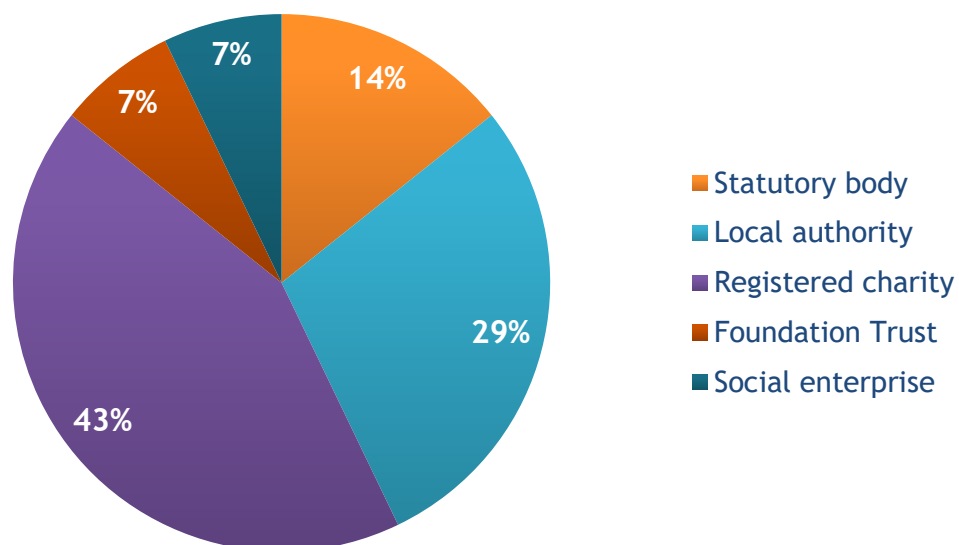


## Healthwatch Gateshead stakeholder survey findings 2021

This is a summary report based on the information gathered during the Healthwatch Gateshead stakeholder survey of 2021.

The Healthwatch Gateshead stakeholder survey featured six questions and was shared with 42 potential respondents who were identified as key stakeholder partners. Half of the respondents were from regional VCS organisations. Responses were received from 14, and 11 of the participants choose to nominate a charity to be picked at random for a donation by Healthwatch Gateshead.

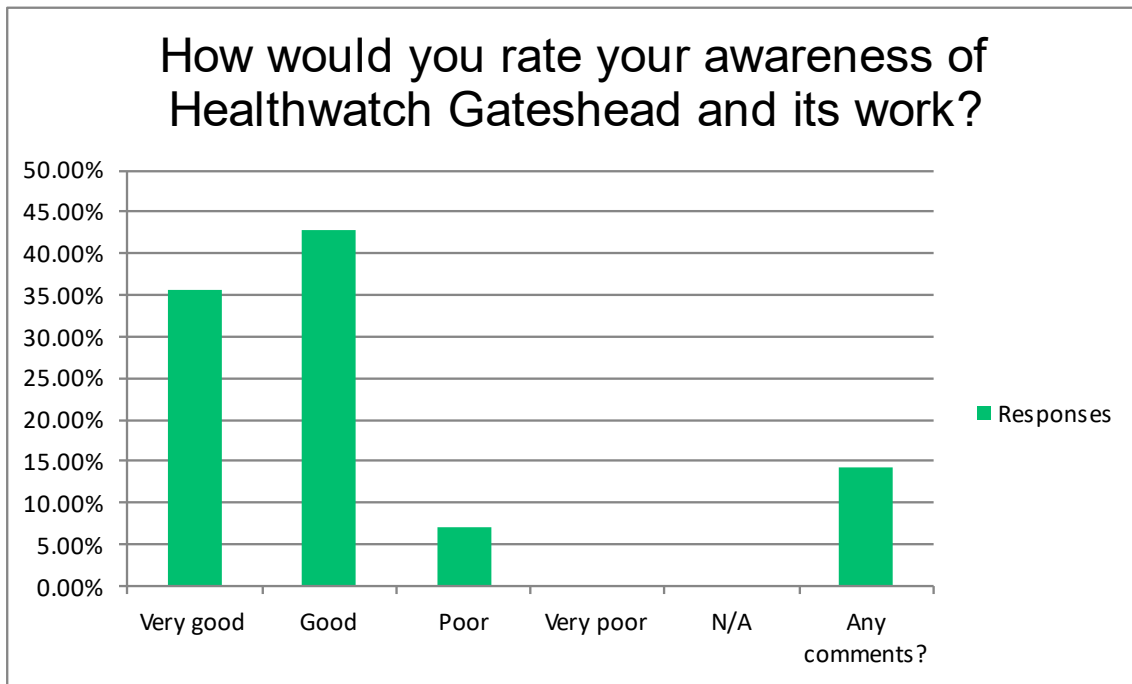
Healthwatch Gateshead stakeholder survey respondents



Response rates were positive, with numbers between 8 and 10 (high or higher) identifying with the work Healthwatch Gateshead is undertaking across the community. The following pictorial analyses clearly show an awareness of the Healthwatch Gateshead priorities, how they are assigned and the positive impact of our work.



