



Healthwatch Tameside

Your Independent Health Care Champion

Healthwatch Tameside annual report 2025/26

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**Locality Director for
Tameside at Action
Together**
Anna Hynes

“The services that support our health, care and wellbeing play a vital role in all our lives, and the lives of those we care about, and care for. Listening to people that use these services and sharing their experiences with the people who design, commission, and deliver those services, is the best way to improving services for everyone. Every comment, concern and compliment helps shape safer, better services in Tameside and beyond.

Thank you to all the community members who have trusted us, the independent health care champion in Tameside by sharing your experiences with our team, and the team themselves including our crucial volunteers, we couldn't do it without you. I would also like to thank the system leaders and commissioners who work hard to make a difference.”

A message from our chair

Championing independent voices and driving meaningful change for people across Tameside and beyond.

This year has been one of challenge and resilience for Healthwatch Tameside. Following the Government's announcement that Healthwatch is to be abolished, our staff and volunteers, alongside colleagues across Greater Manchester and nationally, have worked tirelessly to champion the importance of retaining an independent voice for local people within health and social care.

We are grateful to system leaders, commissioners and local MPs who have taken the time to hear about our work and recognise the value of independent community insight in shaping services.

Despite uncertainty, our commitment to the people of Tameside has only strengthened. Throughout the year, we increased our presence across communities, extending our engagement offer to hear from a wide range of residents, including seldom heard groups.

This year, we also focused on strengthening our processes and relationships across the health and social care system. We worked more closely with system leaders to build stronger partnerships, while increasing follow-up with providers and commissioners on recommendations from work completed prior to 2025/26, helping ensure feedback continues to lead to meaningful action and improvement.



Healthwatch
Tameside Chair of
Advisory Board
Glyn Goodchild

“As we look ahead, we remain committed to ensuring the people of Tameside continue to have an independent voice within health and social care. We will continue working with local leaders to drive change, strengthen community influence and secure a future where local experiences shape services.”

About us

Healthwatch Tameside is your local health and social care champion.

As an independent statutory body, we ensure health and social care system leaders and commissioners hear your voice and improve care standards. We also help people find reliable health and care information and advice.



Our vision

We envision a community where every voice is heard and valued, ensuring access to high-quality, compassionate, and responsive health and care for people of Tameside.



Our mission

We will champion the voices of local people in the health and care system, ensuring that their experiences and needs drive continuous improvement in service quality and accessibility.

We are dedicated to empowering people, fostering inclusivity, promoting transparency, and advocating for the highest standards of care for everyone in our community.



Our values are:

Believe it's possible: We believe in the power of people and communities to create positive change and promote social justice. We value vision and ideas.

Strengthen others: We work in ways that strengthen people, places, and partnerships. We value collaboration and sharing skills.

Be true: We are honest and constructive. We use our unique connections and diverse voices to make meaningful changes.

Our year in numbers

In 2025/2026 we supported more than **4,519** people to have their say and get information about their care. We employed **6** staff (FTE 3.07) and, our work was supported by **8** regular volunteers and an additional **3** student volunteers on a short-term placement.



Reaching out: **494** people independently shared their experiences of health and social care services with us whether at our events, regular outreach, by telephone or using the [Have Your Say](#) form on our website. A further **911** people shared their experiences as part of our research projects, helping to raise awareness of issues and improve care.

Demand for our advice and information service continued to grow, with **3,116** people accessing support on topics such as **mental health** and **NHS dentistry** – **13% more** than last year. We also recorded an average of **252** monthly visits to our online [advice and information](#) pages.



Championing your voice:

We published **3** reports about the improvements people would like to see in areas like [Pharmacy](#), [Accessibility and Communication](#) and [Access to GP practices](#).

We conducted **6 Enter & View** visits to residential care homes in Tameside and published **6** reports from visits across 2024-25 and 2025-26.



Statutory funding:

We're funded by **Tameside Metropolitan Borough Council**.

In 2025/26 we received **£151,985**.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in **Tameside**. Here are a few highlights.

