

# Memorandum of Understanding

The aim of this Memorandum of Understanding (MoU) is to set out a simple framework for the working relationship between Healthwatch Kingston upon Hull (KUH), and NHS Hull Clinical Commissioning Group (CCG).

## Background

### Healthwatch Kingston upon Hull (KUH)

Healthwatch KUH is the independent consumer champion for the community, influencing all local health and social care services. Healthwatch's vision is to enable local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.

Healthwatch was established by the Health and Social Care Act 2012 which sets out the following statutory activities:

1. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services;
2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved;
3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known;
4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England;
5. Providing advice and information about access to local care services so choices can be made about local care services;
6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England;
7. Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues;
8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Healthwatch England has been set up to give a national voice to the key issues that affect people who use health and care services. It has been established as a key committee of the CQC. Healthwatch England provides leadership, guidance and support to local Healthwatch, and is able to escalate concerns about health and care services at national level.

### NHS Hull Clinical Commissioning Group (CCG)

NHS Hull CCG has responsibility for the commissioning of health services to meet the reasonable needs of the people of Hull. Its vision is to create a healthier Hull, and in order to achieve this it works in close collaboration with its partners to improve health, reduce health inequality and secure excellent services for all the communities in Hull.

NHS Hull CCG will commission the majority of healthcare locally, though certain services will be commissioned by the NHS National Commissioning Board; these include GP services (to ensure there is no conflict of interest), plus

dental, optometry and pharmacy services and other specialist services which are to be delivered across the wider region or country.

Our strategic aims:

- Improve life expectancy and reduce health inequalities.
- Provide more choice, improve access to, and reduce waits for all health services.
- Work with partners to ensure services are integrated with those of the voluntary sector, community sector and the local authority in order to address the wider causes of poor health.
- Commission health care that delivers quality outcomes is focused on the need of the individual that treats people with compassion and dignity and is delivered in the most appropriate setting.
- Work with our partners to address the prevalence of smoking, obesity and substance misuse.
- Reduce the variation in the quality of care.
- Lead sustainable change to transform health care provision in Hull.

In line with section 13Q of the NHS Act 2012, NHS Hull CCG has a duty to ensure that patients and the general public are involved in the planning, development and the commissioning of health services that will be available to them.

### Legal Requirements

Healthwatch KUH has the right to report, recommend and request information from providers and commissioners of NHS care.

Requests for information are separate to the requirements for “Freedom of Information”. Healthwatch KUH will receive a response to formal requests for information made in writing within 20 working days of receipt. Requests for information will be made in writing to the Chief Officer of NHS Hull CCG. These requests will be managed and monitored by NHS Hull CCG’s Communications and Engagement Team, who should be copied into any correspondence of this nature.

Reports with recommendations made by Healthwatch KUH to NHS Hull CCG will receive a response within 20 working days of receipt of the report. Reports with recommendations will be made in writing to the Chief Officer of NHS Hull CCG. These requests will be managed and monitored by NHS Hull CCG’s Communications and Engagement Team, who should be copied into any correspondence of this nature.

### Shared Purpose

Healthwatch (KUH) and NHS Hull CCG both uphold the rights and pledges described in the NHS Constitution, for patients, staff and the general public; this is demonstrated through three common areas of work:

- Involving local people in the commissioning of health services.
- Monitoring the quality of local health services.
- Improving local health services for the benefit of local communities.

### Principles of Collaboration

A collaborative approach to the areas of shared purpose will ensure that inappropriate duplication of work can be reduced, while maximising the impact of work undertaken by both organisations to the benefit of the people of Hull.

Although there are obvious benefits to a collaborative working relationship, Healthwatch (KUH) must remain impartial and visibly separate from NHS Hull CCG, to maintain its credibility as an independent consumer champion.

An open and transparent relationship should be adopted, with a view to share; work plans, intelligence, and resources where appropriate. This open relationship should extend beyond the positive, proactive and promotion to include negative findings, and sometimes difficult conversations relating to the commissioning and provision of health services; Healthwatch (KUH) and NHS Hull CCG will adopt a solution focused approach to the benefit of the people of Hull.

## Working Together

Representatives from Healthwatch KUH and NHS Hull CCG will meet at least quarterly. The meetings should include discussion around areas of shared purpose, opportunities for collaboration, results of any engagement work, any soft intelligence relating to health services in Hull, and anything that fosters a transparent collaborative relationship to the benefit of the people of Hull.

Healthwatch KUH and NHS Hull CCG will ensure that the other is aware of any events and engagement activity they plan to undertake to avoid clashes and mixed messages for professionals, patients and the public of Hull. Both organisations will promote each other's events and engagement activity with appropriate members of their respective organisations.

Healthwatch KUH and NHS Hull CCG will share news and news releases to each other as early as practically possible to ensure that both organisations can be appropriately prepared for any media enquiries and activity. Joint media statements will be developed where appropriate.

Healthwatch KUH and NHS Hull CCG will share key documents prior to publication to ensure that both organisations are able to appropriately advise and signpost stakeholders, and ensure the reduction of unnecessary duplication of work.

Healthwatch KUH and NHS Hull CCG will notify each other of serious action as the situation develops, e.g. If NHS Hull CCG finds a service to be unsafe, or if Healthwatch KUH wishes to escalate issues to the CQC or secretary of state, these situations will be of no surprise to each organisation due to the open and transparent relationship.

NHS Hull CCG's Board devolves responsibility for service quality and performance to the Quality and Performance Committee. Healthwatch KUH are invited to submit a quarterly report updating the committee on their activity, findings, any issues with health services that have been brought to the attention of Healthwatch KUH, and proposed steps to address any concerns. However, if a serious or significant issues presents itself Healthwatch KUH should notify NHS Hull CCG as appropriate, and should not wait for the next Quality and Performance Report.

Healthwatch KUH and NHS Hull CCG will have appropriate representatives attend Hull's Joint Commissioning Forum, to ensure that providers of service are under the appropriate level of scrutiny; and the quality of service and patient experience are monitored. Healthwatch KUH representing an independent voice and NHS Hull CCG as voice of the commissioner.

The details of the Memorandum of understanding will be regularly reviewed as the relationship between Healthwatch KUH and NHS Hull CCG develops.

## Signatures

Ian Blakey  
Chair of Healthwatch

Jonathan Appleton  
Healthwatch Delivery Manager

Dr Dan Roper  
Chair of CCG

Emma Latimer  
CCG Chief Officer

## Appendices

### i. Contact Details of relevant Healthwatch KUH and NHS Hull CCG Staff

Healthwatch Kingston Upon Hull  
The Strand, 75 Beverley Road,  
Hull HU3 1XL.  
01482 324474

Jonathan Appleton  
Delivery Manager

Kevin Delaney  
Outreach and Communications Officer

Joanne Woodruff  
Information and Signposting Officer

Jenny Smith  
Patient and Services Analyst

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Wilberforce Court  
Alfred Gelder Street  
Hull HU1 1UY  
01482 344700

Sarah Smyth  
Director of Quality & Clinical Governance /  
Executive Nurse

Sue Lee  
Head of Communications and Engagement

Emma Shakeshaft  
Communications Manager

Colin Hurst  
Engagement Manager

### ii. Process Map of Legally Required Response

