
CCG VOLUNTEERS NEWSLETTER

Issue 8

14 November 2018

CCG Volunteers Newsletter

NHS Leeds CCG

This weekly newsletter intends to bring you up to speed with any opportunities and news relevant to your role as a CCG volunteer.

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VOLUNTEERS ARE THE
EYES 
EARS 
and
VOICE 
OF PATIENTS

For any suggestions about how we can improve this newsletter please email Adam on adam.stewart1@nhs.net or Andra on andra.szabo@nhs.net.

News

This section is about any news relevant to the CCG or CCG volunteers programme.

Communications and Engagement Report – September - October

On a bi-monthly basis, we aim to publish a communications and engagement report which details our communication and engagement activities over the course of that two monthly timeframe.

We have recently published our report for the months September and October.

You can view the report here:

<https://www.leedsccg.nhs.uk/content/uploads/2018/11/CET-report-September-October-2018.pdf>

Patient Assurance Group

This section is about any news or updates about PAG. Please note that this section will not include PAG papers as they will be sent separately by the Governance team at the appropriate time.



Last PAG meeting: 5th September 2018, 3pm-5pm, at WIRA House.

Minutes of the last PAG meeting were approved at the CCG volunteer meeting held on 7th November 2018. The minutes can be found on our website here:

www.leedsccg.nhs.uk/content/uploads/2018/11/180905_Minutes_PAG_PUBLICFINAL-1.pdf

Next PAG meeting: 5th December 2018 – 10am-12pm, venue TBC

Opportunities

Here are the current opportunities we have for volunteers to get involved in projects. If you are interested in any of the opportunities or would like more information, please contact the relevant person in the engagement team.



Title	Urgent Care Engagement
<p>Project Summary</p>	<p>Following on from the pre-engagement work relating to the Shakespeare Walk-in centre, an upcoming engagement is being planned around the proposal to develop five urgent treatment centres across the city.</p> <p>We are looking for a volunteer to support the work on this upcoming engagement and provide a patient perspective and assurance throughout the entire process that we're talking to patients, considering their views and speaking to the right people in the right ways.</p> <p>The engagement is due to take place between January and March 2019 and we're looking for a volunteer who will also be able to support the engagement activities (such as attending focus groups/drops-ins or helping with completing surveys).</p>
<p>How long the project runs for</p>	<p>12 months</p>
<p>Frequency of meetings</p>	<p>At least once a month, though frequency maybe higher but this will communicated to volunteer. We will aim to have a first contact/briefing meeting by the end of November.</p>
<p>Number of volunteers needed</p>	<p>1</p>
<p>Engagement team contact</p>	<p>Adam Stewart Tel: 0113 8435470 / Email: adam.stewart1@nhs.net</p>
<p>Closing date</p>	<p>Tuesday 20th November 2018</p>

Title	Public Relations
Project Summary	<p>A group of representatives from partner organisations (CCG, LTHT, NHSE, LCH, Healthwatch) is coming together to:</p> <p>a) pull together a public charter, or terms of engagement, which will provide basic expectations around people’s behaviours (both staff and members of the public) when attending conferences, events, training sessions, etc put on by these organisations,</p> <p>b) agree a policy and procedure on how unacceptable behaviour will be dealt with, should it arise at a conference, event or training session put on by these organisations, and finally,</p> <p>c) the group will establish agreement around the legal sharing of personal data, e.g. names, of individuals who have been abusive or disruptive to staff, amongst these partner organisations.</p>
How long the project runs for	This piece of work will hopefully be concluded in 3-6 months’ time.
Frequency of meetings	Monthly at the most. The first meeting is scheduled for 11 am – 12.30pm Friday 7 December at WIRA House
Number of Volunteers needed	One
Engagement Team contact	Caroline Mackay caroline.mackay2@nhs.net
Closing date to express interest	Monday 26 November 2018

Current engagements

Below are all our current live engagements. Please take the time to complete the survey and share it with friends, relatives, colleagues and other contacts you may have in your community. Any updates regarding our engagement projects can be found on our website on our consultations page: www.leedsccg.nhs.uk/get-involved/consultations/

1. Shakespeare Walk-in Centre

NHS Leeds Clinical Commissioning Group (CCG) is currently undertaking a review of urgent care services in the city as part of its proposals around establishing urgent treatment centres in the city. As part of its review, the CCG wants to find out more about the experiences of patients who have used Shakespeare Walk-in Centre in Burmantofts. To do this the CCG is undertaking a six week engagement exercise which will also seek people's views about its proposal to move the walk-in centre up the road to St James's Hospital.