1. How would you rate your awareness of Healthwatch Gateshead and its work?

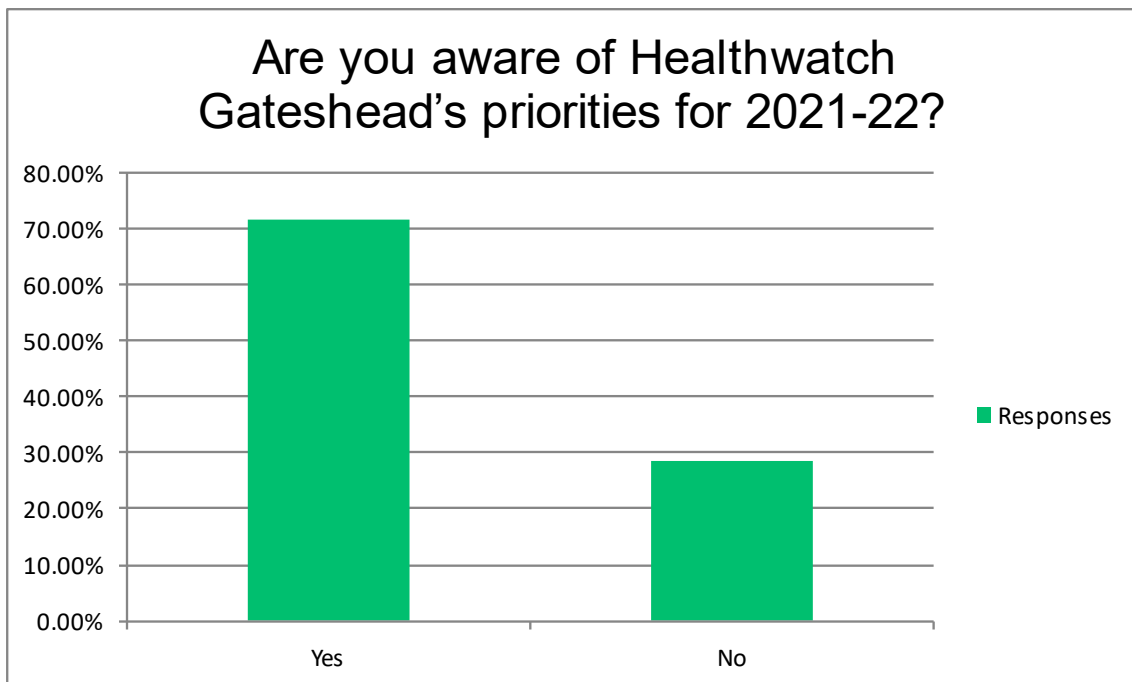


Comments:

