# Decision Making Procedure

## Scope

This procedure relates to any decisions using resources or powers attached to the Healthwatch Richmond contract:

* Spending money
* Requesting information
* Referring a report or recommendation to a service provider or commissioner of services
* Which premises Healthwatch to Enter and View (a separate procedure exists for authorising personnel for the purposes of Enter and View)
* When and what to refer to Overview and Scrutiny
* When to report a matter to another person (perhaps a regulator)

## Procedure

Healthwatch Richmond will select priorities for activity based on evidence that an issue is important to the community. Such evidence could come from community engagement activities, from members of the community contacting Healthwatch or from Healthwatch representatives on external committees providing feedback and performance reports.

Priorities can be raised to the RHV Board:

1. All information reported to Healthwatch Richmond is entered on the Healthwatch Richmond Patient Experience & Signposting System. Staff analyse the information held regularly to identify trends relating to local services.
2. Members of the community (individuals or groups) contact Healthwatch Richmond and ask for an issue to be investigated.

Where trends are identified, Healthwatch Staff draft or support community members/ volunteers to draft a Project Plan. The Project Plan is presented at the next available Board meeting. Directors consider whether or not there is sufficient evidence of community interest to support the commitment of resources to further explore the issue at that time. Where there is sufficient evidence of community need, the Board will ask for a project group to be convened and set the parameters of its work and reporting.

### Appeals Against Decisions

Healthwatch will reconsider an issue when new evidence emerges or if circumstances change which might prompt it to reach a different decision, or where there is evidence that this process was not followed.

Any person with an interest in health or social care in Richmond can ask for an issue to be reconsidered, by submitting a request in writing explaining why the decision should be reviewed to the Chief Officer, Healthwatch Richmond.

If the person appealing feels that this process has not satisfactorily resolved their appeal they may write, stating why they are not satisfied, to the Chief Officer, Healthwatch Richmond who will discuss the issue with the member and, if necessary, make arrangements for an independent third party to investigate the decision on the basis of the appeal.

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