

Collaborative Model - Checklist

Decision Panel

- Are you clear on the purpose and scale of the service change?
- Is there the time and resources to build and sustain a collaborative partnership and work in partnership on the service change?
- Will the collaborative partnership be able to influence the service change?
- Will you be able to follow the collaborative service change principles?
- Are you clear on who should be involved in the collaborative partnership – this should include patients, carers, staff, local statutory and voluntary organisations as appropriate?
- If you are not able to undertake the service change collaboratively have you identified how you can involve service users, carers and other organisations in a meaningful way?
- Have you identified a Collaborative Partnership co-ordinator or lead?
- Is there a person who is ultimately responsible for the service change and approves the collaborative approach?

Building the Team

- Have you identified the skills, knowledge and experiences (including from different communities) that will be needed by the collaborative partnership?
- Have you invited patients, carers, staff, local statutory and voluntary organisations that reflect the service and the communities it serves to be part of the partnership?
- Will you spend time making sure the aims, purpose, timescales, decision making process etc are clear?
- Will you spend time to build relationships, dialogue, agree principles and ways of working and skills needed to ensure the partnership can work effectively to a common purpose?
- Have you ensured you are open to differing and challenging views?
- Are you all clear about how you are going to work collaboratively?

Keep the Conversation Going

- Have you a clear plan of how you are going to continually feedback and update the people you have listened and talked to?
- Have you maintained a regular conversation with everybody you've talked to?
- Have you provided regular updates on progress?
- Have you provided regular updates on your thinking?
- Have you provided further opportunities to be involved in the change?

Checking the Impact?

- Have you agreed what is important to measure from the start?
- Do you know what can stay the same and will be ok if it does?
- Do you understand what hasn't worked and why?
- Have you shared the difference the change has made?
- Are you continually capturing your own learning from the process?

Understand What's Around

- Do you know plans for the service in the future?
- Is the Partnership aware of what might impact on the service in the next 3 years?
- Do you understand the needs of the community you serve?
- Does the Partnership understand the service you provide?
- Is the Partnership aware of the finances available in order to deliver a changed service?
- Do you know feedback themes in the last year for staff?
- Do you know the feedback themes in the last year from service users?
- Does the Partnership understand national policy and guidance?

Gather Ideas

- Have you identified everybody you need to talk to?
- Have you discovered where people are doing this type of change well?
- Have you a clear plan of how you are going to talk and listen to people?
- Do you know which teams might be able to support you with the change?

Make the Change

- Have you worked collaboratively in the design of the service?
- Have you worked collaboratively in the set-up and implementation of the service?
- Have you continued to use an approach based on the dialogue model?
- Are you including expert teams e.g. Quality Improvement, Learning and Organisational Development, HR to help you make the change?