

Version	Title	Author	Changes (Summary of Changes made)	Authorised	Review Date
4	Border working	SD/AC	Reviewed and updated	Board Mtg 1.3.17	28.2.20

## CROSS BORDER WORKING PROTOCOL

Healthwatch West Sussex board have agreed to adopt a Protocol for working with neighbouring local Healthwatches. This is an expectation of commissioners and part of the good practice identified by Healthwatch England.

Scope: West Sussex, Hampshire, Portsmouth, Southampton, Surrey, East Sussex and Brighton & Hove

Wherever possible Healthwatch West Sussex will use this protocol to help to ensure that Healthwatch West Sussex improves its own and neighbouring local healthwatches impact and provides value for money and sustainability through:

- Pooling resources
- Influencing cross border decision makers and service providers
- Engaging with users of NHS funded services
- Good quality Referral and signposting arrangements as a key aspect of service delivery
- Sustainability through collaboration on accessing additional funding streams

## Examples

### 1. Pooling resources

- The development of key Governance policies and procedures that are common to all local Healthwatches such as Safeguarding, Data protection, Health and Safety, whistleblowing etc.
- Training and support on the implementation of generic Governance arrangements
- Potentially sharing Auditors who are then familiar with local Healthwatch

### 2. Influencing

- Surrey - The Surrey and Sussex Healthcare Foundations NHS Trust provides a service to residents across borders as does the Surrey Borders partnership.

### 3. Engagement

- Joint 360 reviews in respect of areas of joint activity / service delivery

#### **4. Referral and signposting**

- Recording referrals between local Healthwatches in respect to users of services provided by organisations that have catchment areas straddling borders

#### **5. Sustainability**

- Joint applications for additional or alternative funding where there is a better chance of success than individual Healthwatches applying alone or in competition

#### **6. Sharing an Auditor**

- There may be merit in sharing auditor or legal services in terms of value for money and familiarity with local Healthwatches.

### **Cross Border Working Opportunities for Social Enterprise**

Where any service partner identifies opportunities for cross border working as a means to secure funding or widen impact, these will be added to the Healthwatch West Sussex Opportunity pipeline. Potential partners not already involved in Healthwatch West Sussex are invited to contact the Chair or Board Chief Officer for further discussions.