A formal 12 week engagement exercise on the wider urgent treatment centre proposals will take place over winter, more details will be provided once available.

Find out more and share your views, as well as encouraging your friends and family members to give their feedback too: www.leedsccg.nhs.uk/get-involved/your-views/your-views-needed-on-the-shakespeare-walk-in-centre/

Please note the closing date for this engagement is **16 November 2018**.

Upcoming events

This section is about any upcoming events that might be of interest to you.

Equalities Assembly Annual Conference – Leeds City Council

- **Monday 26th November 2018**
 - 10am-1.30pm (registration from 9.30am)
 - Banqueting Hall at Civic Hall
 - Light lunch provided from 1.30pm

There will be presentations from the Hub Representatives showcasing activities they've done over the last year and their plans for the future.

Elected Members leading on equality related work and Senior Officers will talk about some of the challenges and opportunities faced by the City in these times of continuing budget cuts and increasing need.

The round table discussions will focus on the impact of service changes and the challenges and opportunities this gives organisations and individuals.

There will also be a market place, where you'll be able to meet with some council services and some of the city's community organisations.

To attend, for free, you need to register here:

<https://www.eventbrite.co.uk/e/leeds-equality-assembly-conference-2018-tickets-49984240208> or call 0113 378 5998

The King's Fund - Health and care explained: How the system works and how it is changing

- **Thursday 28 February 2018**
 - 9:45am – 3:45pm (registration from 9 am)
 - Met Hotel
 - There are bursary places available for patients and carers

For more information please visit Kings Fund webpage here:

<https://kingsfundmail.org.uk/21A8-5Y7XU-47U760HZ89/cr.aspx>

Please send an email to events@kingsfund.org.uk to register individually and let your mentor know you are going to attend if you wish to.

Please note, these free places are limited and available on a first-come-first-served basis.

Training

This section is about any training available in the next few weeks. If you need to find out more about the training or to book a place, please call us on 0113 843 5470 or email anna.walters@nhs.net . Please check our website for other training sessions: www.leedsccg.nhs.uk/get-involved/how/ccg-volunteer/training/

Date	Training session	Details of training	Time	By who?	Where?
21 st Nov	Patient Participation Groups (PPGs)	This session will explore the role of patient participation groups. Participants will look at the changing role of GP practices and examine the challenges they face and the opportunities they present. They will explore how members can work with staff to develop services and examine good practice from other areas of the country.	1:30pm – 4:30pm	NHS Leeds CCG	Voluntary Action Leeds, LS10 2QW
4 th Dec	Knowing Your Community	This session will look at the importance of equality and diversity in health and social care. We will look at national and local guidance which drives this work and analyse best practice. We will also look at how CCG Volunteers can support the CCG to engage with seldom heard groups.	5:30pm – 8:30pm	NHS Leeds CCG	WIRA House, Leeds, LS16 6EB

Resources

This section is about any information that would be relevant to your role, such as information about NHS, commissioning, etc. If you are aware of any resources that you would like to share with us or your fellow volunteers please send them to Adam adam.stewart1@nhs.net or Andra andra.szabo@nhs.net

1. How NHS works?

King's fund video about how NHS works in England - www.kingsfund.org.uk/audio-video/how-does-nhs-in-england-work

2. Commissioning for outcomes – measuring what really matters

<https://www.health.org.uk/sites/health/files/MeasuringWhatReallyMatters.pdf>