

## 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:
  - Research project
  - Task and Finish project
  - Collaborative projects that require further exploration
- Continue conversations with partner organisations
- Add to long list

### April/May

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