

Healthwatch Tameside 360 ° Stakeholder Review 2025/26 Summary of findings and next steps

Purpose and Context of a Stakeholder Review

Review Purpose and Scope

This review gathers insights from local health, care and VCFSE organisations to evaluate Healthwatch Tameside's engagement and influence.

Importance of Stakeholder Feedback

Stakeholder feedback highlights Healthwatch's perceived independence, community insight, public engagement, and influence on decision-making.

Context and Challenges

Evolving integrated care structures and increasing local service pressures emphasise the need to better understand Healthwatch's value and impact.

Future Priorities and Strategy

Insights from this review will guide strategic planning, helping strengthen community engagement and improve representation of seldom-heard groups.

The process we took to share the survey

The stakeholder survey was circulated to 64 system leaders across Tameside, including commissioners, senior leaders in health and social care, VCFE organisations, statutory service officers and NHS-funded services.

To encourage open and honest feedback, the survey could be completed anonymously and remained open for seven weeks.

We received 16 responses, providing valuable insight into external perceptions of our work and impact.

Awareness of Local Issues

Community Awareness

Most stakeholders **strongly** or **moderately** agree Healthwatch understands local community concerns.

Contextual Understanding

Around **two-thirds of respondents** agree Healthwatch is well-informed about wider health and social care contexts.

Accountability Perceptions

Views vary on the extent to which Healthwatch holds partners to account, with some uncertainty highlighted.

Communication and Impact

Stakeholders would welcome clearer communication about how Healthwatch insights influence service improvements.



Reaching Diverse Communities

Positive Stakeholder Feedback

Stakeholders largely agree that Healthwatch effectively engages under-represented communities using inclusive insight-gathering methods.

Challenges and Opportunities

Some neutral responses indicate a need for greater visibility and deeper outreach to seldom-heard groups.

Focus on Structural Inequality

Ongoing effort is needed to involve people experiencing structural inequalities to better inform system leaders.



Communications and Influence

Communication Quality

Stakeholders rate Healthwatch's written and verbal communication as clear, strong and of good quality.

Mixed Influence Perceptions

Views on Healthwatch's influence on service change are mixed, with some uncertainty around the visibility of impact.

Value of Independence

Healthwatch's independence strengthens its credibility, and maintaining strong partnerships remains essential for influence.



Evidence-Based Practice and Independence

Evidence-Based Reporting

Healthwatch Tameside bases its reporting on **direct feedback** from residents, ensuring insight is grounded in lived experience.

Commitment to Public Involvement

Stakeholders recognise Healthwatch's commitment to public involvement, reflecting its statutory purpose and values.

Maintaining Independence

Healthwatch balances independence with collaboration by clearly defining its role and applying transparent methodologies.



Emerging Research Themes from Stakeholder Feedback

Mental Health Focus

Explore the experiences of people with long-term mental health conditions, focusing on their experiences of the system and services.

Primary and Social Care Access

Review how services communicate changes and the impact this has on patients/residents, with Primary Care and Social Care suggested as priority areas.

Support for Vulnerable Groups

Explore the experiences of people with learning disabilities, autism, dementia and complex needs.

Inclusive Community Engagement

Strengthen engagement with seldom-heard populations (including young people and minority groups), working closely with the VCFE sector to support meaningful participation.

Next steps for Healthwatch Tameside

Recommendation 1: Between April 2026 and March 2027, we will strengthen the inclusivity of our engagement by building relationships with at least five community leaders and increasing our presence within three new or under-represented groups. We will use these relationships to ensure our engagement approaches are more accessible, more representative, and better reflect the diverse communities we serve. We will monitor progress quarterly to ensure activity remains achievable within our capacity.

Recommendation 2: By September 2026, we will produce a case study on our Accessible Information Standard Project, showing our engagement approach, community involvement, and the impact of the work. This case study will be used in partner meetings and published online to evidence our influence.

Recommendation 3: We will create a one-page communications framework by October 2026 to guide consistent public updates and evidence our impact. This framework will prioritise simple, achievable activity and make use of existing and partner channels.

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Tameside

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