

Prioritisation Panel Volunteer Role Description

Purpose of Prioritisation Panel

The main purpose of the Healthwatch Prioritisation Panel will be to represent the voice of local people, making positive changes in health and social care.

The Panel's main duty will be to work with Healthwatch to prioritise which issues to take forward for Healthwatch, and what form these pieces of work will take. These recommendations will inform the Healthwatch Area work plan.

Its main functions will be to:

1. Prioritise issues.

This will be the main task of the Panel and will involve working with Healthwatch to analyse the data that Healthwatch holds in order to determine which themes or issues are of highest priority for patients and service users.

2. Decide how issues are taken forward.

Prioritisation Panel members working with Healthwatch will recommend what form each piece of work could take, e.g. patient questionnaire, focus activity, patient and user interviews, specific tasks or other forms of processes as agreed by the Panel.

Accountability

The Prioritisation Panel will be accountable to Healthwatch and ultimately to the general public who use health and social care services in Bristol, North Somerset or South Gloucestershire.

About the role

Healthwatch is an independent organisation that helps people get the best from their local health and social care services. Our aim is to ensure that the views and experiences of the public are used to bring about real changes in how local services are designed and delivered.

The Prioritisation Panel has an integral role in deciding the future work of Healthwatch. It has been established to assist Healthwatch to decide on what actions to take regarding comments received from the public about their local services.

These actions can range from asking for more information and making recommendations for changes to services, through to deciding when to undertake Enter & View visits and referring issues to regulatory bodies. It is the role of the panel to recommend the appropriate action for each issue discussed.

Members of the panel will be required to meet quarterly to discuss issues that have been raised with Healthwatch. The Panel will be required to assess the priority of issues using a Prioritisation Matrix.

Working Practice

The Prioritisation Panel will meet at least 4 times each year (quarterly). The meeting dates and venues will be agreed by the Prioritisation Panel at its meetings or through consultation in the period between meetings. The meetings will be open to the public to view proceedings but the public will not contribute to the meetings.

The Prioritisation Panel Chair will be responsible for chairing the meetings and, following review by the Panel, approving the minutes.

Agendas and papers will be sent out 1 week prior to the meeting - email is the preferred method of communication.

The Prioritisation Panel meetings will be supported by a Healthwatch team member.

What we require from you:

- Membership of Healthwatch
- An extensive knowledge of health & social care functions
- The ability and commitment to attend quarterly Prioritisation Panel meetings.
- A commitment of the time necessary before each Panel meeting to read through the documentation provided and to consider your own score using the Prioritisation Matrix.
- Actively participate in meetings through attendance, discussion, and review of minutes, papers and other Prioritisation Panel documents.
- To put the needs of the communities before any personal interest in any health or social care issue.
- To provide an unbiased and objective view on issues discussed.
- To declare any conflicts of interest and not participate in any issues where this arises.
- To adhere to Healthwatch's confidentiality policy.
- To ensure that Healthwatch maintains equality and diversity in its work.
- Prioritisation Panel members will be expected to abide fully by Healthwatch's Code of Conduct and maintain high standards of integrity.

What to expect from Healthwatch

- A volunteer induction.
- Appropriate training for the role, how comments progress to the prioritisation stage and how to use the scoring matrix.
- Appropriate resources to be able to fulfil the role, for example folders, pens, and all paperwork necessary.
- Expenses for attending meetings.
- Any other appropriate support as identified individually.
- Respect and recognition for your contribution as a volunteer.

Contact details

If you have any questions about the role, please get in touch using the contact details below:

Phone: 01275 854311