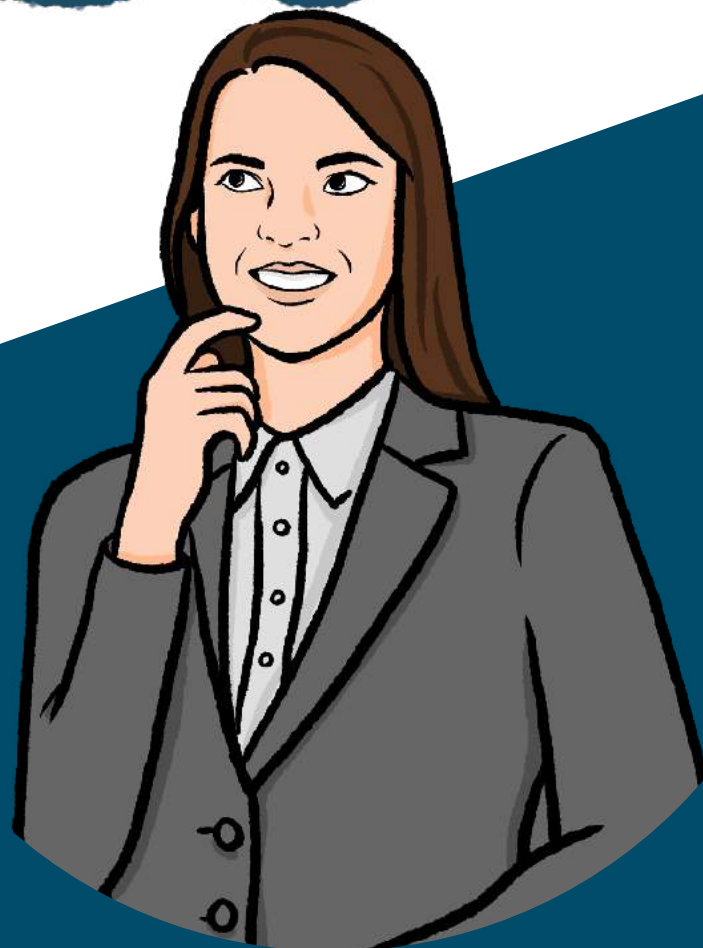


# How we make decisions



# Introduction



Every **Healthwatch** group must have rules about how they make certain decisions.

**Healthwatch** groups are independent.

They help to make health and care services better by:



- listening to what members of the public say about the services they use



- helping managers in health and care services understand what members of the public think



- writing reports about services that need to improve.



There is a local Healthwatch group in every area of England.

# Rules about making certain decisions



The rules have to explain:

- who can make these decisions
- how we involve people in helping to make these decisions
- what we do if someone breaks a decision.



This Easy Read information explains:

- which decisions are covered in the rules
- who can make these decisions
- how the decisions should be made
- how we check we are being fair to everyone.



# Which decisions are covered in the rules



The rules tell us how to make decisions about:

- the way we do our work



- how we look into certain health and care services



- which health and care services we should discuss with health and care managers



- how much money we should spend doing our work



- writing reports about health or care issues



- whether we should ask the **Overview and Scrutiny Committee** to look at an issue



The **Overview and Scrutiny Committee** is a group of people that are part of the local council and help them make decisions fairly.



- reporting something we are doing to another person



- getting another organisation to work for us.

# Who can make these decisions?



## The Board

Each Healthwatch group has a **Board**.



A **Board** is a group of people who are in charge of the Healthwatch group. They are mostly volunteers.



The Board is responsible for making decisions.



The Board can look at an issue again and make a different decision if there is some new information.

## The main person who runs each Healthwatch



Each Board has a main person that leads the group.

Healthwatch groups can choose what they call the main person in their group. It might be the Lead Officer or the Chief Officer.

## Minutes



When the Board makes a decision it must be written down in the **minutes** of the meeting.



**Minutes** are notes that say what happened at the meeting.

The minutes are put on the website, so that anyone can see them.

## The staff



When the Board decides that some work needs to be done, the staff of the Healthwatch group will do the work.

# How are decisions made?



Healthwatch groups could look into any part of any health or care service.

The Board will decide which issue to look into by:



- checking that the issue is something that Healthwatch should look at



- thinking about how much the issue affects people in the local area



- looking at how much Healthwatch could help things to change
- checking if it would be better for another organisation to look into



- thinking about how the issue fits with the other work we are doing.





Board meetings are open to the public. Anyone can come and watch the Board meeting and see the minutes.



## **If a decision is made in a wrong way**

If a decision is made for Healthwatch in the wrong way, the Board has to decide what to do.



They can:

- agree with the decision, or



- change the decision.

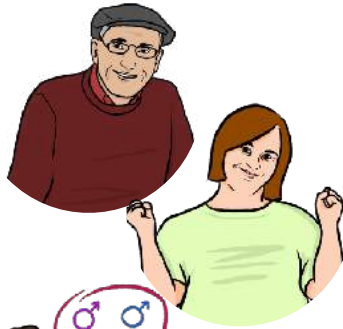


Whatever they decide to do, it must be put in the minutes that are then put on the website.

# Being fair to everyone

We will make sure our decisions are fair to everyone. We will not treat people differently because of their:

- age
- disability
- gender, or because they have changed gender
- marriage or civil partnership
- pregnancy or because they have a new baby
- race
- religion or belief
- sexuality - this means whether they are straight or gay or something else.



Healthwatch will check that its decisions are fair to everyone.

# Our policy about making decisions



A **policy** sets out how something should be done.

Each Healthwatch group will write a policy about making decisions.



This policy will be on the website, so that everyone can see it.



The Board will look at the policy every few years to see if it needs changing.

All Healthwatch staff should read the policy.



Minutes of Board meetings should be put on the each Healthwatch group's website, in good time.