

Healthwatch Tameside Impact & Operational Report – May Board 2025**Operational team updates**

Annual report – Progression has been made against the 24/25 Healthwatch Tameside annual report. The Coordinator will lead on the production of the report, planning sessions with the Manager have taken place to map out our approach and content. We had an online session with Jon Turner HW Impact Programme and Regional Network (Northwest) Manager. Report timelines are as follows:

- HWT Manager to review 12.05.2025 – 16.05.2025
- Edits 19.05.2025 – 22.05.2025
- Tameside Action Together Director sign-off and review from HWT team 23.05.2025 – 29.05.2025
- HWT Board sign-off 02.06.2025 – 13.06.2025
- Final edits 16.06.2025 – 20.06.2025
- HWT Manager to complete final review 23.06.2025 – 25.06.2025
- Publish on 30.06.2025

Volunteer recruitment – We will go live in May with a drive to recruit two additional board members.

Timelines for recruitment are as follows:

- Live advertisement period 01.05.2025 – 31.05.2025
- Scheduled interview period 16.06.2025 – 27.06.2025
- Decision on potential new board members to be decided at the July board meeting 10.07.2025







Please can board members advise Coordinator of their availability to be a panel member for the interviews.

Tameside Enhanced Multi-Professional Learning Experience (TEMPLE) – From June 2025, we will welcome allied health care students, studying at University in Manchester the opportunity to gain experience alongside our Healthwatch Tameside team. We will welcome, one student every 2-weeks for one-day, 10 am – 3pm. The aim of this programme, in partnership with GM Integrated Care Partnership is to introduce students to support available in the community they are set to graduate in; upskilling and informing future health professionals.

Healthwatch Stockport run a similar programme and have reported a very positive experience, benefitting the students and the HW team. The students will take part in desk-top activities in the morning, followed by an outreach opportunity in the afternoon (poised as a Tuesday/Wednesday).

Engagement & Outreach

Since **10.03.2025**, the **HWT** team engaged with Tameside residents at the following groups/venues:

-  **Tameside Hospital outreach x4**
-  **Tameside Deaf Club, Ashton**
-  **Tameside Deaf Association**
-  **Sight loss group, Dukinfield**
-  **Macular Group, Ashton**
-  **Tameside Arts**

Working with people - Signposting case study example:

Whilst completing an engagement session with the Sight Loss Group as part of our Accessible Information Standard Project. Outreach Officer, Karen was presented with a question from a group member who asked if she knew of any support available, to help the group with the cost of room hire as these had recently increased. Karen connected the group members with Jon, the Action Together Community Development Worker in Stalybridge who has since contacted the group member and has provided detail of current and upcoming funding opportunities, to help the group cover the increasing costs. Benefitting the group and the people they support.

Projects

Enter & View

1. **Enter & View (Visit 1)** – Auden House. This report was published on **30.01.2025**
2. **Enter & View (Visit 2)** – Awaiting sign-off from HWT board (at Part B of **08.05.2025** board meeting)
3. **Enter & View (Visit 3)** – Visit took place on 29.04.2025. Analysis and reporting to take place.
4. **Enter & View (Visit 4)** – Visit scheduled for 20.06.2025

There is Enter & View representative training in November 2025, if any board members are interested, please notify the Project Support Officer/Coordinator.

Pharmacy First

The report was scheduled to be sent to the board following the March meeting. We have since utilised a peer support function, provided by Healthwatch England; that provides feedback to local Healthwatch teams on reports, ultimately with an aim of increasing impact such workstreams can achieve. Imogen accessed this support in March and extensive feedback was provided, the project will now follow the following timelines:

- Thursday 29.05.2025 for a final HWT Coordinator/Manager review (ICB data to be included)
- Thursday 05.06.2026 report to be issued to HWE, after implementing suggestions as part of peer support offer
- Final edits 16.06.2025 – 19.06.2025
- Tameside Action Together Director sign-off 19.06.2025 – 26.06.2025
- Report to be issued to the commissioner/provider (20-working days) Recipient identified as Faisal Bokhari, MRPharmS PgDip IPresc Head of Medicines Optimisation 26.06.2025 - 23.07.2025
- Depending on when we receive a response from Faisal.

Option 1

- Final copy to the board circulated with board papers on 03.07.2025
- Presented to the board on 10.07.2025

Option 2

- Final copy circulated to the board, outside of the meeting, providing 7-days for comment by HWT board.
- It's anticipated that we will have commissioner/provider response and be signed off by HWT board by 30.07.2025

GP Accessible Information

The engagement phase of the project is underway, with comprehensive engagement sessions scheduled/taken place with identified groups of Tameside residents. Such groups include members of Tameside Deaf Association – of which HWT Outreach Officers Karen and Ayesha visited, accompanied by 4 British Sign Language (BSL) interpreters.

Additionally

- We have setup a LinkedIn page for Healthwatch Tameside
- Established an Impact & Outcomes group, attended by the Manager, Coordinator and Researcher on an 8-weekly basis
- Exploring the possibility of engaging with Anthony Seddon members, attending a Hoarders Awareness Event and engaging with attendees of the Wellbeing Wednesday group at the Indian Association