Priority setting process 2021

Purpose:

We're here to champion the voice of users of health and social care services. Every year we focus on a small number of things that local people tell us matter to them.

Process - general

To decide on our priorities, we gather information and evidence from a number of sources. The main source of evidence comes from our engagement with people (public, patients, service users, stakeholders) through:

- Feedback and issues raised through our general work and engagement
- Feedback and issues raised through our online feedback centre
- Information from Committee members
- Information from volunteers
- Information and feedback from VCSE organisations
- Information from horizon scanning activities (reports, media, think tanks, local and national data sets etc)
- Information from health and social care providers and commissioners
- HWE data / priority setting and campaigns, which will include CQC findings .
- Local Authority concerns that may include changes to service provision and emerging themes

What we consider in the process

We take these things into account as we prioritise actions:

- What kind of work will this involve:
  - Research Projects
  - Task and Finish approaches to shorter term / discrete issues
  - Collaborative approached, working with others to explore issues
- Does this fit in our stated role?

- How likely are we to have an impact on this priority?
- Is this priority / issue being tackled by others? If yes, will Healthwatch Gateshead and Healthwatch Newcastle add value and work with others to address the issue?
- Do we have the skills or can we commission the skills to make an impact?
- Do we or can we get the resources to do this?
- How many people will benefit if we take on this issue
  - Impact across Gateshead / Newcastle population
  - Big impact on a small number of people whose voice is not sufficiently heard
- Is there an opportunity to collaborate? Across Healthwatch Gateshead and Healthwatch Newcastle? With other Local Healthwatch? With other organisations?
- Can we make a real difference?

Things that come up

Our process for monitoring in-year trends which may impact on our annual priorities is:

- Staff monitor trends in information gathered and identify any emerging themes, discussing these in staff meetings
- Check emerging themes with stakeholders where appropriate
- Raise emerging themes with Committee Chairs
- Share emerging themes with Committee members. This may be at a regular meeting, special meeting or electronically
- Committee to consider emerging issues and make decision on if these should be prioritised and what impact this will have on the agreed annual priorities

Sharing Annual Priorities

We will publish our priorities on our website and ensure that all relevant stakeholders are aware of our work for the coming year

Process 2021 A high level timeline for this year

February

- Internal review of data /info & identify themes & issues
- Highlight priority setting in newsletters
- Begin to contact partner orgs to identify issues for them
- Begin to contact partner organisations to gain additional insight for identified issues e.g., Learning Disability
- Contact committee members – overview of process, input via email & schedule meeting

March

- Produce longlist for circulation to Committee members
- Committee meeting to shortlist priorities and outline the type of work involved:
  - o Research project
  - o Task and Finish project
  - o Collaborative projects that require further exploration
- Continue conversations with partner organisations
- Add to long list

April

- Committee meetings to decide on priorities
- Publish priorities
- Priorities feed into staff objectives