Spring

We collaborated with Armed Forces veterans and their family capturing their experiences of health and social care.



We delivered a recruitment drive for new Advisory Board members, successfully onboarding two new volunteer board members



Summer

We published our [Pharmacy First report](#) and presented its findings to [Tameside GP Alliance](#) and Tameside IMOG, to support the implementation of recommendations across services.



We partnered with [NHS Manchester Training Hub](#) hosting our first cohort of Allied Health Care students on placements, strengthening workforce development..



Autumn

We marked one year since launching our Enter & View programme in residential care homes, celebrating its impact on resident experience, and ongoing improvements.



We began engagement for our A&E research at Tameside Hospital, capturing 499 patient experiences.



Winter

We hosted our second [Health and Wellbeing event](#) of the year, bringing together partners and residents to promote wellbeing initiatives and strengthen community engagement across Tameside.



Working together for change

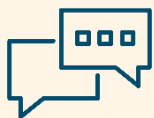
We've worked with neighbouring Healthwatch services to ensure people's experiences of health and social care in Greater Manchester are heard at the Integrated Care System (ICS) level, and they influence decisions made about services across Greater Manchester.

This year, we've worked with 9 Healthwatch teams across Greater Manchester to achieve the following:



A collaborative network of local Healthwatch:

At the start of this collaboration, in 2022, we set out a 3 year All Age Strategy. Over the lifetime of the strategy, we have met and exceeded all objectives set and agreed. This achievement reflects not just activity, but meaningful progress in how public voice is understood, valued, and used across Greater Manchester. Importantly, this progress has been achieved while maintaining the independence of local Healthwatch and strengthening our collective voice at a Greater Manchester level.



A big conversation:

We listened to thousands of people across Greater Manchester on a wide variety of topics across health and social care. These insights were shared at both local and ICS level to inform strategy, consultations and influence service design.

Our promise to champion the experiences of people and communities throughout Greater Manchester is as strong as ever.



Building strong relationships to achieve more:

The All-Age Strategy has created a clear and practical legacy. We have established a credible, trusted and independent public voice model that complements local statutory delivery while enabling collective influence across the system.

The landscape around us may be changing, but we're still looking ahead and are committed to evolving, strengthening, and championing independent public voice across Greater Manchester.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Tameside this year:



Creating empathy by bringing experiences to life

Connecting leaders at Tameside Hospital with people's experiences of A&E at Tameside Hospital

Our A&E at Tameside Hospital research project is currently being analysed, with findings to be published in 2026/27. In the meantime, we have acted on experiences shared by local people, raising concerns directly with the hospital. This has already contributed to changes, including improved support for diabetic patients during extended waits and a trust-wide reminder to staff on hand hygiene standards.



Getting services to involve the public

By involving local people, services help improve care for everyone.

We worked with NHS Greater Manchester to ensure local people could influence proposed changes to in vitro fertilization (IVF) provision across the region. Through our Advisory Board, outreach activities and community networks, we amplified the voices of Tameside residents on an issue that could have significantly affected treatment in Tameside.



Improving care over time

Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

Following research highlighted in our 2024–25 report, we published our Accessible Information and Communication in GP Practices report, amplifying the experiences of seldom-heard communities across Tameside. The findings have been shared with the Tameside GP Alliance, we are now working alongside GPs and community members to develop an accessibility scoring matrix, helping practices assess and improve how they meet the Accessible Information Standard. A showcase event is planned for 2026–27 to bring together residents, clinicians and stakeholders to share learning, progress and impact.

Delivering Change for Tameside Residents



Joe Kelly, Director of Adult Social Care at Tameside Metropolitan Borough Council, reflects on the value Healthwatch Tameside’s work has in the borough.

Our resident voice and experience is always at the forefront of our service improvements, driving our vision to provide support which enables everyone in Tameside to live well.

Working in partnership is important as it strengthens accountability and makes sure decisions are informed by real patient experience, creating a more transparent health and social care system.