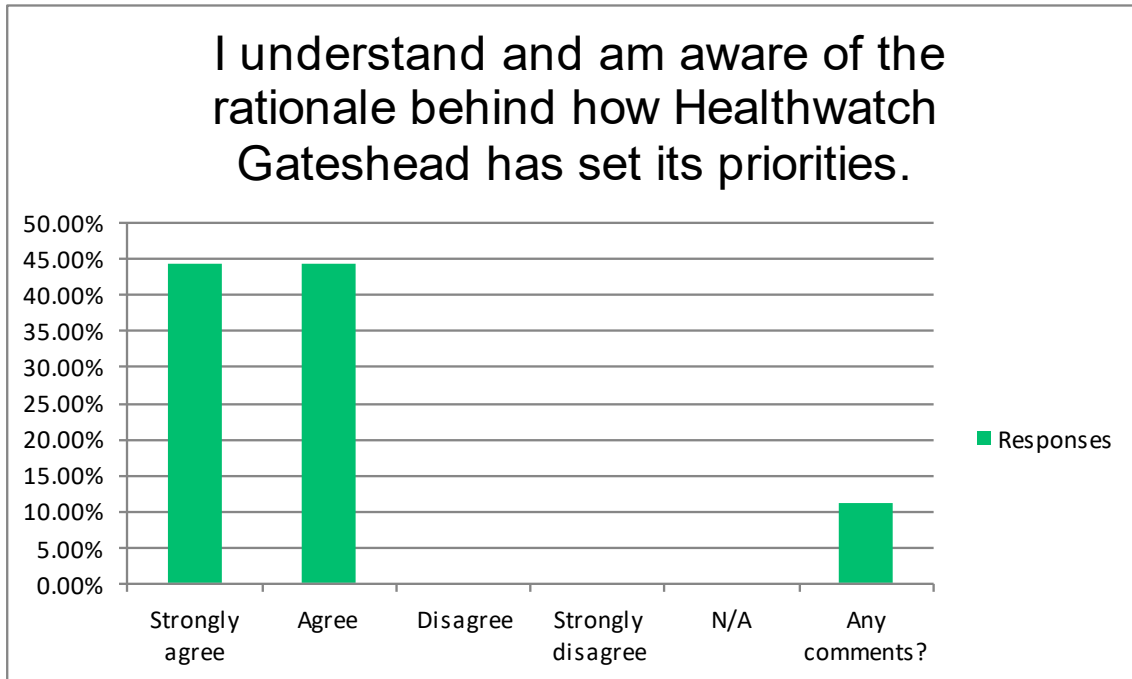
“Excellent service, quick to respond to questions and friendly staff.”

“Healthwatch Gateshead is an important link for feedback that is independent of my Trust.”

2. Are you aware of Healthwatch Gateshead’s priorities for 2021-22?



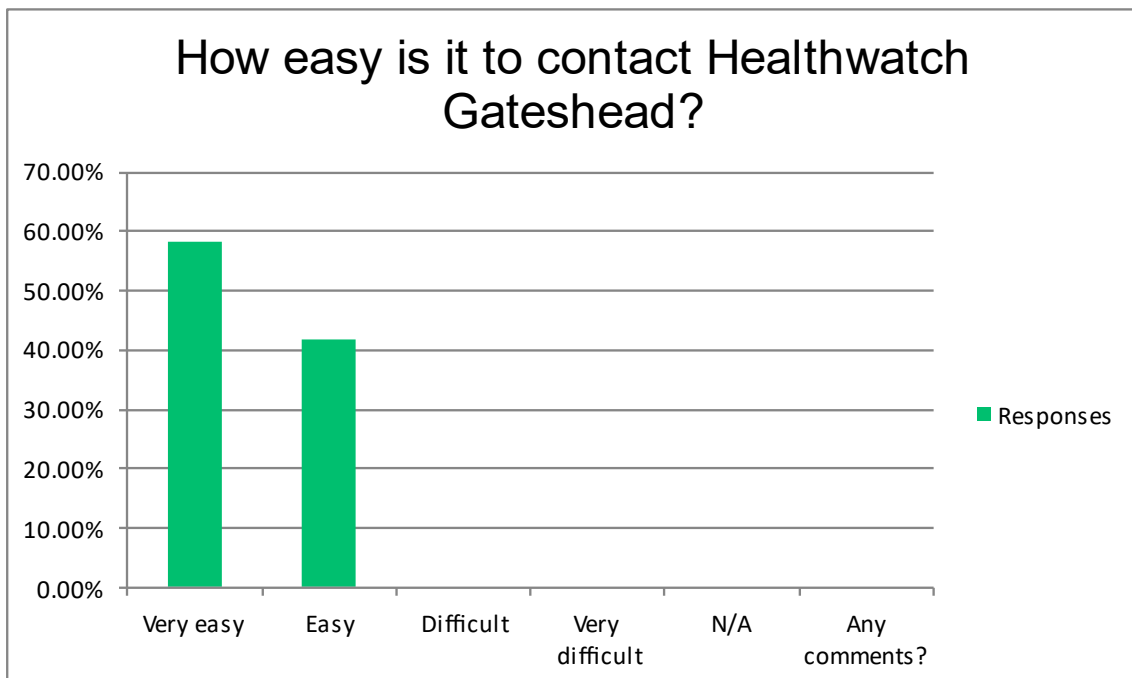
3. I understand and am aware of the rationale behind how Healthwatch Gateshead has set its priorities.



