

## 2018 Healthwatch Stakeholder survey report

Healthwatch periodically conducts a survey of senior stakeholders to assess their views on our performance over the previous year.

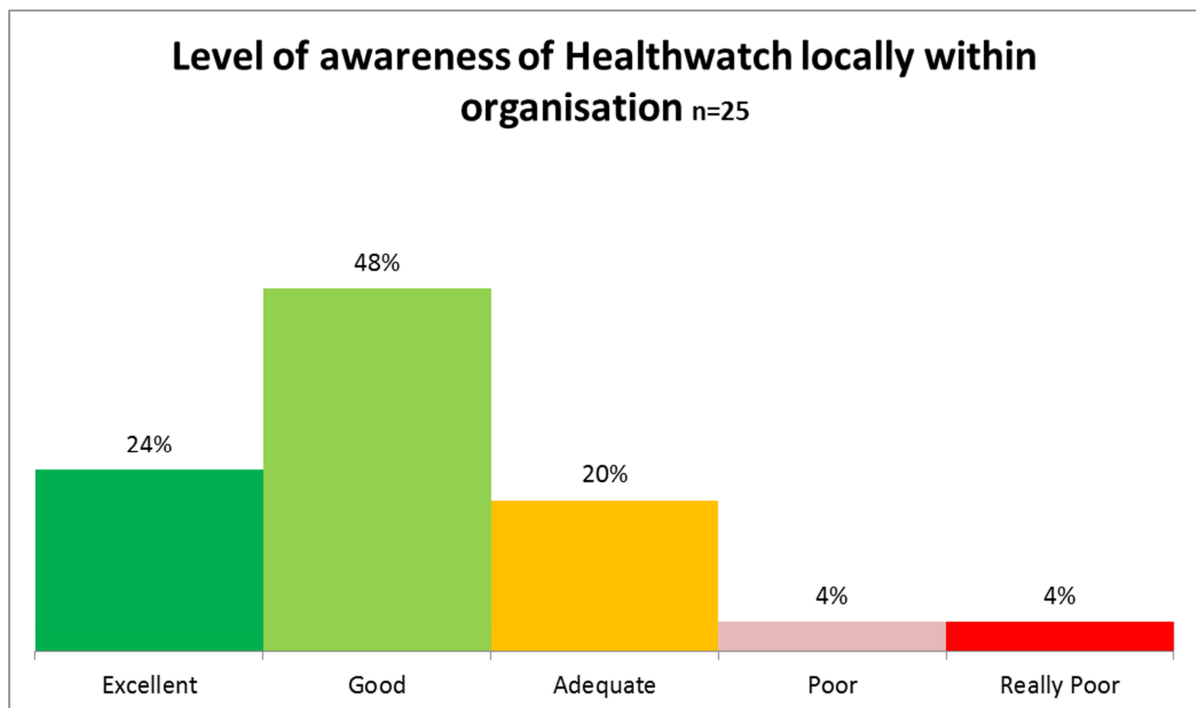
The survey was conducted from 5<sup>th</sup> December 2018 to 10<sup>th</sup> January 2019 and respondents were asked to review Healthwatch's performance over 2018. The survey was sent to 190 senior staff who had a professional relationship with Healthwatch; 25 people completed the survey, representing a 13% response rate.

The following report provides an overview of key findings from responses to the survey.