Enter and View visits explore areas including the care, safety, dignity and respect of residents. These visits report on both our monitoring and that of the Care Quality Commission, ensuring residents receive high-quality care while also identifying any areas for improvement.

Healthwatch continues to be an active participant in the Health and Wellbeing Board, Tameside’s Adult Safeguarding Partnership Board and the Strategic Partnership Committee. As we move forward with adult social care’s improvement plan, I have no doubt that their insights will play a key role in the development of services and provision.



Tameside Council’s
Strategic Director of
Adult Social Care and
Health

Joe Kelly

*“Our resident voice
and experience is
always at the
forefront of our service
improvements”*

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we have listened to feedback from all areas of our community. People's experiences of care help us understand what is working well and what needs to improve, enabling us to feed back on services and support positive change. We have continued our established engagement sessions, including **21** sessions at Tameside Hospital, we have attended **57** community events, and met with local VCFSE groups and residents to hear their experiences, while also hosting **2** of our own Health & Wellbeing events.

We have made a conscious effort to increase the visibility of our team, making it easier and more accessible for people to share their experiences with us.



Enter & View

Auden House Care Home, Audenshaw

Last year, we amplified the voices of residents, staff, and families at Auden House, Audenshaw through our Enter & View programme driving meaningful insight and championing improvements in care.

What did we do

Our Enter & View visit to Auden House Care Home on 24 October 2024, explored residents' experiences of care, safety, dignity, choice, and staff training.

Drawing on feedback from residents, staff, and families, we made six evidence-based recommendations. In February 2026, we contacted the provider to understand progress against these recommendations.



Recommendations to Auden House Care Home:

1

RECOMMENDATION IMPLEMENTED – Repairs required: Repairs were required to a handrail and stair gate. This was flagged up with the provider on the day.

2

RECOMMENDATION IMPLEMENTED – Keep corridors / fire exits clear and clutter free: Move the clothes rail and dispose of walking sticks in the corridor of the fire exit.

3

RECOMMENDATION IMPLEMENTED – Consider a suggestions and comments box: Provide residents, staff, family and friends with the opportunity to share their feedback anonymously.

4

RECOMMENDATION IMPLEMENTED – Undertake a review of the home's webpage: The previous managers name was still showing in the contact page and the 'upcoming events' page was empty.

5

RECOMMENDATION IMPLEMENTED – Communication with family/friends/ carers: Consider options to keeping families updated and encourage more family involvement in events and outings.

6

RECOMMENDATION IMPLEMENTED – Have an accessible complaints policy: Care home to publish their own complaints policy on the website and displayed in the home.

The full response from the care provider can be found on our website [here](#)

Enter & View

Daisy Nook House, Ashton-under-Lyne

Through our Enter & View programme, we heard directly from residents, staff and families at Daisy Nook House Care Home, ensuring their experiences helped shape improvements to care and quality of life.

What did we do

Our Enter & View visit to Daisy Nook House Care Home on 13 February 2025 explored residents' experiences of care, dignity, choice, wellbeing and staff support. Drawing on feedback from residents, relatives and staff, we made recommendations to further strengthen the service.

In 2026, we followed up with the provider to understand the progress made against these recommendations.



Recommendations to Daisy Nook House:

1

RECOMMENDATION IN PROGRESS – Dementia friendly signs: Review signage to toilets and contrasting colour schemes.

2

NO PROGRESS – Staff photo board: Care home to consider displaying a 'staff photo board' which can provide a welcoming introduction to the home.

3

RECOMMENDATION IMPLEMENTED – Consider an annual staff survey: Daisy Nook may wish to consider an anonymous annual staff survey alongside current feedback method.

4

RECOMMENDATION IMPLEMENTED – Have an accessible complaints policy: Care home to publish their own complaints policy on the website and displayed in the home.

5

RECOMMENDATION IMPLEMENTED – Consider a private space for staff to use on their breaks: After feedback from staff, care home to consider providing staff with a private space to use during breaks.

