

## Priorities - 2021/2022

### Summary

Through our work in 2020-21, we identified potential priorities from:

- Patient experiences we collected
- St Helens Cares key priorities
- Results of the survey around accessing services during the COVID-19 pandemic
- Involvement with the Maternity Voices Partnership and the Ockenden Report.
- Previous work with people bereaved by suicide that had to be put on hold due to the pandemic.

### Consultation

We compiled a list of our potential priorities and shared them with our Advisory Forum members and our wider Healthwatch membership, for comment and suggestion. This was at the early stage, before any activities or methods of carrying out the work was identified.

### Methods

As these work streams develop, we will carry out activities such as:

- Task & finish groups
- Listening events
- Surveys
- Coffee mornings
- Attendance at external meetings (CCG, Hospital Trusts etc.)
- Involvement in work being carried out by local partners across the borough.

The work we do will be appropriate to the people we are engaging with and the subject matter we are focusing on.

## Priorities - 2021/22

### **Bereavement by suicide -**

Working alongside the Community Suicide Prevention Group and St Helens Wellbeing Service, to listen to the views of people bereaved by suicide as to why their loved one took their life and what could have been done that might have prevented it.

### **Continued improvement in Maternity Services -**

Working with the Maternity Voices Partnership to ensure continued improvement, during the COVID-19 pandemic and beyond.

### **Health Inequalities -**

How people in our more deprived areas can live unhealthier lives.

How some older people and people with communication or language barriers are less able to access treatment, if they are unable to book appointments online or attend telephone consultations.

How physical disabilities and learning disabilities can impact on access to treatment.

### **The long-term effects of the COVID-19 pandemic -**

The effect the pandemic has had on people's mental health, how they accessed services, and delayed diagnosis and treatment