

# Our priorities for 2019 – 20

Our plan outlines what Healthwatch England wants to achieve this year.

## Our aims

### 1. Support you to have your say

**We will transform our communication with the public**

- Develop a strategy to transform our communications with the public
- Develop a strategy to explore greater public engagement
- Support more people to use our advice and information
- More people are aware of our brand
- More people share their views with Healthwatch England and local Healthwatch

### 3. Ensure your views help improve health and care

**We will develop our insight to influence policy at a national, regional and local level**

- Develop a programme of work that improves our understanding, reporting and actions on equality and diversity issues
- Develop an approach to reach more front-line professionals
- Develop a way to track how our findings are used
- Plan how to safely access data held by partner organisations which is relevant to our work
- All past Healthwatch reports will be accessible through our Reports Library. New reports will be added to the library within seven days of publication.
- Publish two reports about mental health issues
- Consider our future approach to multi-year research plans

### 2. Provide a high quality service to you

**We will enable our network to be more effective**

- Introduce a new Quality Framework, which outlines what it means to be an effective Healthwatch
- Local Healthwatch use our Quality Framework
- Local Authorities use our Quality Framework to commission Healthwatch
- Introduce a new network agreement to improve the service you receive from us
- More Healthwatch use our new website template, making it easier to find what you're looking for
- Introduce a 'Making a difference' toolkit, which will help us identify Healthwatch impact

### 4. Organisation management

**We will be a well run and high-performing organisation**

- All Healthwatch England staff will complete the staff survey
- All Healthwatch England staff will have regular 1:1 meetings and development plans
- Our programmes of work will be on track
- We will report on the diversity of our staff and Committee