6

RECOMMENDATION IMPLEMENTED – Review management cover at weekends: Care home to review this and communicate actions to staff.

The full response from the care provider can be found on our website [here](#)

Pharmacy First – How's it working in Tameside?

By gathering the experiences of local residents, we helped influence improvements to the promotion and delivery of Pharmacy First across Tameside.

Launched in January 2024, [Pharmacy First](#) enables pharmacies to treat seven common conditions without a GP appointment. Our research explored how well the service is working for people across Tameside. We heard from 229 residents and visited 39 health and care settings to understand awareness and experiences of Pharmacy First.

Key findings from this research project:



67%

of pharmacies visited were visibly promoting the service, despite 98% of pharmacies offering it.

15%

of respondents who knew about Pharmacy First had used it.



"It was much quicker than trying to get a GP appointment."

"I didn't realise pharmacists could help with that."



We shared our findings with local NHS, pharmacy and GP leaders, helping inform a Greater Manchester campaign to raise awareness of Pharmacy First. You can view the published report [here](#).

What difference did this make?

Our recommendations were accepted by system leaders and have informed local improvement plans. The findings are helping to increase awareness of Pharmacy First across Tameside and have also been shared nationally through Healthwatch England to support wider learning and development of the service.

Our findings informed local improvement plans and influenced a Greater Manchester-wide Pharmacy First awareness campaign through the Pharmacy First Working Group.

Enter & View

Our Enter & View programme gives trained Healthwatch Tameside staff and volunteers the opportunity to visit care services, hear directly from residents, relatives and staff, and understand their experiences of care.

These independent visits carried out by our Enter & View representatives help identify what is working well, highlight opportunities for improvement, and ensure people's voices lead to meaningful change. Our findings and recommendations are published in reports, with providers responding to the actions identified.



Enter & View

Since launching in October 2024, our Enter & View programme has completed eight residential care home visits, giving residents a voice and helping improve care quality across Tameside.

Below is an overview of each visit we have completed.

Visit 1

Our visit to [Auden House Care Home, Audenshaw](#), took place on 24 October 2024.

Read the published report [here](#).

Visit 2

Our Enter & View visit to [Daisy Nook House, Ashton-under-Lyne](#) took place on 13 February 2025.

View the published report [here](#).

Visit 3

As part of our Enter & View programme, we visited [Riverside Care Home, Hyde](#), on 30 April 2025.

Access the report [here](#).

Visit 4

[Clarkson House Care Home, Ashton-under-Lyne](#), was visited as part of our Enter & View programme on 19 June 2025.

Read our findings [here](#).

Visit 5

We visited [St Lawrence's Lodge Care Home, Denton](#), on 27 August 2025.

Read the full report [here](#).

Visit 6

On 5 November 2025, we carried out an Enter & View visit to [Sandon House Care Home, Mossley](#).

Read the report [here](#).

Visit 7

Our visit to this care home, took place in February 2026.

The report for this visit is being signed off and will be published in Quarter 1 2026-27

Visit 8

Our visit to this care home, took place in March 2026.

The report for this visit is being signed off and will be published in Quarter 1 2026-27

Improved care for HC One care home residents



Orla Adamson, Area Director for the Northwest of England at HC-One, reflects on how Healthwatch Tameside's Enter & View programme has helped strengthen resident voice, drive improvements, and enhance the quality of care provided within HC-One care homes.

Healthwatch Tameside's independent Enter & View programme provides a mechanism for ensuring transparency, accountability, and continuous improvement within care home settings. Its independence fosters trust among residents, families, and staff, enabling honest feedback that might not always surface through our internal processes. This openness supports a positive culture of learning, where services are encouraged to reflect, adapt and evolve in response to real experiences.

Enter & View visits have had a positive impact across HC-One homes in Tameside. The structured yet collaborative nature of the visits supports homes in identifying both strengths and areas for development. Feedback received has often reinforced good practice, boosted team morale, and provided reassurance to residents and relatives, while also highlighting opportunities for improvement that might otherwise have gone unnoticed.

