



What our partners say

Results of our stakeholder survey May 2020





Strategic context and relationships

My organisation understands the rationale behind Healthwatch Tower Hamlets priorities.



Healthwatch Tower Hamlets brings added value to our work thanks to its unique perspective.



Key decision makers within our organisation have collaborative relationships with Healthwatch Tower Hamlets, that allow info to be shared and concerns to be addressed.



Healthwatch Tower Hamlets brings a distinct contribution to decision making structures in the local system.



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Don't know



Healthwatch informs many of our priorities and our work - when Healthwatch reports come out, several people in the team read them front to back to ensure that we are able to weave in citizen needs and perspective into our change initiatives.

Tower Hamlets CCG/ EQUIP



Community voice and influence

Healthwatch Tower Hamlets demonstrates added value through its work engaging local people.



Healthwatch Tower Hamlets pays particular attention to seldom heard groups.



We can confidently promote Healthwatch Tower Hamlets through our organisations' media channels.



Healthwatch Tower Hamlets bases its insight on the experiences of local people.



Local people are involved in Healthwatch Tower Hamlets as volunteers, spokespeople, committee members.



Healthwatch Tower Hamlets enables local people to actively participate in commissioning, delivery and scrutiny.



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Don't know



Healthwatch creates engagement through the CI system and through the feedback provided by Dianne to CCG and ICS leaders - sharing the messages and views from local people and helping with two way communication that can be harder for statutory bodies. North East London CCG



Making a difference locally

Healthwatch Tower Hamlets insight and reports are constructive, independent and clear about the rationale for the evidence used.

22%

61%

6% 11%

Local commissioners and providers have been involved in Healthwatch Tower Hamlets insight reports in an appropriate and timely way.

22%

33%

11% 6%

28%

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Don't know

The insights system has been hugely beneficial and our Director of Insights is working collaboratively to ensure there is mutual benefit. Barts NHS Trust

The report on digital access - we felt fully sighted and understood why this was a priority, and how we could use some of the feedback received. Often, Healthwatch acts a booster for us to be able to push forward an initiative which providers can initially feel resistant towards. Tower Hamlets CCG/EQUIP)



Informing people

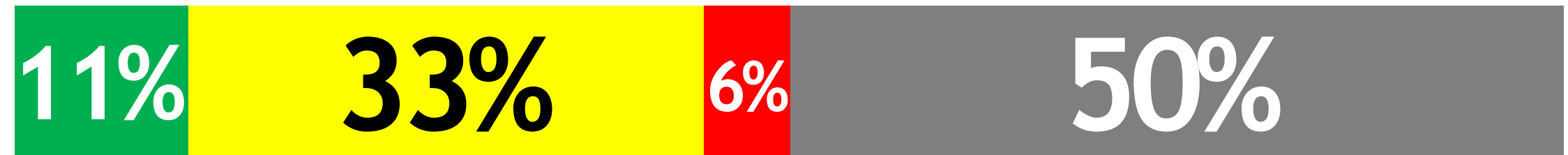
The signposting, info and advice provided by Healthwatch Tower Hamlets has a clear and distinct role that complements those provided by other local information and advice services.



The Healthwatch signposting, information and advice service makes a clear contribution to ensuring that the voice and experience of easily ignored and marginalised groups is heard.



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Healthwatch signposting, information and advice service is used to provide an insight into gaps in local information and advice services so that they can be addressed.



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Don't know

There needs to be better dialogue and connectivity between service which provide signposting, information and advice so that overall the borough's resources stretched to deliver more and robust I think the council could do more to facilitate this better so that we avoid duplication as much as possible and it might be the Healthwatch provide the initial screening and then moves them on the a tier two service for more technical support. Tower Hamlets Council



Healthwatch Tower Hamlets Priorities for the coming 18 months.

1

Voices of disabled residents

Understanding how changes to services, due to Covid, are impacting disabled residents and involving them in any future service redesigns.



2

What's changed?

Make public views on what health and care services should look like post-Covid central to Borough decision making.



3

Delays in care

How might they be mitigated with increased patient-led management, improved admin including online and phone, patient held records, voluntary and community sector support.

