

## Listening to the Voices of Ladywood

Healthwatch Birmingham welcomes the opportunity to respond to consultation on Listening to the Voices of Ladywood. Our key role is to make sure that patients, the public, service users, and carers are at the heart of service improvement in health and social care. In line with our role, we have focused our comments on:

- Patient and Public Involvement and Engagement
- Health and Social Care

Healthwatch Birmingham welcomes that the opportunity to feed into this process of creating a Resident & Community Charter. We are pleased that the council are viewing the Charter as a working document which will be developed further over time.

We are pleased to see the range of ways the council has pledged to continue ongoing proactive engagement and communication on future plans, including recognising these need to be accessible and take language needs into account. It is key to demonstrate these are meaningful engagements and consultations to build trust in the community.

### Health services

Healthwatch Birmingham would like to see a bigger focus on the health and wellbeing of residents in the Charter. We note the intentions for regeneration to provide better access to local health services but are concerned with the lack of detail and planning in this area, in the information provided.

We note that an Education working group is being formed, and strongly encourage the council to consider creating a similar group for health and wellbeing. This group should have similar aims to the Education working group, to ensure peoples access to health services is not disrupted and services are able to meet the needs of existing and future residents in the area. Careful planning with and engagement with all relevant health services, commissioners and regulators, including social care providers and public health, needs to be happening as early as possible.

A commitment needs to be made as part of this Charter to help support residents to access services for their healthcare needs throughout the regeneration project. Residents need to be able to have a clear information source about services in their area, and support to manage registering with them if they need to move services due to relocation.



As more definite implementation plans develop as part of the regeneration, Health Impact assessments should be considered of any works. Pledging to do this now as part of the Charter, reassures residents that their health is a priority for the council.

Healthwatch Birmingham recommend that resident's mental wellbeing is considered as a priority, especially as part of a meanwhile offer. This period of uncertainty as plans develop and are communicated will be stressful for people, and may exacerbate mental health problems or lead to people feeling mental unwell for the first time. It is important that residents can then access appropriate mental health services, and that these services have capacity to see residents in a timely manner. Clear sources of information and signposting to available services need to be accessible for all.

Healthwatch Birmingham looks forward to seeing a greater priority on health in the final Charter.

Yours Sincerely,



Sarah Walmsley

Data and Insight Officer