These include improvements in communication with families, an example being, it was shared through a visit that family often did not get to speak to the manager as they visited after hours. We have shared this feedback across our homes and have now implemented out of hours surgery and a meet the manager poster. In some cases, environmental adjustments both in the home, outside space and improved signage have been planned or introduced to support all involved in the home.

Residents feel heard and valued, families gain reassurance that their loved ones' voices matter, and staff benefit from constructive feedback that supports professional development and pride in their work. The programme helps strengthen relationships across the care setting, fostering a shared commitment to high-quality, person-centred care.

Maintaining an independent voice within care is essential. Healthwatch Tameside ensures that residents, families, carers and staff can express their views openly and without concern. This independence strengthens confidence in the system and ensures that services remain responsive to the needs and expectations of those they serve. Continuing to champion this voice is fundamental to delivering compassionate, safe and high-quality care.

Hearing from all communities

We're here for all residents of Tameside. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Hosted community Health & Wellbeing events in [September 2025](#) and [March 2026](#)
- Planned the [Tameside Libraries 2026 Roadshow](#), in every town in Tameside throughout 2026, in accessible and familiar community spaces
- Continued Enter & View visits in residential care homes, ensuring residents could share their experiences of care.



Listening to your experiences

Accessible Information Matters: What people with sight loss told us about GP services

Giving people with sight loss the opportunity to share their experience.

We engaged with people living with sight loss, including members of [Tameside Macular Society](#), to understand their experiences of accessing GP services.

What difference did this make?

The experiences shared by people with sight loss informed our [Accessible Information and Communication report](#) and helped shape the following recommendation:

Use feedback from people with lived experience to make services more accessible

“I have asked GP for bigger text but [the letters] just comes normal.”

Accessible Information Matters: The experiences of people with learning disabilities

Giving people with learning disabilities the opportunity to have their say.

We engaged with members at [Create Connect](#) using Easy Read resources developed in collaboration with the group members, to understand their experiences of accessing GP services.

What difference did this make?

The experiences shared by people with learning disabilities informed our [Accessible Information and Communication report](#) and helped shape the following recommendation:

Implement the guidance published in the June 2025 Accessible Information Standard review

“I have to put my mum on the phone. I don’t understand what they are saying.”

Every view and experience matters

Accessible Information Matters: Amplifying the voices of autistic people and their views

What people with autism told us about their experiences of GP services.

Through engagement with autistic people in Tameside, we gathered valuable insight into the barriers and challenges they face when accessing GP services

What difference did this make?

The experiences shared by people with autism informed our [Accessible Information and Communication report](#) and helped shape the following recommendation:

Provide training for all staff on accessible information and communication

“I have asked for Reasonable Adjustments. I repeatedly tell them this, but it doesn’t matter.”

Accessible Information Matters: The experiences of deaf people and their GP practice

Breaking down barriers: Deaf people’s experiences of GP services

Working with members of [Tameside Deaf Club](#) and British Sign Language (BSL) interpreters, we ensured the experiences of deaf people helped shape our research.

What difference did this make?

The experiences shared by the deaf community highlighted the importance of accessible communication and informed our [Accessible Information and Communication report](#) and helped shape the following recommendation:

Review the provision of BSL interpretation services for GP practices in Tameside

“Walked away due to no interpreters on occasions. Pointless seeing Dr without interpreter.”

