveys

One way that Healthwatch Solihull are reaching out to people at this time is through social media and it's via this platform that are sending out a number of short, weekly surveys.

Each survey that we post will be tailored to a specific subject, such as mental health services, GPs, hospitals, etc.

This is so we can capture a variety of feedback from your experiences and find out how well specific services are supporting Solihull residents at this time.

If you would like to take part in filling out one of these short surveys, you can do so by going on to our Facebook page.

