

NCT VOICES priority setting and workplan exercise

Aim:

To enable a sense of group ownership, progress and achievement by agreeing priorities in, and a workplan for, service development and improvement.

You will need:

Flipchart paper, marker pens, small stickers (in at least two colours and enough for each person to have five each).

- 1 Take three pieces of flipchart paper and give each one a heading – pregnancy, birth or postnatal. Put these out on three separate tables (if possible).
- 2 Give each delegate a marker pen and instruct them to visit each sheet in turn, in no particular order, and to write down any issues in maternity services which they personally think need improving. This may be as a result of their contact with expectant and new parents (paid or voluntary) or from personal experience.
- 3 Once everyone has had a chance to write everything they wish (this usually takes 10-15 minutes), and read all the comments on each sheet, give each person five coloured stickers. Each person taking part should have one sticker of a particular colour, eg blue; it doesn't matter about the colour of the other four, eg green, red, yellow, orange, or all one colour. Tell them that their blue sticker is worth five points, the others are one point each. They get to vote for the top priorities for their MSLC for the year ahead. They can place each sticker against a different issue (remembering that blue gives five points), or all their stickers against just one.
- 4 After everyone has voted tally up the points to identify the three key issues and write each one on a new piece of flipchart. Spend a little time with the whole group clarifying the key issues, and any of the other points raised which may come under one (or all) of these headings.
- 5 Split delegates into three groups, with each group to include at least one service user (preferably two or more) and representatives from hospital-based services, community services, clinical commissioning groups, hospital management. Give one key issue to each group.
- 6 Share the 'Developing a Workplan' graphic with the groups. Support and encourage each group to write an aim for the MVP/ MSLC with regard to their allocated key issue and then develop a work plan. It's useful to have your Terms of Reference available when discussing this, along with any work you have done previously on mapping local resources and contacts. For example, you may need to involve the body providing ambulances in your area, or the mental health trust.
- 7 Come together to share workplans, discuss whether sub group meetings are required, and make commitments with regard to various tasks.