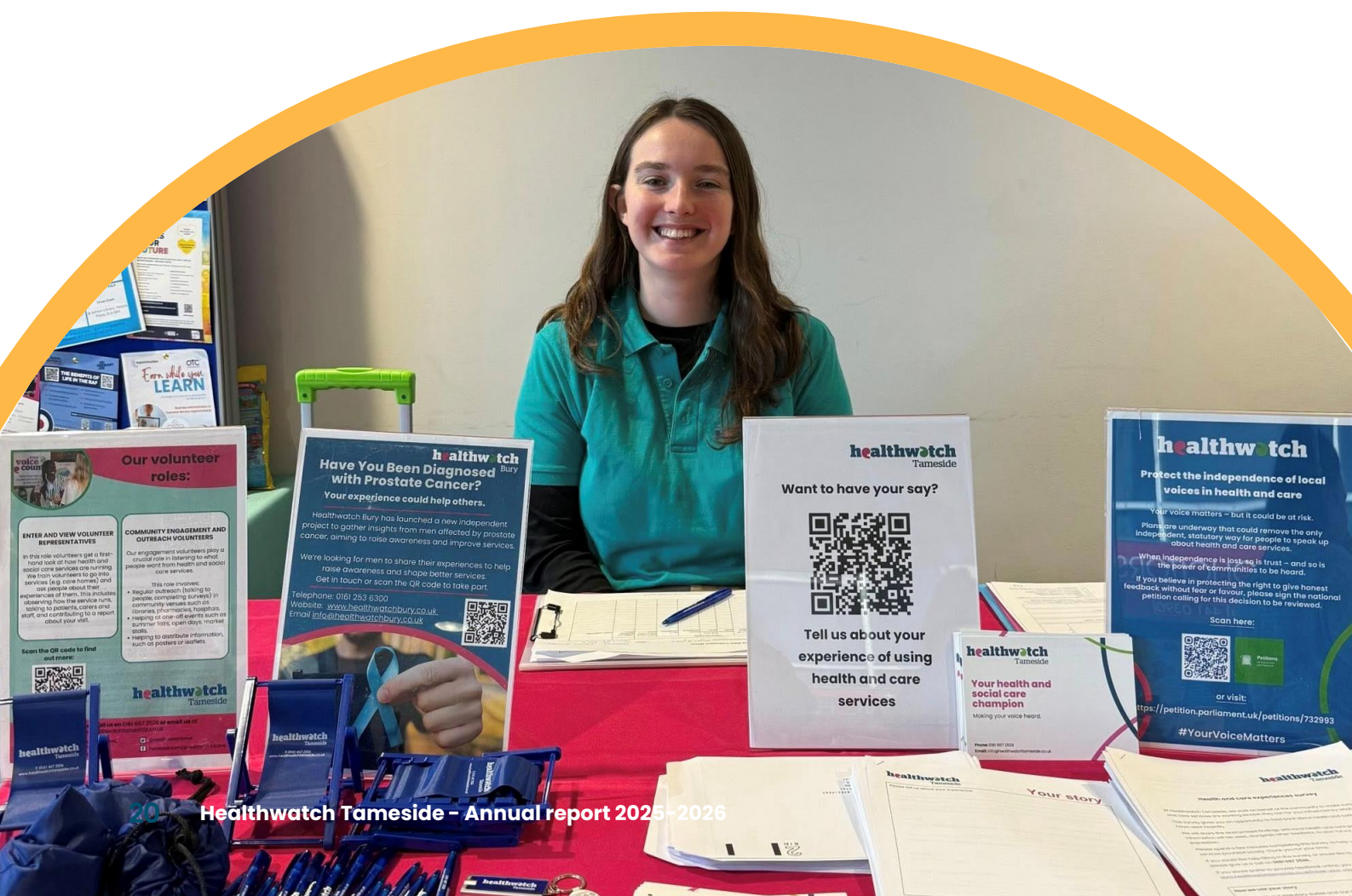
Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year, our team supported people through meaningful conversations, connecting them to advice, support and services. Many more accessed information through our website.

This year, we've helped people by:

- Providing up-to-date information people can trust, in accessible formats
- Helping people access the services they need in a timely manner
- Supporting people to look after their health
- Signposting people to additional support services alongside VCFSE groups



Connecting our community to support and opportunities

Raising Concerns and Following up on Referrals

As a result of Naomi* contacting our team, she gained confidence to challenge GP errors and chase up referrals.

Naomi* was advised in August 2025 she would be referred to cardiology following blood test results; however, in March 2026 she had received no update. She felt discouraged from raising concerns after being told she was “wasting NHS time” when querying inaccuracies in her records, leaving her anxious about further contact.

