

Work priorities – updated December 2023

Status	Issue	Description	Equalities focus
Project	Patient care on hospital wards	Enter and view visits to hospital wards and A&E at University Hospital Coventry	Age; disability; race; religion or belief; sex
Project	New Community Diagnostic Centre at Paybody building	To feed into communications about the Centre, continue links over design and potential work related to routes to and between services	disability, ethnicity; religion or belief; sex
Scoping	NHS complaints handling in and across different NHS bodies	Building on work started with UHCW and conversations with ICB - potential input from Healthwatch regarding clear information about complaints process, and good practice in handling complaints.	All
Scoping	Process for responding to harm in NHS services	Scoping of Healthwatch input to help explain the new processes in a way that people can understand	All
Monitor	In patient mental health services	Watching to see if feedback continues to increase	Race; sex
Monitor	GP services – referrals responsiveness	Watching to see if feedback continues to increase	All

Our categories

Project	A specific piece of work involving a service visit or other research method to understand experiences of a particular service area – producing a report or briefing and usually recommendations
Scoping	Topics are being explored for potential Healthwatch work in the future or to develop our understanding
Monitor	Issue starting to flag up through intelligence, public declaration that we are watching feedback to see if this continues and may have conversations with providers and commissioners