

Healthwatch Network

Awards 2021 - Engagement

Everything you need to apply for the Healthwatch Network Awards



Healthwatch Network Awards 2021

We're celebrating the extraordinary work Healthwatch teams do across the network, especially making real changes within your communities. Whether big or small, if you're proud of your achievements, put in an application and apply for an award.

Award category: Engagement

Local Healthwatch are engagement experts. The network rises to the challenge of engaging people in communities and ensures that even the most marginalised people are heard. Never, has this role been more important than during the last year, as health and social care changed dramatically and the pandemic placed a spotlight on how our most vulnerable face barriers in access to care. Inequality has been highlighted and sadly deepened by the pandemic and the role Healthwatch plays in highlighting people's needs became central to local and national decision making.

Face-to-face engagement activity became even more challenging and, in some areas, stopped completely. Local Healthwatch rose to the challenge, finding innovative and creative ways to listen to, understand and act on people's experiences of care and making sure that local NHS and decision makers acted on this feedback.

Healthwatch has proved that engaging people is possible even without the ability to meet people face-to-face and that through listening, services can improve. Making sure that local people had a say in the decisions that were being taken in their area about services during the crisis was the business of Healthwatch.

This award is an opportunity to celebrate the expertise, creativity and tenacity of local Healthwatch in their engagement work over the last year.

Criteria

Tell us about an example of how you engaged the public in the last year and answer the following questions.

1. Please give a summary of the work (No score given: 50 words max).

2. What was the goal of your work? (Scored: 150 words max)

The panel will be scoring on

- The clarity on the changes you were hoping to achieve and who you were hoping to reach
- Your approach to involvement in the planning of this work E.g. charities, specific health or care services, or people from your target audience.

3. What methods did you use to gather people's views? (Scored: 150 words max)

The panel will be scoring on:

- Your approach to engagement/research methods with your target group and how they gave their views

- How you overcame any challenges of shielding, social distancing and other restrictions to gather people's views
- How you overcame the challenges to participation for some of the communities most vulnerable or for marginalised people
- How you ensured that your engagement activity was safe for staff, volunteers and the community

4. How did you ensure that you achieved the impact you wanted? (Scored: 150 words max)

The panel will be scoring on:

- How you presented your evidence to people who make decisions about services
- The response you got to your findings, specifically what change did they make or what commitments have commissioners or providers made for future action
- How you made sure that people who shared their views with you know what you did with the information and what happened as a result

Important information for all submissions

Submission notes and guidance

- The project for this category must have been carried out between April 2020 and July 2021.
- Your Healthwatch can enter as many categories as you want, but only make one application per category except for the Working with your Integrated Care Partnership category.
- The panel are aware that the network is diverse in terms of size, models and resourcing. The panel focus on how a Healthwatch has used their limited resources effectively to achieve outcomes and impact, so all, no matter their size, have an opportunity to take part.
- Award submissions should be no more than the provided word count stated in the criteria sections, where applicable, and must answer the question.

Supporting evidence

- You can include a maximum of three pieces of evidence as part of your overall submission. This could include:
 - Links/documents to external websites or attachments of documents produced by other organisations, including news items and press releases.
 - Testimonials from your commissioner or external partners(s). This can be in addition to the word limit. If you do so, then please ensure you include their name, job title and their work email address.
 - Pictures from events, news articles/media or resources or written materials, which were developed as part of the project.
 - For entries submitted with more than three pieces of evidence, only your first three items will be considered with your entry.

Closing date for applications

The closing date for all applications is Friday 13 August. The awards will be presented as part of Healthwatch Week: 9 - 12 November 2021.

What happens next?

- A panel made of the Healthwatch England Committee will judge the awards based on a short list.
- The short list will be drawn up by scoring applications based on the criteria set out above.
- There will be one overall winner and two runners up in this category.
- All applicants, including shortlisted entries will be notified of the outcome in the week commencing 27 September. Award winners will be announced during Healthwatch Week.

Award queries

For any queries on the awards, please email the team on: annualconference@healthwatch.co.uk