We provided reassurance and practical guidance, suggesting she request an update on the referral’s progress in a neutral way. We also discussed options including a second opinion or out-of-hours services, while respecting her preference to stay with her usual GP.

“Thank you for your time, it's been really helpful – I feel much more confident to talk with my surgery.”

Delays and Uncertainty Accessing ADHD Medication

Unclear responsibility left a patient without essential ADHD medication, increasing stress and risk to their mental wellbeing.

Rafael* had difficulties obtaining ADHD medication for his wife after a repeat prescription request. Although requested in advance, the pharmacy advised the prescription had not been received, and only a short emergency supply was obtained via 111.

When Rafael* followed up, the GP practice expressed uncertainty about prescribing ADHD medication and advised a practice manager would respond, but no contact had been made. This has caused increased stress following a recent move, impacting his wife’s wellbeing given her history of mental health crises. We signposted Rafael* to appropriate support, including contacting the PALS team, requesting an urgent GP appointment, and recontacting 111 if needed, while reinforcing accessing urgent care if her mental health deteriorates.

“I was stuck where to go – the practical information was a lifeline.”

Showcasing volunteer impact

Our **7** fantastic volunteers have given **314.5 hours** to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Carried out Enter and View visits alongside our staff team to **6** local care homes, helping improve the care residents receive.
- Our Advisory Board Members spent 97.5 hours of time reading papers and attending board meetings.
- Continued to raise awareness of our work with local MPs, system leaders and community leaders, championing the importance of local voices in shaping health and social care services.



Our Volunteers: At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Glenis
Healthwatch
Tameside Volunteer

“Since retiring, I have maintained a strong interest in health and social care, particularly supporting people affected by sight loss and the blood scandal. Alongside my role with Tameside Macular Society, volunteering with Healthwatch Tameside means a great deal to me. I have proudly served on the Advisory Board for over 10 years and enjoy supporting the organisation’s work.

I value getting involved in engagement activities, helping Healthwatch reach all corners of our community and hear from a diverse range of people. Knowing I play a part in amplifying local voices and improving health and social care services across Tameside gives me a real sense of purpose and pride.”

“I joined Healthwatch Tameside this year while studying for my Masters in Nutrition. What began as an Advisory Board role has grown into supporting Enter & View visits to local care homes, as well as outreach and engagement activities across the community. I’m passionate about listening to people and ensuring their voices are heard.

I’m delighted to be stepping into the role of Deputy Chair in 2026–27, where I look forward to supporting the Chair and helping provide strong governance and support to the Healthwatch Tameside team.”



Kelly
Healthwatch
Tameside Volunteer

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchtameside.co.uk



0161 667 2526



info@healthwatchtameside.co.uk

Finance and future priorities

We receive funding from Tameside Metropolitan Borough Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£151,985	Expenditure on pay	£126,643
		Non-pay expenditure	£6,861
		Office and management fee	£30,000
Total income	£151,985	Total Expenditure	£163,504

Additional income:

No additional income has been received throughout the 2025/26 financial year

Finance and future priorities

Over the next year, we will keep reaching out to every part of our communities, especially people in the most deprived areas, so that those in power hear their views and experiences.

Given the uncertainty surrounding national reforms, we have set out our priorities for the first six months of the year, covering Quarter 1 and Quarter 2 of the 2026–27 financial year. Priorities for Quarter 3 and Quarter 4 will be developed throughout the year and presented to the Healthwatch Tameside Advisory Board in line with our usual governance and decision-making processes.

We will continue working alongside partners and our local Integrated Care System to support the development of an NHS culture where staff at every level listen to and learn from patients' experiences to improve care.

