

360 Residents & Stakeholder Review

2023/2024



360 Residents Review

89 responses received compared to 72 responses last year

Healthwatch Rochdale ENGAGEMENT

Answer Choices	STRONGLY DISAGREE	DISAGREE	I don't know/Can not comment	AGREE	STRONGLY AGREE
Healthwatch Rochdale publishes various forms of communications to highlight the impact the organisation is making	0.00%	6%	34%	45%	16%
Healthwatch Rochdale engage with the diverse Rochdale Communities	1%	1%	42%	40%	16%
Healthwatch Rochdale makes a difference to local health and care services through their reports and recommendations	0%	6%	40%	35%	19%
Healthwatch Rochdale raise awareness of the organisation in my area	0%	6%	40%	38%	16%

Have you heard of Healthwatch Rochdale?

76% - yes

24% - no

Do you know about Healthwatch Rochdale Volunteering opportunities?

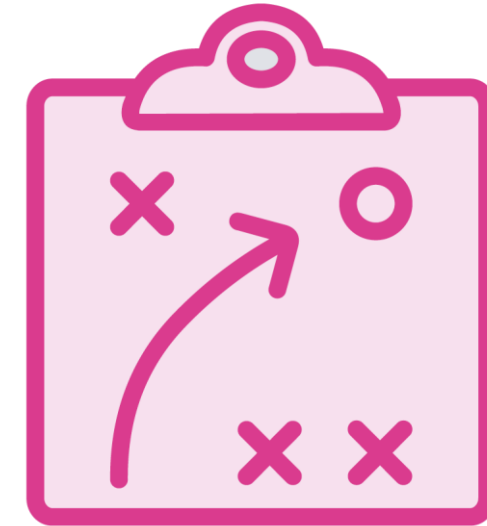
54% - yes

46% - no

360 Residents Review

Healthwatch Rochdale Information, Advice and Signposting (IAS)

Answer Choices	STRONGLY AGREE	AGREE	I don't know/ cannot comment	DISAGREE	STRONGLY DISAGREE
Healthwatch Rochdale deliver an Information, Advice and Signposting stand in my area	15%	28%	49%	6%	2%
Healthwatch Rochdale provides the public with accurate, reliable, relevant and useful information about local services, when they need it	18%	34%	42%	6%	1%
Healthwatch Rochdale's website is easy to use and has useful information on it (www.healthwatchrochdale.org.uk)	19%	28%	48%	4%	0%
Healthwatch Rochdale provide useful information on social media (Facebook, Instagram, LinkedIn, Twitter, YouTube)	15%	28%	55%	1%	1%
Healthwatch Rochdale share local and national campaigns	20%	27%	52%	1%	0%



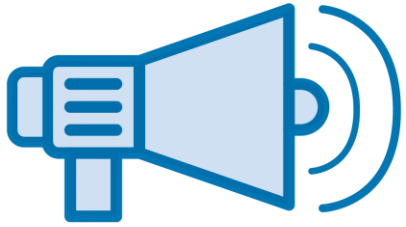
360 Residents Review

Healthwatch Rochdale IMPACT

Answer Choices	STRONGLY AGREE	AGREE	I don't know/ cannot comment	DISAGREE	STRONGLY DISAGREE
Healthwatch Rochdale publish various forms of communications to highlight the impact the organisation is making	19%	30%	47%	2%	1%
Healthwatch Rochdale make a difference to local health and care services through their reports and recommendations	19%	31%	40%	9%	0%
Healthwatch Rochdale has made health or social care impact in my area	16%	21%	52%	10%	1%
Healthwatch Rochdale Annual Newsletter informs me about the impact they have made	17%	27%	48%	7%	1%