### Relationship of Healthwatch with organisation

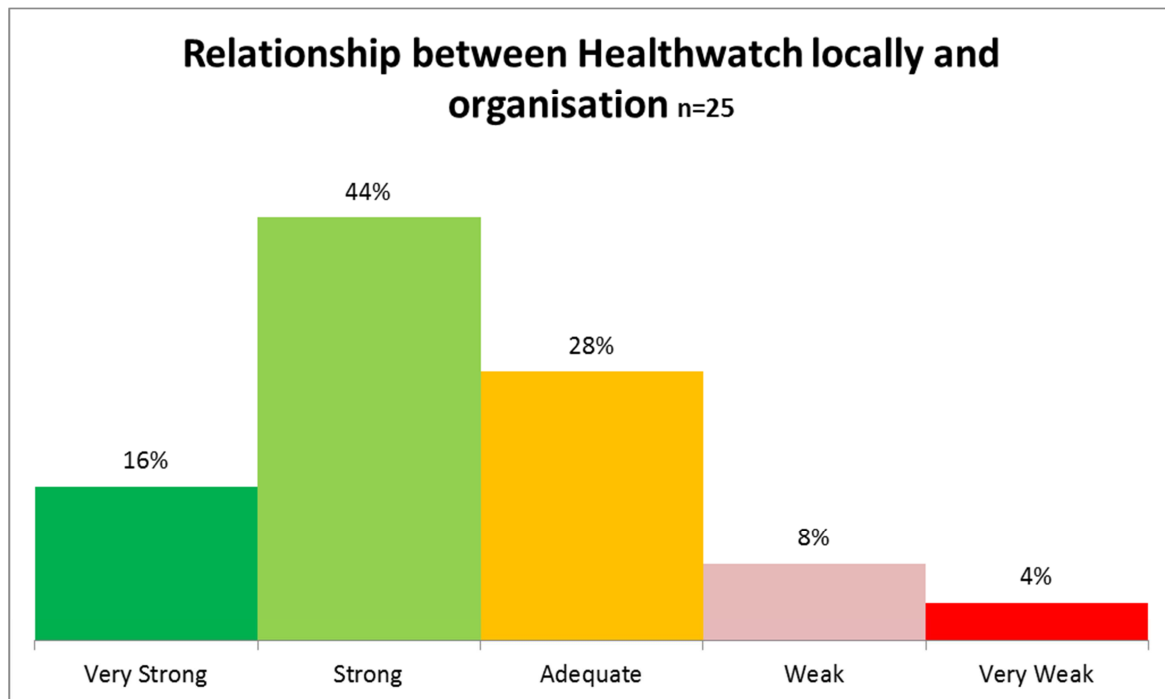
#### Awareness of Healthwatch

72% felt that there was a 'good' awareness of Healthwatch within their organisation.



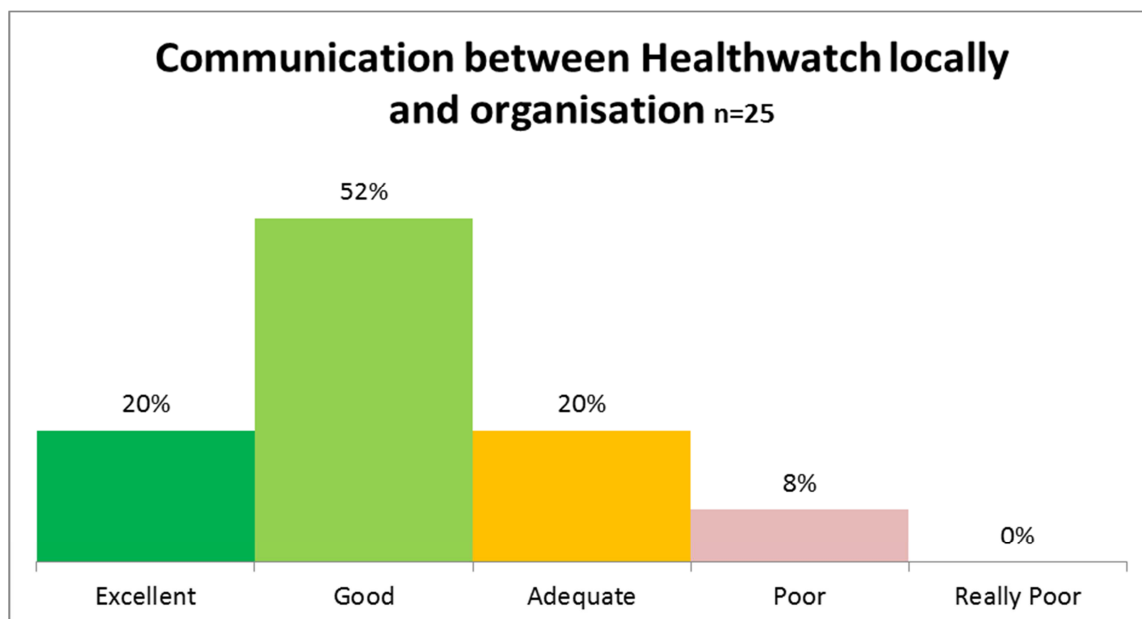
### Strength of relationship with Healthwatch

60% reported there was a 'strong' relationship between Healthwatch and their organisation.