Our top three priorities for the next year are:

1. To continue delivering our Enter and View programme, conducting announced visits in line with our agreed schedule.
2. To plan, deliver, report on and publish a research project exploring the experiences of seldom heard communities accessing health and social care services.
3. To follow up on recommendations made through previous research projects and Enter and View visits completed prior to the 2026–27 financial year, ensuring feedback continues to influence improvement and change

To read more on our priorities for the year ahead, you can read our published 2026–27 Workplan [here](#)

Statutory statements

Healthwatch Tameside, 131 Katherine Street, Ashton-Under-Lyne, OL6 7AW
contract held by Action Together, 80 Union Street, Oldham, OL1 1DJ
Registered charity (No.1165512).

Healthwatch Tameside uses the Healthwatch Trademark when undertaking our statutory activities as covered by the license agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Board consists of **7** members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met **6** times, making key decisions on escalating Enter & View findings to the CQC and senior leaders at TMBC and approving 2026/27 priorities; ensuring public involvement shaped our work.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, share with [NHS England](#), [CQC](#), [TMBC](#) and local media outlets.

Statutory statements

Responses to recommendations

All providers responded to requests for information and recommendations made as part of our work. While 3 providers did not respond within the stated 21-working day timeframe, all 3 responded within the additional 10-working day extension period. No issues or recommendations required escalation to the Healthwatch England Committee, resulting in no further reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to Tameside GP Alliance, Tameside Primary Care Delivery and Improvement Group (PCDIG), Tameside Patient & Service User Experience Group (PSUEG), Tameside Joint Strategic Needs Assessment Sub Committee, IMOG, Tameside Provider Partnership (TMBC & NHS), Tameside ICS Public Engagement Partnership, Tameside System Quality Group, Tameside Adult Safeguarding Board, Primary Care Commissioning Committee.

We also share our data with Healthwatch England to help influence health and care improvements nationally.

We routinely share local experiences with system leaders and commissioners across Adult Social Care, Pharmacy, Learning Disabilities, Autism and Dementia, Primary Care, Tameside Hospital, Dentistry and Mental Health, reviewing this process annually to strengthen relationships, improve follow-up and increase influence

Statutory statements

Healthwatch representatives

Healthwatch Tameside is represented on the Tameside Health and Wellbeing Board by [Anna Hynes](#), Tameside Director at Action Together.

During 2025/26, our representative has effectively carried out this role by:

Tameside Joint Health and Wellbeing Board

Contributing to all meetings and development sessions of the board and leading the development of the Locality approach to [Live Well](#) to develop community led, system enabled '**great everyday support in every neighbourhood**'.

Tameside Strategic Partnership Committee (Locality Board)

Contributing to all meetings and development sessions, particular focus this year has been navigating new arrangements including the development of neighbourhood transformation around models of care. A new Deputy Place lead has been appointed for Tameside, and we have developed excellent working relationships with them.

Tameside VCFSE Accord

Developing the new Accord for Greater Manchester, and working with VCFSE groups, GMCA, 10GM and system leaders in Tameside to ensure this agreement on how the public sector works with the VCFSE sector is recognised, endorsed and implemented locally. The Accord will be launched here in September 2026.

Healthwatch Tameside is represented on Greater Manchester Integrated Care Partnerships by Ruth Passman, Chair at Healthwatch Bury and Glyn Goodchild, Chair at Healthwatch Tameside.

Statutory statements

Enter and view

A breakdown of each Enter & View visit we have completed throughout the year can be found in detail on page 15 of this report

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Enter & View Visit – Riverside care home	<ul style="list-style-type: none">• Visit completed• Report and recommendations have been published on our website
Enter & View Visit – Clarkson House	<ul style="list-style-type: none">• Visit completed• Report and recommendations have been published on our website
Enter & View Visit – St Lawrence	<ul style="list-style-type: none">• Visit completed• Report and recommendations have been published on our website
Enter & View Visit – Sandon House	<ul style="list-style-type: none">• Visit completed• Report and recommendations have been published on our website
Enter & View Visit – To be published	<ul style="list-style-type: none">• Visit completed• Report and recommendations are in the process of being signed off
Enter & View Visit – To be published	<ul style="list-style-type: none">• Visit completed• Report and recommendations are in the process of being signed off

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