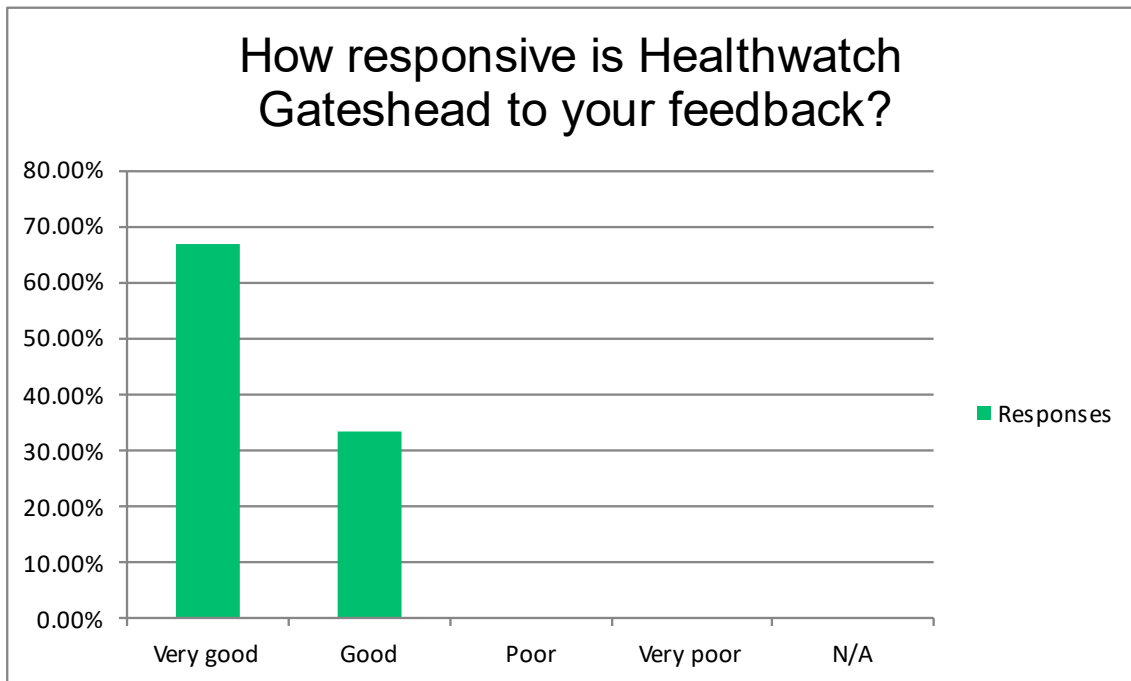
**Comments:**

“Healthwatch consulted me as part of setting the priorities.”

4. How easy is it to contact Healthwatch Gateshead?



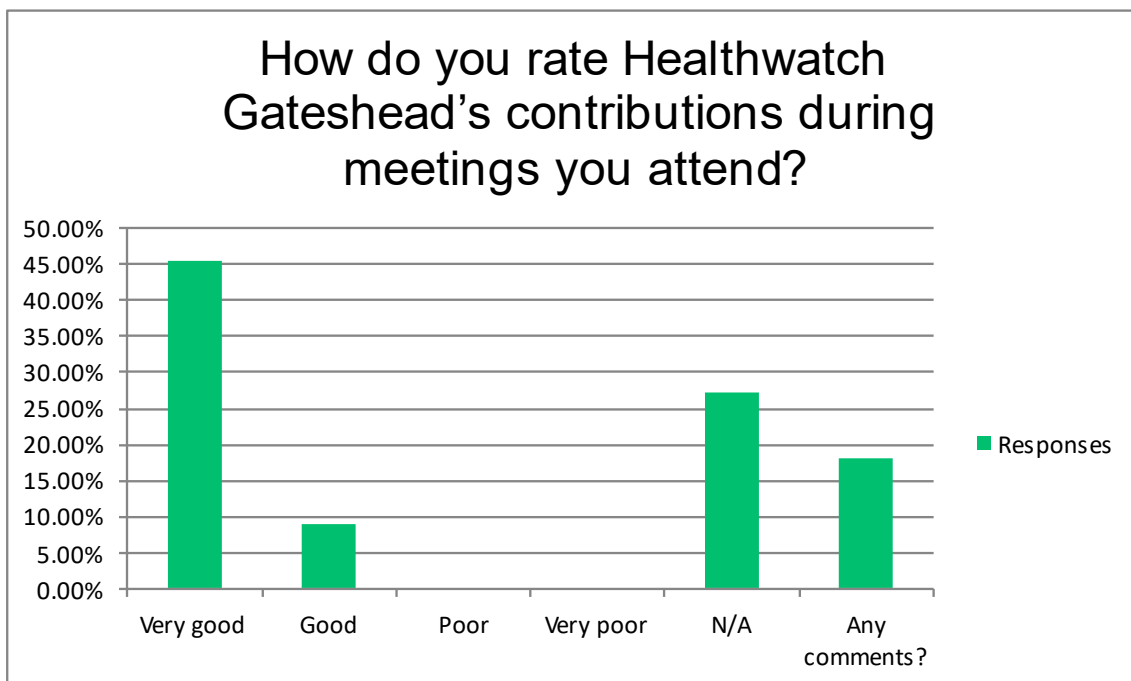
5. How responsive is Healthwatch Gateshead to your feedback?



