

Insight & Impact

October 2025



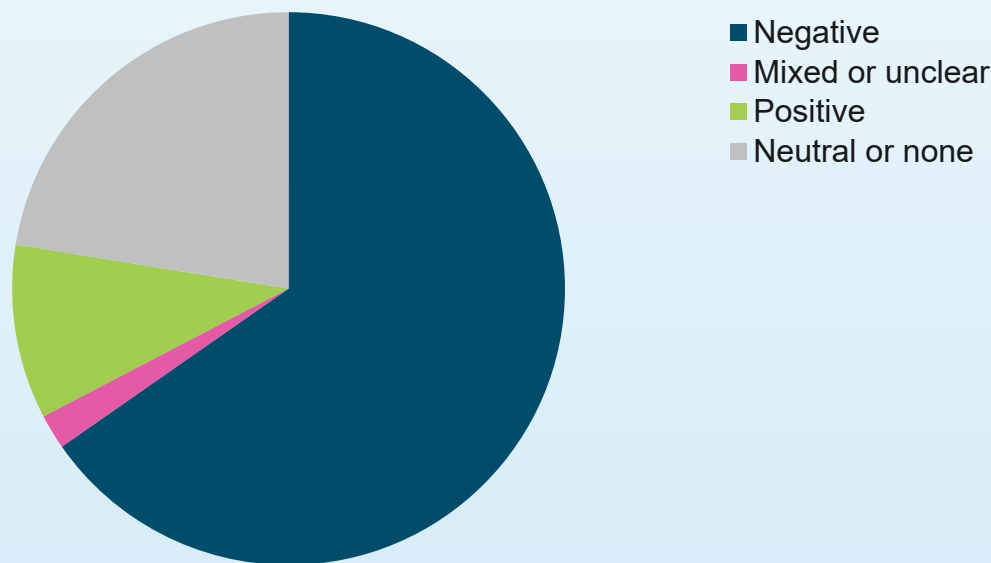
Monthly Overview

In October, we have reached approximately 1000 people either in-person or online via public engagement.

This month, not only did we continue to attend Community Lounge's and The Bread & Butter Thing's queue walks at various venues across the City, but we also celebrated 100 years of Stoke-on-Trent as part of Staffordshire Sight Loss Association's (SSLA) Information Day and Centenary Celebration Event at Port Vale Football Club!



Intelligence Summary



This month 65% of feedback was of a negative sentiment and 10% positive. A further 2% of stories shared provided a mixed perspective or was unclear, and 22% had a neutral or no sentiment.

Key Themes

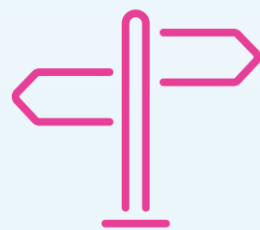
The stories shared typically had themes of...



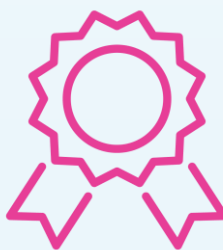
Quality of treatment



Booking appointments



Referrals



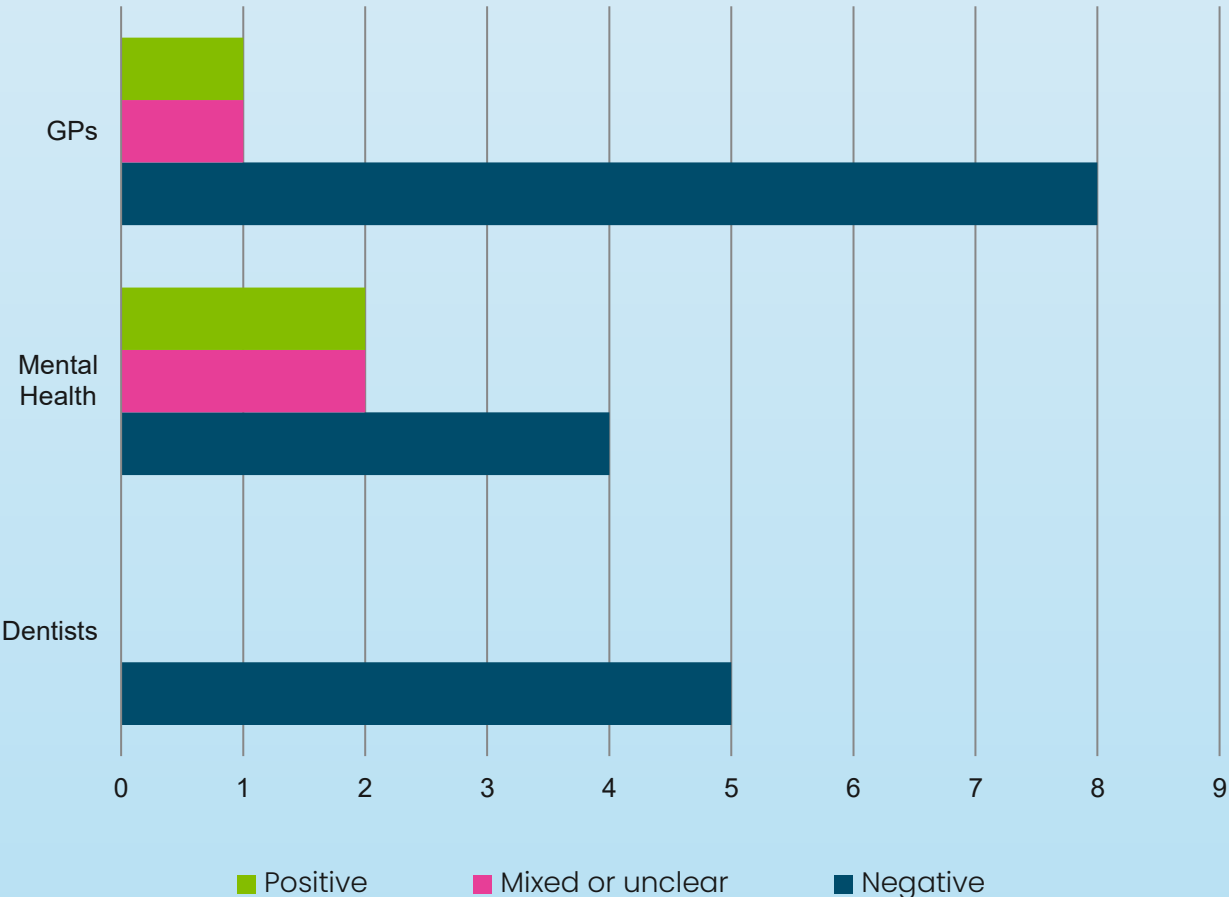
Service organisation, delivery, change and closure