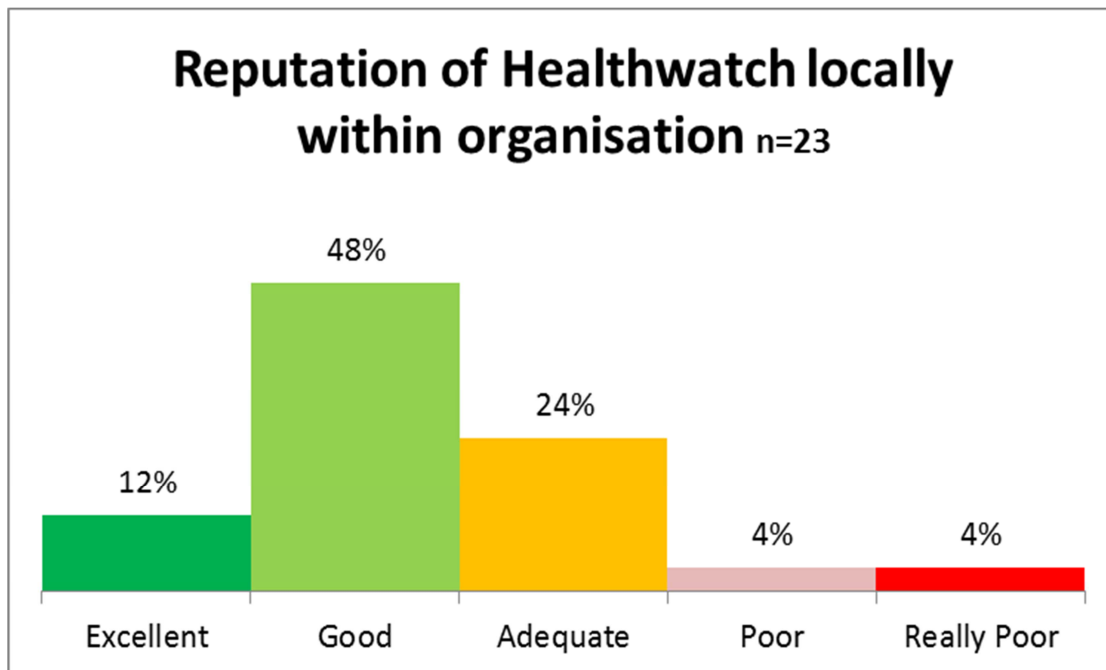
### Communication from Healthwatch

72% reported there was 'good' communication between Healthwatch and their organisation.



## Reputation of Healthwatch

60% reported Healthwatch had a 'good' reputation within their organisation.