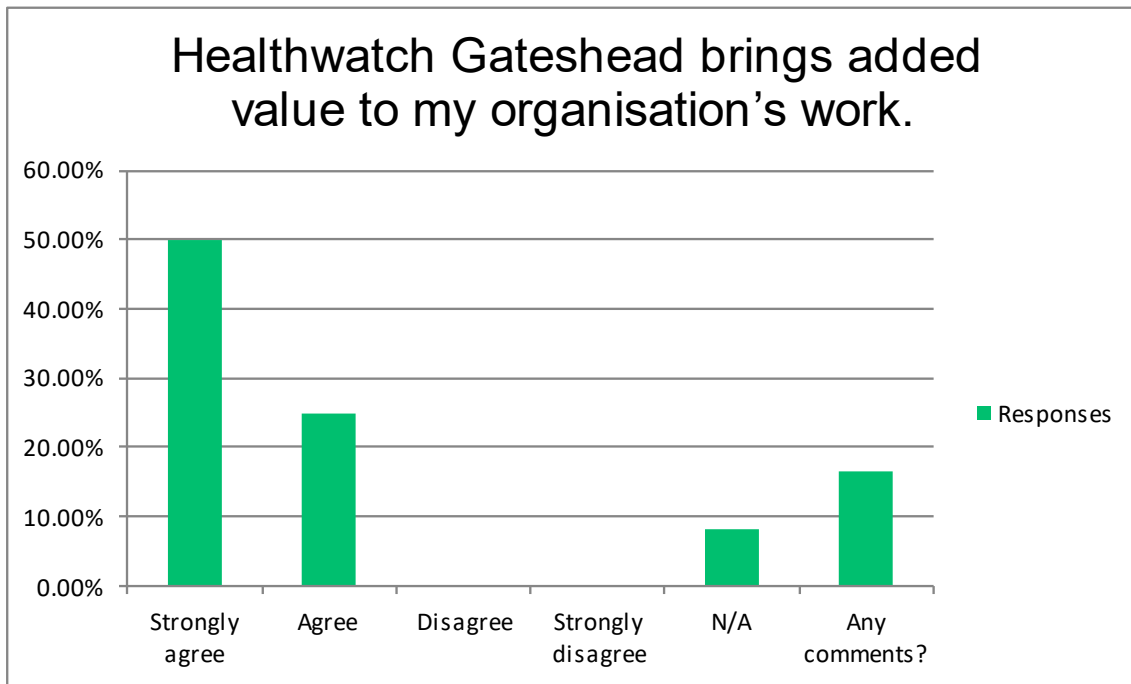
Comments:

“The team are very friendly and approachable and are good at keeping me up to date with their work.”

