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# CCG VOLUNTEERS NEWSLETTER

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Issue 9

21 November 2018

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## 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](mailto:adam.stewart1@nhs.net) or Andra on [andra.szabo@nhs.net](mailto: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>

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## 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:** 5<sup>th</sup> September 2018, 3pm-5pm, at WIRA House.

Minutes of the last PAG meeting were approved at the CCG volunteer meeting held on 7<sup>th</sup> 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](http://www.leedsccg.nhs.uk/content/uploads/2018/11/180905_Minutes_PAG_PUBLICFINAL-1.pdf)

**Next PAG meeting:** 5<sup>th</sup> December 2018 – 10am-12pm, NHS Leeds CCG, WIRA House, Leeds, LS16 6EB.

## 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.



<b>Title</b>	<b>Urgent Care Engagement – Expressions of interest closed</b>
<b>Project Summary</b>	<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>
<b>Closing date</b>	<p><b>CLOSED – 20.11.18</b></p> <p>Thank you to the volunteers who have expressed an interest in this work. Someone has been selected and Adam will be in touch with them and anyone else who expressed an interest shortly.</p>

Title	Public Relations
<b>Project Summary</b>	<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>
<b>How long the project runs for</b>	This piece of work will hopefully be concluded in 3-6 months’ time.
<b>Frequency of meetings</b>	Monthly at the most. The first meeting is scheduled for 11 am – 12.30pm Friday 7 December at WIRA House
<b>Number of Volunteers needed</b>	One
<b>Engagement Team contact</b>	Caroline Mackay <a href="mailto:caroline.mackay2@nhs.net">caroline.mackay2@nhs.net</a>
<b>Closing date to express interest</b>	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/](http://www.leedsccg.nhs.uk/get-involved/consultations/)

**There are currently no engagements live**

## 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

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### **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](mailto: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](mailto:anna.walters@nhs.net) . Please check our website for other training sessions: [www.leedsccg.nhs.uk/get-involved/how/ccg-volunteer/training/](http://www.leedsccg.nhs.uk/get-involved/how/ccg-volunteer/training/)

Date	Training session	Details of training	Time	By who?	Where?
4 <sup>th</sup> 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

### **NEW** - Engagement Hub Update – No training between Jan – Jun 2019

As part of our ongoing evaluation of the training programme we have decided to pause our delivery of a scheduled training calendar between the first six months of 2019. There are several reasons for this, including; poor attendance and high cancellation rates (we've cancelled more sessions than ran over the last five months) as well as ongoing discussions with our partner organisations about the need to nail down processes and ways of working going forward.

We're going to use the 'fallow' six month period to evaluate the engagement hub work and see what it is going to look like with everything kicking back into gear by July 2019. As discussed in our meeting on **7 November**, we will be looking to put on a specific training session for CCG Volunteers on the 'Being an effective health volunteer' training and 'Knowing your community' training. More details on those dates will be confirmed as soon as possible. We will still be running the patient reader group and the PPG Network Support Groups.

Keep your eyes peeled for an evaluation and let us know what you think when the survey goes live!

## 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](mailto:adam.stewart1@nhs.net) or Andra [andra.szabo@nhs.net](mailto: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](http://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>

### 3. Five Year Forward View (FYFV) - **NEW**

<https://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf>

### 4. Leeds Health and Care Plan - **NEW**

<http://inspiringchangeleeds.org/ambition/lhcp/>