## How could Healthwatch strengthen its relationship with organisation?

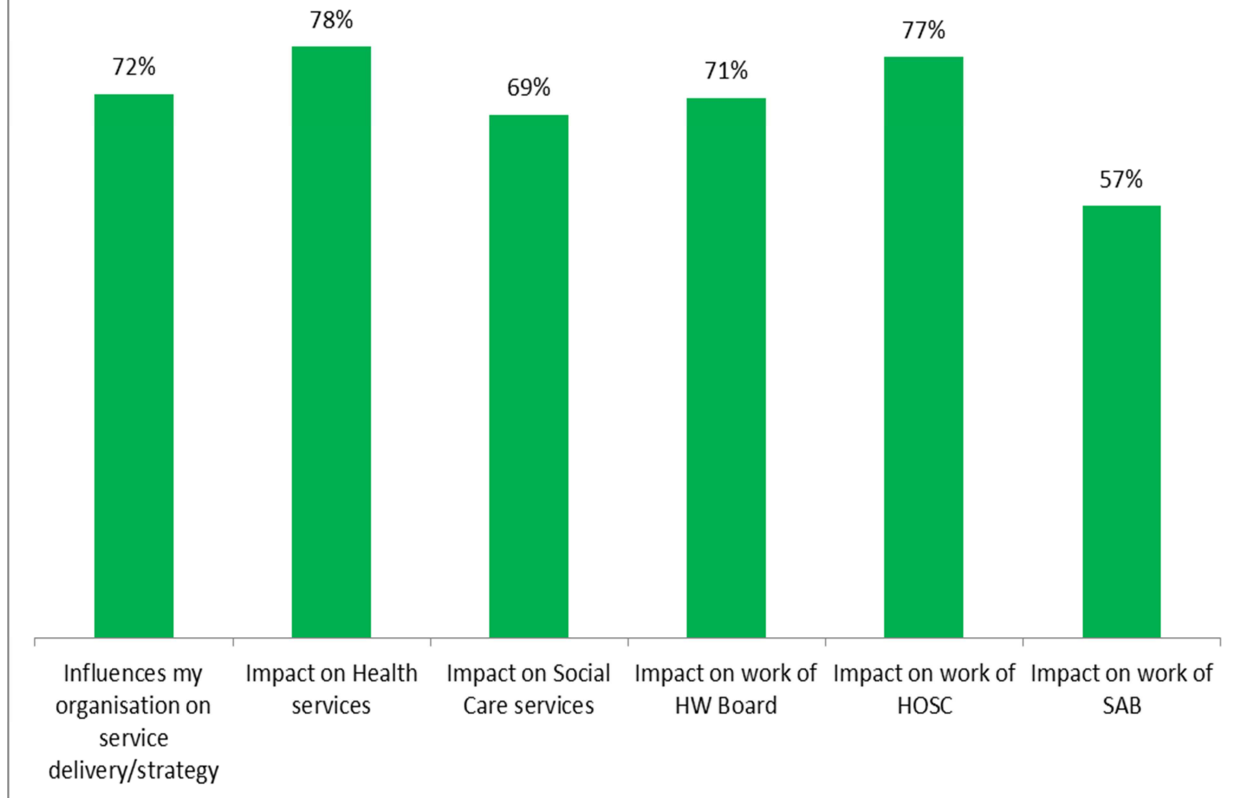
Stakeholders were asked to explain how Healthwatch could strengthen its relationship with their organisation.

<b>How Healthwatch could strengthen relationship with organisation</b>
By engaging in a more appreciative way and understanding exactly what we do, the constraints we face outside of our control and accurate knowledge of the landscape in which we work
David and I have talked about setting up regular meetings to keep in touch
In part that is down to us, using the name in meeting etc. to raise awareness
Strengthen the input of the patient customer experience to the development of health and social care policy.
Continue to regularly link with key members in the Directorate to ensure updates and information is shared regularly and collaboration can be planned
I believe their relationship is already strong and would like them to continue in the way they currently work.
More advertising about their services
Outside of those people with more direct links to Healthwatch I think people across the organisation will have a very limited understanding of what Healthwatch is and what it does
More co-worked projects.
Whilst the relationship across the board is strong, sometimes on individual pieces of work communication could be strengthened.
Representatives from HW could do Q&A sessions within organisation's staff team meetings/volunteer development group meetings