6. How do you rate Healthwatch Gateshead’s contributions during meetings you attend?



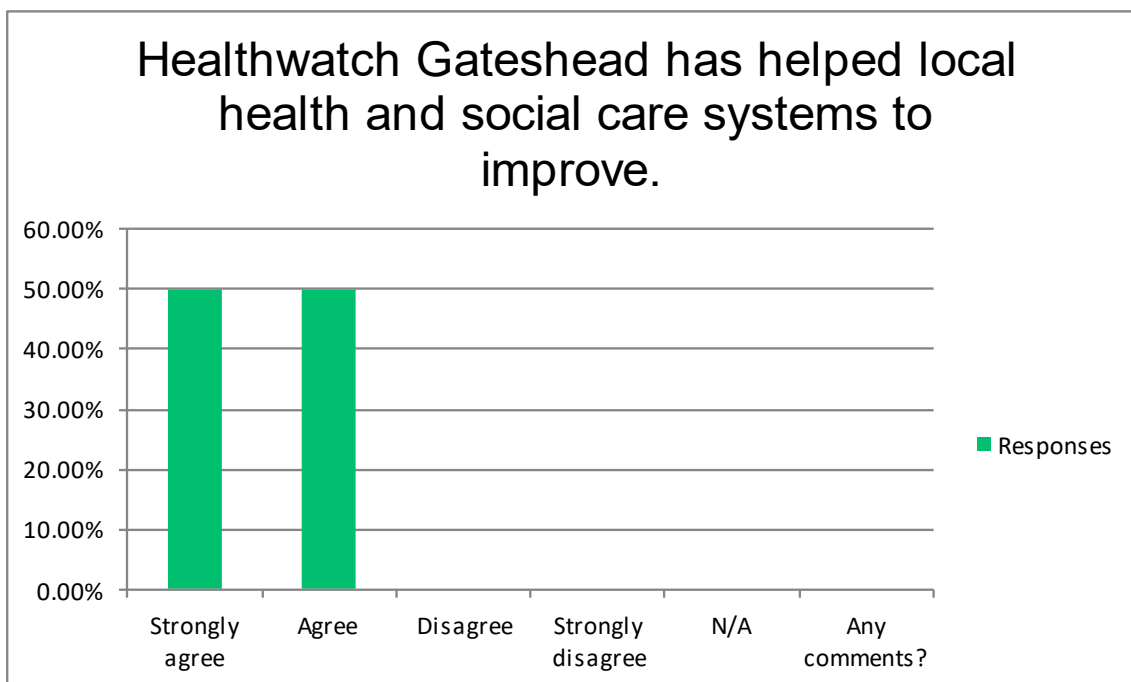
7. Healthwatch Gateshead brings added value to my organisation's work.



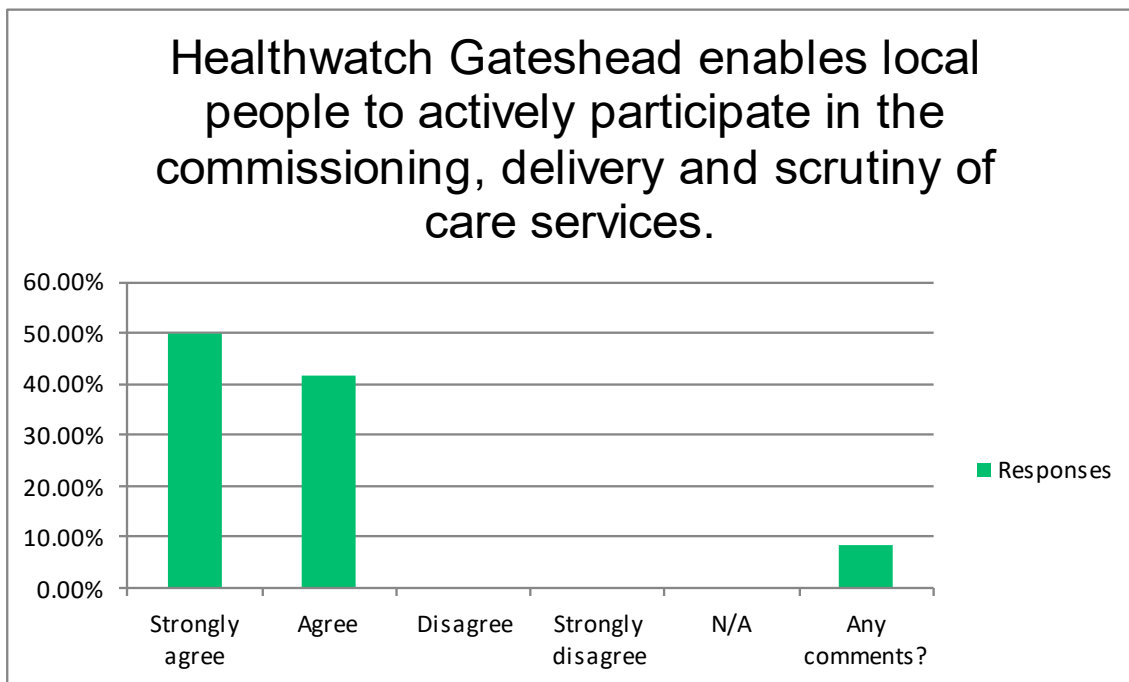
Comments:

“Do include our contact information on the e-bulletin and have also described referring clients to us as examples of assistance.”

