

Agenda item 4(b)

Summary of the decision-making and project prioritisation policy - July 2024

Summary

Preparation work for the Healthwatch contract retender highlighted that we would benefit from reviewing and clarifying our Decision-making and prioritisation process i.e. this policy refers to projects that are not a statutory requirement but respond to the pressing issues affecting public and patients across Brighton and Hove. Directly commissioned work is prioritised by the staff team, rather than any external stakeholders (due to the usual tight deadlines).

Steve Innet was asked to support the team in this work. The process we have adopted allows us to decide whether to prioritise and decide whether to run a project. The number of priority projects at any one time will be finite and based on current activity, this would typically be between 3 to 6 projects running concurrently (depending on scale, timelines, and capacity).

The prioritisation operates in two stages:

- i) Matrix assessment by Healthwatch employees.
- ii) Bi-annual project prioritisation meetings with the Healthwatch Board Healthwatch volunteers, the public and other stakeholders.

Prioritisation Stage 1 - The Role of Healthwatch Employees – Matrix Assessment

Suggested projects are assessed by the Healthwatch employees through a matrix framework to see if a number of conditions are 'met' or 'unmet'. They include whether it aligns with our HW Functions, our values, whether there is evidence of a need to undertake the project.

Following the Healthwatch employee assessments, the matrix process will typically produce a list of 4 to 6 projects worthy of further scrutiny.

Prioritisation Stage 2 – Biannual meeting with stakeholders

We will hold two project prioritisation meetings per year including a member of the Healthwatch Board, Healthwatch volunteers, the Public, and Stakeholders (starting November 2024) to help us decide which of the summarised projects should be undertaken. These meetings would typically be attended by 4-6 people.

To support each meeting, summaries for each proposed project will be provided including what is proposed, reasons for proposing, project timeline, likely impacts etc.

The full policy is available on request.