## Influence and impact of Healthwatch

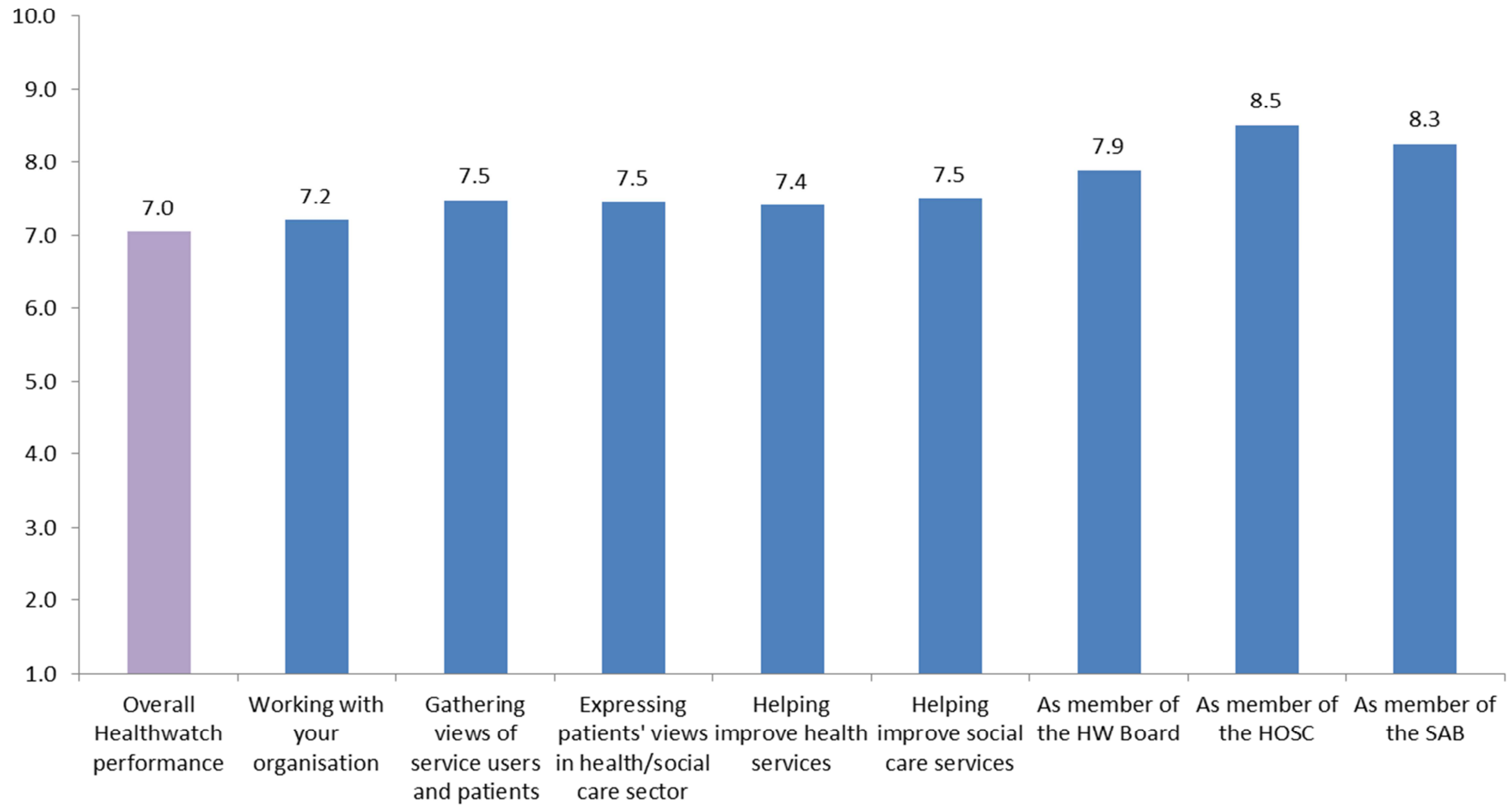
Stakeholders were asked to assess various ways in which Healthwatch might have had influence or impact. Responses 'completely agree' and 'mostly agree' were combined to produce an overall score.

## Agree Healthwatch has had influence and impact in specific areas n=7-25



Stakeholders were asked to assess on a 1-10 scale how they felt Healthwatch had performed overall and in specific areas of work. The average score for each question is shown in the chart below.

### Performance of Healthwatch in different areas n=4-25



## **Further comments on Healthwatch's performance**

“Healthwatch is a valued and integral stakeholder in the health and social care system across the City and I would like to take this opportunity to thank them for their continued commitment to making strategy, policy and services reflect and support the needs of local people.”

“Healthwatch have always been a good partner to work with, where appropriate. David is very knowledgeable about the local health and care economy and has contributed in many different ways. We don't often see people other than David at meetings; it would be good to get to know other staff and volunteers.”