Title of Policy: Decision Making	Version Number: 1
Effective Date:	Page Number: 1
Approved Date: Revision Date:	Approved by:

Decision Making Policy and Procedure

Background

The Board of Healthwatch is the decision making authority; the board are all volunteers. When possible decisions are made at Board Meetings held in public; when it is necessary to make decisions at other times, they are ratified at the subsequent Board meeting in public. Decisions are recorded in the minutes of the meeting and published on the Healthwatch website.

If action is taken in the name of Healthwatch without having been authorised as above, the Board will determine what action is needed either to approve the decision retrospectively or to reverse the decision taken without due process. If the breach is considered to have compromised the agreement between Healthwatch and the Commissioning Body, it will be reported to them and action agreed.

Legal Framework

Healthwatch shall act in accordance with the following legislation:

- 'Understanding the Legislation: An overview of the legal requirements for local Healthwatch', August 2013.

Policy

This policy relates to decisions concerned with:

- How Healthwatch undertakes activities
- Which Health and Care services are to be considered
- The amounts spent on activities
- Whether to request information from Suppliers or Commissioners
- Whether to make a Report or a Recommendation
- Which premises to Enter and View, and when those premises are to be visited
- Whether to refer a matter to an Overview and Scrutiny committee
- Whether to report a matter concerning Healthwatch activities to another person
- Subcontracting

In this context, "activities" is taken to mean only public-facing activities and does not include internal or administrative activity.

Adherence to this policy is essential in order to ensure that Healthwatch remains a trustworthy and credible organisation able to fulfill its purpose.

Procedures

1. **Initiating a Project**

The person raising an issue should complete a Project Outline *(Appendix One)* identifying:

- Whether the project is within the remit of Healthwatch by identifying its functions
- What problem, or potential problem, the project will address
- What evidence there is to justify action
- How many people could be affected by our action
- What the project needs to accomplish
- Potential results of the activity

The completed Project Outline should be circulated to the Board members for evaluation with a "reply to the Secretary by date". This should normally be one week ahead, but could be sooner if the matter is urgent.

2. **Initial Evaluation**

Board members are to review the Project Outline to decide if the project should be added to the Work Plan, by satisfying themselves that the details in the Project Outline justify further investigation or immediate action.

If it is unclear, further information should be sought from the person raising the issue and circulated to all Board members.

Possible responses are:

- No. We should not proceed
- Yes. The project should be added to the Work Plan and a Project Brief prepared.
- Yes. The project should be added to the Work Plan and implemented as a matter of urgency.

The Secretary is to record the responses received on or before the date specified and notify the Board and Healthwatch Manager of the decision. If the decision is to proceed, the Secretary will seek to identify a Project Lead from among the Board.

The Project Manager will take the following action, depending on the majority decision.

- Respond to the person raising the issue, informing them that the decision has been made not to proceed. Notify any other interested parties.

- Add the Project to the Work Plan and prepare a Project Brief in conjunction with the Project Lead.

- Add the project to the Work Plan and work with the Project Lead to provide support for immediate action. Prepare a Project Brief to the extent that it is necessary.

3. Project Brief

For Accepted Projects, the Project Manager is to prepare a Project Brief *(Appendix 2)*

Questions that need to be answered in the brief are included in the Project Evaluation record

Circulate the Project Brief with a blank Project Evaluation form to the Board Members with a "Return by date"

4. Deciding the Priority

The decision is made either at a Board meeting or by E-mail if action cannot wait.

The average total weighted score represents the Boards assessment of the importance of the project.

This provides an indication of where the project should fit with other activities, including current and planned projects.

<u>If the score is higher than that for at least one current or planned project</u>

If the score is higher than a current or planned project, it may be necessary to reschedule other projects to achieve the required completion date or seek additional resources.

<u>If the score is lower than all current and planned projects</u>

If the average weighted score is lower than all current or planned projects, consider whether it is of sufficient merit to proceed.

<u>If the score is low because the project is not yet urgent</u>

If the project score will increase as the target completion date approaches, keep the project on file and reconsider when the score for urgency has justified a place in the active work plan. It is not necessary to re-evaluate the project unless factors other than urgency have changed.

5. Informing the Project Originator

When a decision has been made, notify the originator of the decision and the justification for it.

If the priority of a project is changed, keep the originator informed.

References

Related Policies and Procedures

Healthwatch	Parkwood
Conflict of Interest	Business Development

Appendix 1

Project Outline

Project Title:			
Proposer (Project Lead):		Date Proposed	
Healthwatch Function:		Score 1 is low, 5 is high	

Concern:

Score 1/5* ☐

Evidence of concern:

Score 1/5* ☐

Estimated No. of XXXX residents affected by this issue	

Objective of investigation:

Score 1/5* ☐

Expected outcome of investigation:

Score 1/5* ☐

Sources (organisations/ contact/contact details):

Office use			
Outline received / / **Reference No.**			
Circulation 1	/ /	No. of responses ____	Total score at / /
Circulation 2	/ /	No. of responses ____	Total score at / /
Circulation 3	/ /	No. of responses ____	Total score at / /
Circulation 4	/ /	No. of responses ____	Total score at / /
Circulation 5	/ /	No. of responses ____	Total score at / /
Circulation 6	/ /	No. of responses ____	Total score at / /

PARKWOOD
HEALTHCARE

healthwatch

Appendix 2

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Project Brief Proposal

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Title of Project: XXXXXXXXXXXX

1. ## Introduction

2. ## Background and Statistics

3. ## Proposed Outcomes / Achievements

4. ## Proposed Project Plan

5. ## Proposed Timeline

   Start date:
   [Project Planner and Risk Log](#)