

# Stakeholder Perceptions Report

September 2025



# Introduction

In April 2025 we asked our stakeholders to take part in a survey to provide feedback about Healthwatch Warrington. We used a survey that was designed by Healthwatch England to explore how Healthwatch Warrington are perceived by stakeholders against the values of Truth, Equity, Impact, Independence, and Collaboration. This report sets out the key findings and our response to the survey findings.

## Findings

There were 11 responses to the survey from invited stakeholders. They represented senior leadership at the Integrated Care System, the local authority, NHS providers, a health and social care regulator and people from the third sector.

### Truth

All the people responding agreed that Healthwatch Warrington demonstrates that it is aware of the issues that affect local residents and communities and that it works in a way that shows it understands the wider context that services work in. Most people agreed that Healthwatch Warrington holds services to account but 1 person gave a neutral answer.

It was commented that Healthwatch Warrington was a trusted partner and is always professional and robust in holding services to account.

## Equity

All people responding agreed that Healthwatch Warrington effectively collects feedback from people in diverse communities who are less often listened to. Most people agreed that communications and campaigns produced by Healthwatch Warrington are inclusive of the diverse local population with one person giving a neutral answer.

It was commented that communication is reflective of the local population, and that the work that Healthwatch Warrington do with under served communities was valuable in improving services.

## Impact

All people responding agreed that Healthwatch Warrington communicates clearly and all agreed that Healthwatch Warrington provides new insight that influences decision makers and leads to improvements to services for the public.

It was commented that Healthwatch Warrington are reliable and are able to contribute to discussions and support work across projects.

Specific examples of impact that were given included the work on oral health for children and influencing mental health services for children and young people as an outcome from the project that Healthwatch Warrington completed.

## Independence

People were in agreement that the reports produced by Healthwatch Warrington are always based on direct evidence obtained from the public. Most people agreed that Healthwatch Warrington gives a high priority to involving local people in decisions although one gave a neutral answer. It was agreed by all that Healthwatch Warrington was viewed as independent of other organisations and agendas.

The professionalism of Healthwatch Warrington was commented upon by respondents and their confidence that the feedback that they receive from Healthwatch is clearly that of the public.

## Collaboration

All felt that Healthwatch Warrington has a high profile amongst sector professionals in the area and all agreed that Healthwatch Warrington is a trusted partner that their organisation wants to collaborate with.

It was commented that Healthwatch Warrington are considered a key partner and that the provider was impressed at the communication and collaboration with all members of the team.

## Our response

### CEO Statement – Lydia Hughes

As Chief Executive of Healthwatch Warrington, I am proud to share the findings of our latest stakeholder perceptions survey. The feedback we received reflects the dedication and integrity of our team, and the trust placed in us by our partners across the health and social care system.

It is encouraging to see strong recognition of our values—**Truth, Equity, Impact, Independence, and Collaboration**—and to hear that our work is making a meaningful difference to local communities. From amplifying the voices of underserved groups to influencing service improvements in areas such as oral health and mental health for children and young people, our impact is clear.

We are especially grateful for the comments highlighting our professionalism, reliability, and collaborative spirit. These qualities are central to how we operate and will continue to guide our approach as we move forward.

We remain committed to listening to the public, holding services to account, and working in partnership to ensure that everyone in Warrington has access to the care and support they need.

Thank you to all our stakeholders for your continued support and collaboration.

**Lydia Hughes**

Chief Executive

Healthwatch Warrington



Tel: 01925 246 893

E: [contact@healthwatchwarrington.co.uk](mailto:contact@healthwatchwarrington.co.uk)