Top 3 Services

Of the stories shared, we heard the most about...



The sentiments of feedback varied for each of the top 3 service types.



Coming up...

Priority Project surveys now live!

If you're living in Stoke-on-Trent and have experience with CAMHS ADHD and ASD assessments or are an adult with either formally or self-diagnosed ADHD or ASD – we want to hear from you!

Click the links below to access the surveys.

[CAMHS ADHD and Autism Assessments](#)

[Adult's ADHD and Autism Support](#)

Are you ready to represent your community?

Engaging Communities Solutions CIC (ECS) who deliver Healthwatch Stoke-on-Trent, are delighted to be working with UHNM on the development of their Commercial Research Delivery Centre (CRDC). The CRDC initial development is being funded by a grant from the National Institute for Health and Care Research (NIHR).

We are working with them to ensure that our local communities are actively involved in the development of public and patient involvement and engagement (PPIE) at the CRDC.

If you're a community representative, we'd love for you to join our upcoming [CRDC Reaching Communities Workshop](#) taking place online on Monday 1 December at 2pm.

Coming up...

We are looking for a new Healthwatch Manager

We are seeking a passionate and strategic Healthwatch Manager to lead the delivery of Healthwatch Stoke-on-Trent – the independent champion for people who use health and social care services.

Working Hours: Part-time. Flexible. 30 hours per week, including occasional evening and weekend work. 12 months fixed-term contract.

Salary: £26,853.24 pro rata. (£33,119 FTE).

Location: Home-based with a requirement to travel to Healthwatch locations.

The role of a Healthwatch Manager entails managing the day-to-day activities and functions of Healthwatch, including management of staff and resources in accordance with the direction and policies established by the ECS Board, ensuring the service fulfils its statutory obligations. You will also work with the Independent Strategic Advisory Board (ISAB) in using public and patient engagement to influence the planning and delivery of health and social care in the local Healthwatch area acting as the independent consumer champion.

Your main duties will involve strategic management, stakeholder engagement, operational management, corporate and governance.

To apply, head to the '[Work with us](#)' page on our website to download and view the Job Description and Person Specification. You will also complete an application form here: <https://forms.office.com/e/uCKbL3DP9X>.

Closing date: Sunday 30th November 2025 at midnight.

Shortlisting: Monday 1st December 2025.

Interview dates: Wednesday 10th December 2025.

We are an equal opportunities employer and welcome applications from any individual regardless of ethnic origin, gender, disability, religious belief, sexual orientation, or age. All applications will be considered on merit.

To arrange an informal discussion about the role, please contact Chief Executive, Simon Fogell on simon.fogell@healthwatchstoke.co.uk.

healthwatch

Stoke on Trent

Healthwatch Stoke-on-Trent
Commerce House
Festival Park
Stoke-on-Trent
ST1 5BE

www.healthwatchstokeontrent.co.uk

t: 03303 130 247

e: info@healthwatchstoke.co.uk

✕ @HealthwatchSoT

f [Facebook.com/HealthwatchStoke](https://www.facebook.com/HealthwatchStoke)



**Committed
to quality**

We are committed to the quality of our information.
Every three years we perform an in-depth audit so
that we can be certain of this.



**Engaging
Communities
Solutions**

www.weareecs.co.uk

t: 01785 887809

e: contactus@weareecs.co.uk

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The contract to provide the Healthwatch Stoke-on-Trent service is held by Engaging Communities Solutions C.I.C.