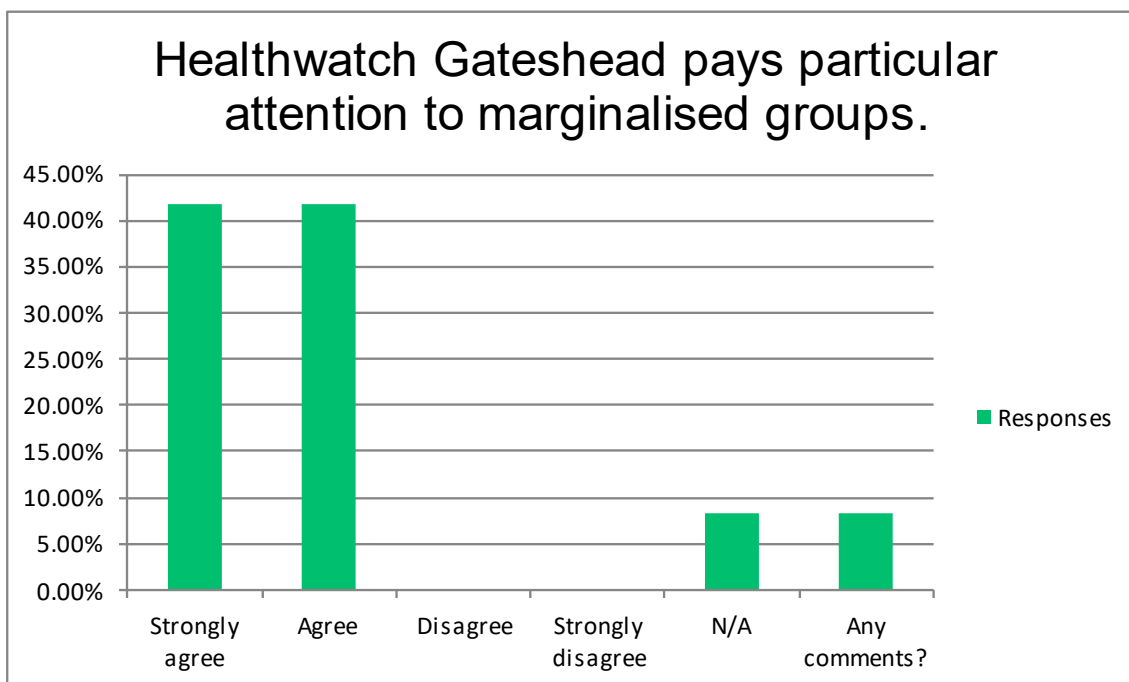
8. Healthwatch Gateshead has helped local health and social care systems to improve.



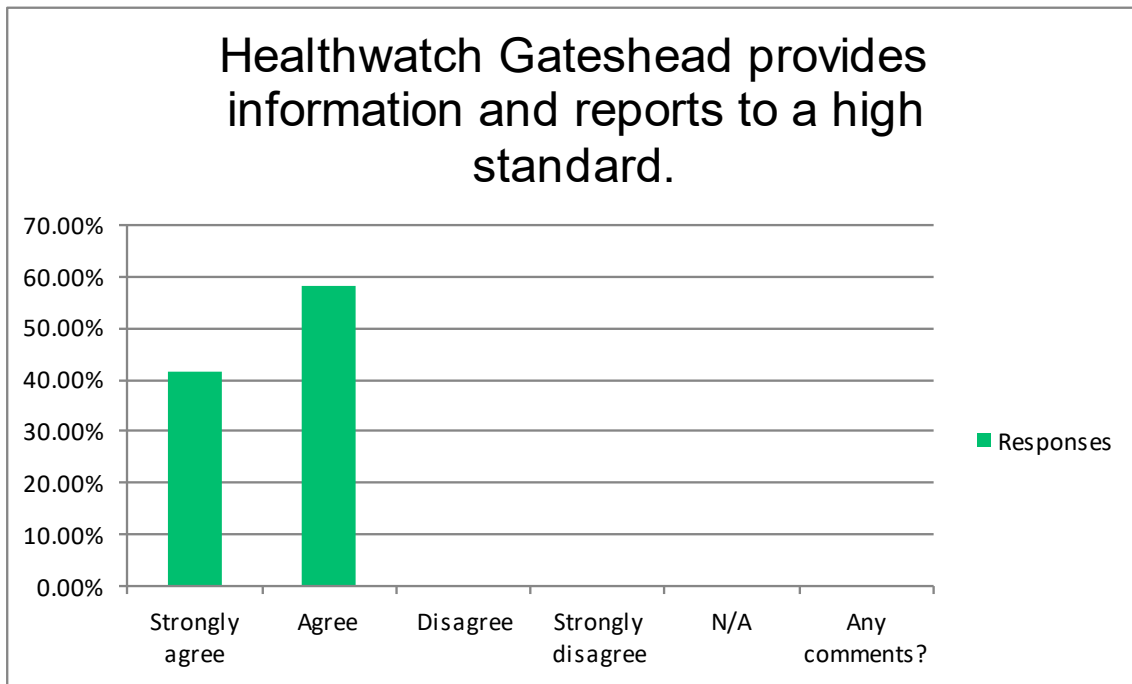
9. Healthwatch Gateshead enables local people to actively participate in the commissioning, delivery and scrutiny of care services.



