

## MEMORANDUM OF UNDERSTANDING

## Collaboration between local Healthwatch in Blackburn with Darwen, Blackpool and Lancashire

<b>Healthwatch organisations working together (tick)</b>	Blackburn with Darwen	
	Blackpool	
	Lancashire	
<b>Date of checklist</b>		
<b>Name of collaborate project</b>		
<b>Lead Healthwatch</b>	Healthwatch:  Lead Officer:	
<b>PROJECT PLANNING</b>		
<b>Activity</b>	<b>Tick and comments</b>	
Lead to Inform Chief Officer / Manager at relevant local Healthwatch		
Lead Officer to organise planning / briefing session		
At the project planning meeting: <ul style="list-style-type: none"> <li>Identify main operational contact for each Healthwatch involved</li> <li>Agree rationale for project</li> <li>Allocate and confirm specific roles and responsibilities*</li> <li>Confirm numbers of staff and volunteers required</li> <li>Agree date and time for project</li> </ul>		
<b>Administration/process:</b> <ul style="list-style-type: none"> <li>Notify provider (if appropriate) *</li> <li>Display poster at venue where project to take place (if appropriate) *</li> <li>Create risk assessment for own Healthwatch *</li> <li>Lead Officer to create materials for activity (questionnaires /posters etc)</li> <li>Main contacts at each participating Local Healthwatch responsible for identifying and briefing volunteers and staff who are to be involved in the project activity</li> </ul>		
<b>Mutual considerations:</b> <ul style="list-style-type: none"> <li>Logos of all participating Local Healthwatch will be displayed on all materials</li> <li>Ensure that when planning projects and reporting – all timescales are achievable</li> <li>Letter to accompany report to be created and agreed with Chief Officer / Manager from each local Healthwatch</li> <li>All representatives to adhere to Healthwatch core values and conduct of behaviour</li> <li>Local Healthwatch will not take significant decisions without the prior consent of the other local Healthwatch in relation to collaborative projects</li> <li>Local Healthwatch working collaboratively will not share or distribute reports without prior approval from participating Local Healthwatch</li> </ul>		

<p>Day of project activity:</p> <ul style="list-style-type: none"> <li>• Lead to hold a 10 minute briefing directly before project activity and distribute materials</li> <li>• Undertake activity</li> <li>• Lead to hold a 10 minute debriefing post activity</li> </ul>	
<p>Report:</p> <ul style="list-style-type: none"> <li>• Lead organisation to collate and create draft report <b>within 10 working days</b></li> <li>• Cascade to participating Healthwatch – for comment and factual accuracy and to be returned to lead Healthwatch <b>within 5 working days</b></li> <li>• Lead Healthwatch to amend report <b>within 2 working days</b></li> <li>• Lead Healthwatch to confirm amends to participating Healthwatch and send final draft</li> <li>• Lead Officer to send report and accompanying letter to provider(s) etc for comment and factual accuracy, requesting provider responds <b>within 20 working days</b></li> <li>• Lead Officer to chase provider for report response</li> <li>• Lead Officer to cascade response to main operational contact at participating Healthwatch <b>within 2 working days of receipt</b></li> <li>• Participating Healthwatch to respond <b>within 2 working days</b></li> <li>• Lead Officer to prepare and share press release with Communications Officer/Manager at participating Healthwatch <b>within 3 working days</b></li> <li>• Participating Healthwatch Communications Manager/Officer to agree press release <b>within 2 working days</b></li> <li>• Lead Officer to progress press release</li> <li>• Communications Manager/Officer at participating to cascade report to relevant stakeholders</li> <li>• Communications Manager/Officer to upload report onto local Healthwatch website</li> </ul>	
<p>Post activity evaluation:</p> <p>Chief Officer/Manager to meet after each collaborative activity to share:</p> <ul style="list-style-type: none"> <li>• share with each other feedback from their own stakeholder networks</li> <li>• consider lessons learnt</li> <li>• Agree actions (where necessary)</li> </ul>	