

Insight & Impact

September 2025



Quarterly Overview

As we have come to the end of our second quarter in 2025/26, we have decided to offer an insight into September along with providing a recap of this quarter.

Throughout July to September, we heard from a total of 93 people living in Stoke-on-Trent who were looking to share their stories or seeking information. We also engaged with approximately 650 people both online and in-person in September, leading to a quarterly total of 2300 people.

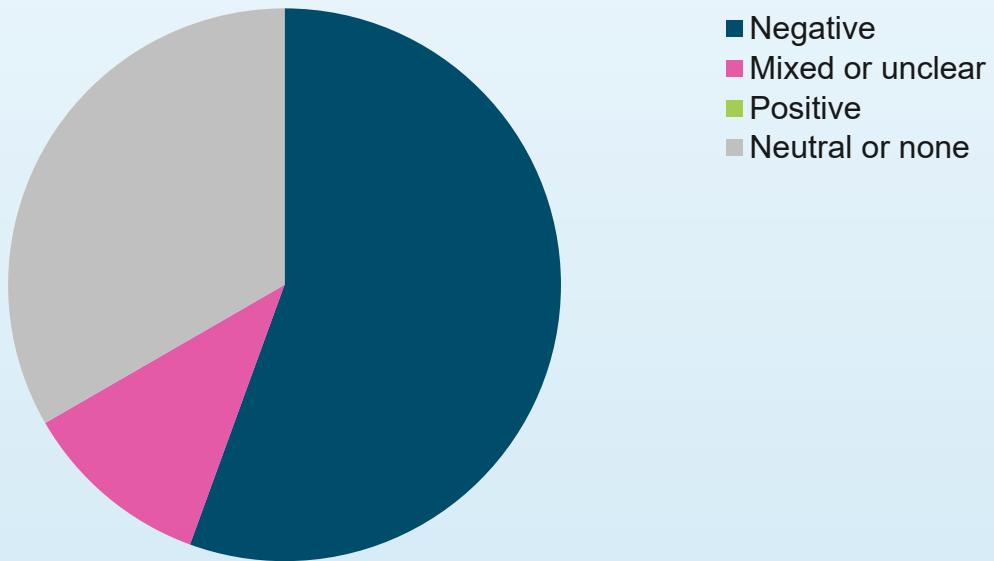
Each month, we've shared with you the key themes and top services that we've received feedback on. Using these findings, we have found that the top 3 services throughout this quarter are:

- GPs,
- CAMHS,
- and dentists.

And the key themes of this quarter are:

- waiting times,
- waiting for appointments or treatment; waiting lists,
- and quality of treatment.

Intelligence Summary



In September, 56% of people contacted us about a negative experience. We saw a 25% decrease in positive stories shared with 0 positive experiences being shared. 11% of stories were of a mixed or had an unclear sentiment. The remaining 33% shared stories of a neutral sentiment or contacted us without sharing a story (i.e. information and/or advice).

Key Themes

The stories shared typically had themes of...



Written
information,
guidance, and
publicity



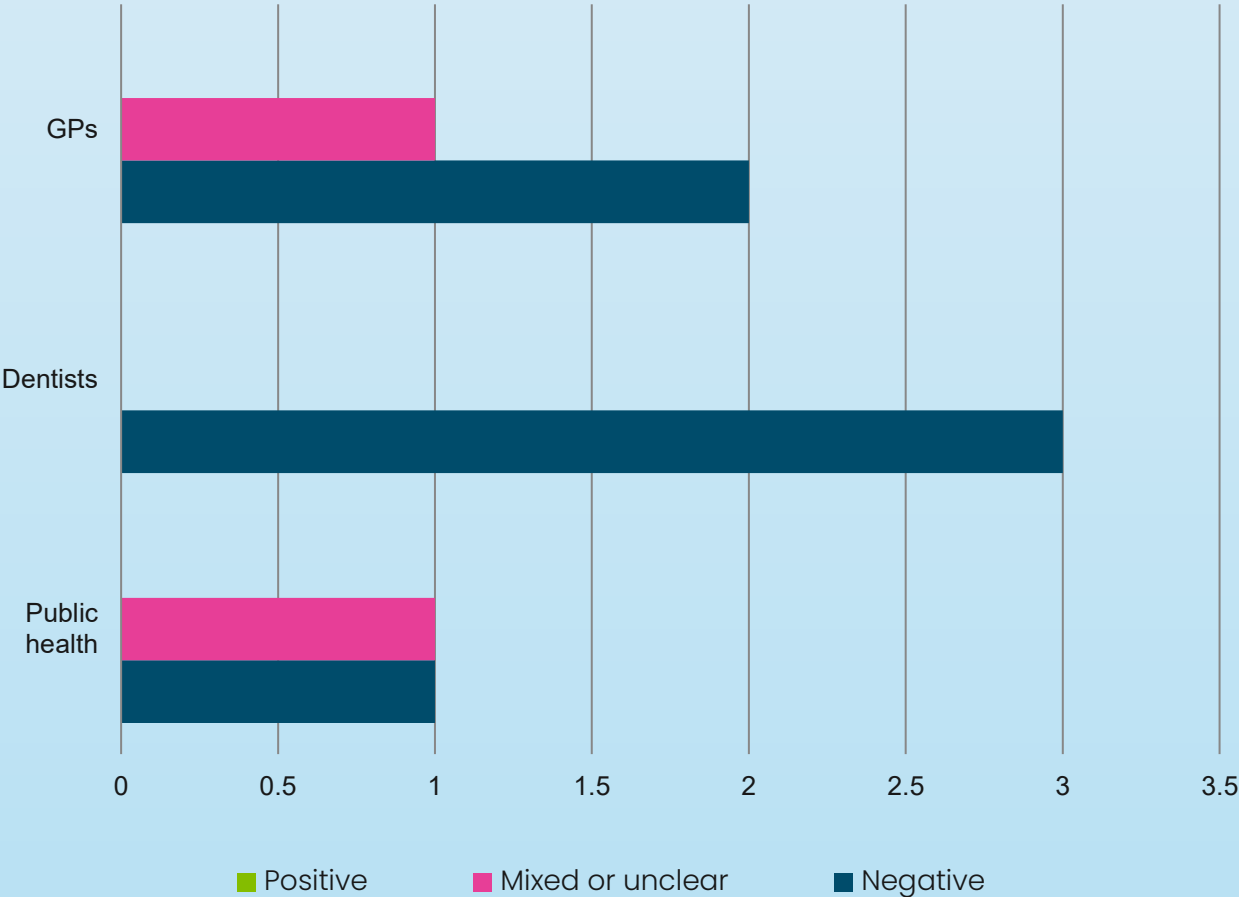
Administration
(records, letters,
results)

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...

We're looking for Stokies who have experience with CAMHS (ADHD & Autism assessments), local mental health services, and/or adult's ADHD & Autism support services.

Are you a Stokie?

**Do you have experience with any of these services?
Want to make a difference?**

Register your interest and let us know how YOU would like to take part!



<- Scan the QR code

OR [click here.](#)



Looking to join us in person?

Keep an eye out on our website for all future events and community group visits, such as:

[The Bread and Butter Thing](#)

[Community Lounges](#)

[PEGiS in the Park](#)

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 2nd November 2025 at midnight.

Shortlisting: Wednesday 5th November 2025.

Interview dates: Monday 10th November 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

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✕ @HealthwatchSoT

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**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**

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