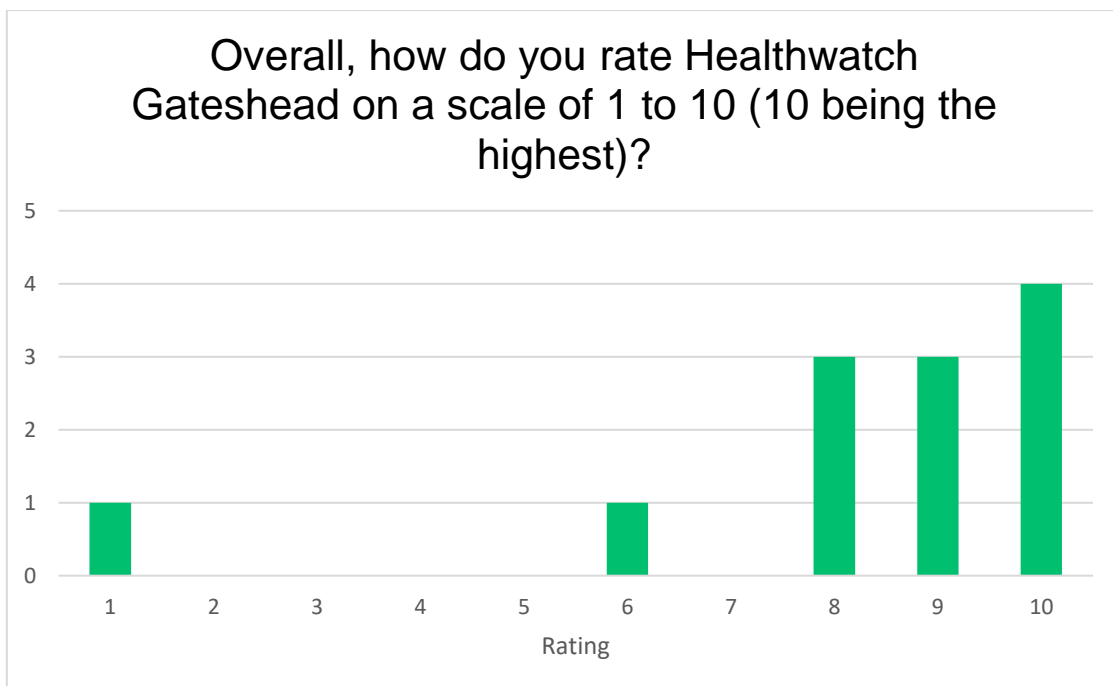
10. Healthwatch Gateshead pays particular attention to marginalised groups.



11. Healthwatch Gateshead provides information and reports to a high standard.



12. Overall, how do you rate Healthwatch Gateshead on a scale of 1 to 10 (10 being the highest)?



Comments:

“HW is actively involved in matters that are important to the health and wellbeing of local people, advocates well on behalf of patients/service users and Gateshead residents in general, and develops its priorities having engaged with local people and local partners.”

“My rating is given on what I have read is happening as with many Organisations who operate in the Community, I have not seen HWG in face to face action.”

“Provides an excellent easy to find service in the community.”

“We would welcome a talk by yourselves to our charity to discuss the aims of the organisation and previous work and how we can support in the future.”

“Healthwatch Gateshead are a great team- I really value their input and look forward to working with you in the future. It would be great if you would present to one of our future NHS Gateshead Forums on the work that you do, and the priorities you have for 2022. Thank you.”

## Conclusion

It is great to see our process improvements over recent years have resulted in improved awareness around our priorities and inclusion in how they are set. We believe there is still some work to be done on this subject and learning will be transferred into how we set our themes going forward. This is especially important as we transfer into a different way of managing our work.

A big thank you to staff and Committee members both past and present. Without your hard work throughout a very difficult period, we could not have scored so highly on customer relations questions such as 4, 5 and 6.

As part of the survey, participants were asked to nominate a charity to receive a £100 donation. We are happy to announce that The Gateshead Foodbank was the charity chosen at random from a pool of entries.

Thank you once again for your participation in this survey, we look forward to working with you all in the near future.