

## Plan on a page - activities & priorities for 2021/22

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| <p><b>Provide timely &amp; accurate information and advice to the public to enable them to make informed choices for their health &amp; care needs</b></p> <ul style="list-style-type: none"> <li>- Produce &amp; increase distribution of our e-newsletter</li> <li>- Produce quarterly printed newsletters &amp; expand distribution</li> <li>- Provide signposting to services – via, email, phone, volunteers etc.</li> </ul> | <p><b>Undertake research with the care home sector to understand the lessons learnt during the pandemic to support service changes in the future</b></p> <ul style="list-style-type: none"> <li>- Undertake &amp; complete our care home project, include qualitative interviews &amp; survey</li> <li>- Use the findings/recommendations from the report to support and influence service change</li> </ul>  | <p><b>Gather views from the public on COVID recovery to support &amp; influence service changes to help improve patient experience &amp; outcomes</b></p> <ul style="list-style-type: none"> <li>- Produce regular COVID focused reports &amp; briefs that support &amp; influence service changes</li> <li>- Gather feedback on public experiences of care related to the impact of COVID &amp; use this information to influence service changes</li> </ul>   |
| <p><b>Gather views from the public to help influence the delivery &amp; commissioning of health &amp; care services that affect them</b></p> <ul style="list-style-type: none"> <li>- Gather the views of young people (via the establishment of Young Healthwatch) to influence service changes</li> <li>- Gather public feedback (via targeted engagement programme across NY) focused on health inequalities</li> </ul>        | <p><b>Improve our awareness and reach across NY to ensure people know of us, contact us for advice and share their experiences with us</b></p> <ul style="list-style-type: none"> <li>- Complete migration of website to new HWE platform</li> <li>- Review &amp; develop new website to improve reach &amp; info delivery</li> <li>- Expand targeted social media to increase followers</li> <li>- The feedback we receive is more representative of all of NY, with a focus on health inequalities</li> </ul> | <p><b>Work with key stakeholders &amp; organisations to support &amp; influence service improvements in health &amp; care</b></p> <ul style="list-style-type: none"> <li>- Support &amp; influence positive changes in dentistry provision in NY</li> <li>- Support &amp; influence decision making via working with key stakeholders and groups, with a specific focus in Scarborough &amp; Selby</li> <li>- Influence &amp; contribute to health/social care discussions &amp; decision making via presence at strategic meetings</li> <li>- Ensure patient experiences and voice is included in service development &amp; improvement</li> </ul> |