

Quality Assurance Framework [QAF] Action Plan

Indicator	Question	Our approach, evidence and examples [taken from QAF document]	Status	Action	Completion date
Leadership and Decision Making	Our decision-making policy describes a number of methods for involving local people and volunteers	We do not have a formal written policy for this. We need to document and review it.	Completed	We will develop a decision making policy and implement this within Healthwatch Tameside.	April 2023 Completed: March 2023
Impact and Influence	How do you know whether you've had an impact?	We rarely do this - largely due to staff capacity.	On track but not yet due	We conduct a 360 review of Healthwatch Tameside to understand both stakeholders and the public perception of our service. The information collected will support the development of our strategic plan and provide another data set to help us understand our performance from an external perspective.	August 2023
Impact and Influence	How do you help local people and stakeholders understand what Healthwatch does	Whilst we understand Theory of Change and Logic Model approaches we do not currently apply these to our work. We have found	On track but not yet due	We will be supported by Healthwatch England to embed the theory of change model into the service. We will track our	April 2024

	and the value you bring?	evidencing impact to be a challenge - especially when it can take several years for a complex system to change. It may be that we have a different interpretation of 'impact' and 'outcome' compared with some other Healthwatch - we have read several 'Impact reports' from other Healthwatch and these appear to be activity reports with less than 5% of their content describing an actual change that has occurred as a result of their work.		impact through an impact tracker tool and present the data quarterly through an impact report.	
Engagement Involvement and Reach	How do you involve local people in the work of Healthwatch and support partners to involve local people?	We have a small number of active volunteers (plus our Board). We are currently actively recruiting new volunteers. We have role descriptions and a recruitment process that allows both the volunteer and Healthwatch to back out at any stage should there be a mismatch of expectations.	On track but not yet due	We will conduct a review of our volunteer offer which will aid in developing a revised strategy to support our functions around recruitment, retention, communications, training and support. This information will support the development of our revised offer and will be aligned to the work of Healthwatch in Greater Manchester.	December 2023