360 Residents Review – additional comments



Engage with varies communities



Improve GP services



Spend more time in Middleton



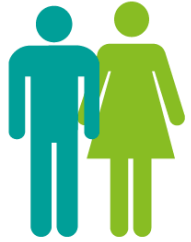
Be more visible

More work in care homes

Translated information needed



Demographic Information



67% of respondents were female
88% were White British
81% were heterosexual



We heard from all age group from 13 year old to 80+

55% of respondents were aged between 18-64 years old

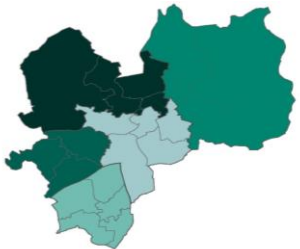


35% of respondents classed themselves as carers



45% considered themselves to have a disability

50% considered themselves to have a long-term condition



Rochdale North	35%
Rochdale South	6%
Heywood	15%
Middleton	11%
Pennines	22%

Action Plan

Promote engagement events further a field

Promote IAS via new avenues

Promote what we do more

Promote impact with public via you said we did

Increased engagement across all townships

GP specific engagement events

Increased youth engagement

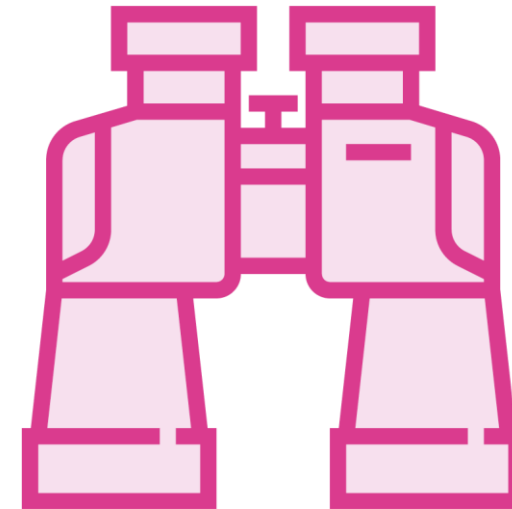
Increased engagement with LGBTQ+ communities to see an increase on demographic responses in this area next year

Increased engagement with BAME communities to see an increase on demographic responses in this are next year

360 Stakeholder Review

Home Instead
Springhill Hospice
Caring and sharing Rochdale
N Compass
NHS 6M
GMN Diabetes eye screening programme
Rochdale Oldham + district samaritans
Homestart Rochdale Bury
Living well
Northern care alliance
Homestart bury rochdale
Croft Shifa
Rochdale Heartbeat
Alzheimer's Society
Perisp support group
The Lighthouse
HMR Circle
Heywood, Middleton & Rochdale Circle CIC
HMR CIRCLE
Your Trust
WHAG
GROUNDWORK
Rochdale Health Alliance

36 professional responses
compared to 32 last year



360 Stakeholder Review

Answer Choices	Strongly Agree	Agree	Disagree	Strongly disagree	I don't know/I cannot answer this question
I am aware of the statutory role of Healthwatch Rochdale	31%	34%	14%	3%	17%
I know how to contact Healthwatch Rochdale should I need to engage with the service?	42%	42%	3%	0%	14%
Healthwatch Rochdale develops its priorities based on the experiences and concerns of the public through the Advisory Group	25%	50%	0%	0%	25%

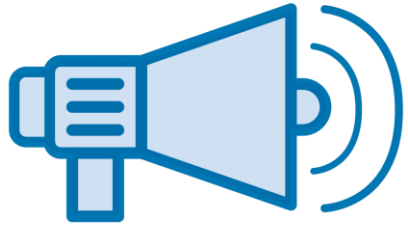
360 Stakeholder Review

Answer Choices	Strongly Agree	Agree	Disagree	Strongly disagree	I don't know/I cannot answer this question
Healthwatch Rochdale has trusting, collaborative relationships with key local decision makers and organisations across the Rochdale Borough	31%	43%	0%	0%	26%
Healthwatch Rochdale is a valuable stakeholder	31%	34%	6%	0%	29%
Healthwatch Rochdale are an import source of useful patient data, information and lived experience.	32%	38%	3%	0%	26%

360 Stakeholder Review

Answer Choices	Strongly Agree	Agree	Disagree	Strongly disagree	I don't know/I cannot answer this question
Healthwatch Rochdale attend local strategic meetings across the health and social care sector and have a positive input into the meetings	24%	41%	3%	0%	32%
Healthwatch Rochdale captures the experiences and aspirations of local people, including those from diverse and seldom heard groups, in its research and reports	29%	41%	3%	0%	26%
Healthwatch Rochdale recommendations for change are heard and responded to by local decision makers	18%	44%	3%	0%	35%

360 Stakeholder Review-Comments



Healthwatch Rochdale should establish partnerships with stakeholders to jointly develop

Think they are doing a great job with the resources they have.

More Funding to enable their role



communicate briefly: you said: we did



Have a better social media presence

Use simple language to deliver the message



Action Plan

Action

Create a quarterly professional newsletter/ebulletin

Promote our statutory functions

Increase data sharing agreements with partner organisations

Increased joint engagement events with local orgs and public

Quarter info packs to be shared with local stakeholder including posters etc for our events during that period