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# CCG VOLUNTEERS NEWSLETTER

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Issue 18

1 February 2019

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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.

INSIDE THIS ISSUE	
2	News - <b>UPDATE</b>
3	Patient Assurance Group (PAG)
4	Opportunities
5	Current engagements
6	Upcoming events
8	Training
9	Resources

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.

### **CCG Volunteer Bio - NEW**

As we have spoke about previously, we're very keen to have a page on our website introducing our volunteers in a 'Meet Our Volunteers' type page. On there we would like a photo of you (or a picture that represents you) with your name and a short bio with a little bit about you and why you're a volunteer.

We're asking all our volunteers to complete a short bio that we can use on the website. You can find the bio here:

<https://www.leedsccg.nhs.uk/content/uploads/2019/01/Volunteer-Bio-Template.docx>

If you have any questions please get in touch with your mentor.

## Patient Assurance Group (PAG)

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.



**Next formal PAG meeting** – Wednesday 6 February 2019, 6pm – 8pm, WIRA House, LS16 6EB, CANCELLED

There are no engagement projects coming to the PAG meeting in February. As we have done in January we are still planning to hold a meeting for those who are able to come. Feedback we received from the ‘non-PAG PAG’ meeting had told us that the meeting was very useful to share experiences and we will of course encourage this in the next meeting. We’re also hoping that the volunteer handbook will be in its final versions for your approval.

We will be using this opportunity to write your ‘mini-bios’ and take photographs for the volunteer section of the website. You’re welcome to do some prep in advance (i.e. select a photo of you or something that represents you that you would be happy to have on the website or write a bit about yourself).

Following completion of the last Doodle Poll, the following volunteers have been selected to attend the **March** PAG meeting:-

**March** (Wednesday 6th, 10am-12, WIRA House):  
 Sue Watson, Kath Newton and John Curtin

In addition, we have initial dates for PAG meetings from April 2019 until March 2020. Timings will be confirmed once we have booked meeting rooms, and a Doodle Poll will be sent out for people to complete their availability.

Wed 3 <sup>rd</sup> April 2019	Wed 2 <sup>nd</sup> October 2019
Wed 1 <sup>st</sup> May 2019	Wed 6 <sup>th</sup> November 2019
Wed 5 <sup>th</sup> June 2019	Wed 4 <sup>th</sup> December 2019
Wed 10 <sup>th</sup> July 2019	Wed 8 <sup>th</sup> January 2020
Wed 7 <sup>th</sup> August 2019	Wed 5 <sup>th</sup> Feb 2020
Wed 4 <sup>th</sup> September 2019	Wed 4 <sup>th</sup> March 2020

Please can you let Caroline know about your availability for all the above on [caroline.mackay2@nhs.net](mailto:caroline.mackay2@nhs.net) or call 0113 843 5470.

## 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
<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 April 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>How long the project runs for</b>	12 months minimum (engagement runs 21 Jan – 15 Apr)
<b>Frequency of meetings</b>	Fortnightly/monthly (as needed). We will aim to have our first meeting to brief the volunteer as soon as possible.
<b>Number of volunteers needed</b>	Up to two
<b>Engagement team contact</b>	Adam Stewart Tel: 0113 8435470 / Email: <a href="mailto:adam.stewart1@nhs.net">adam.stewart1@nhs.net</a>
<b>Closing date</b>	Tuesday 5 February 2019

## 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/)

### **Mental Health Crisis Services**

Healthwatch Leeds are looking at mental health Crisis services in Leeds  
Have you used the service? Do you know anyone who has experience of Mental Health Crisis in Leeds?

If you are interested to have your say and help shape future crisis services please fill in their short survey here: <https://bit.ly/2Tu1cMq>

As with all our engagement, please share this in any networks or opportunities you may have.

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### **Urgent Treatment Centres (21.01.19 – 15.04.19)**

As you should now be aware, the NHS Leeds CCG is running a high-level engagement on Urgent Treatment Centres (UTC). The proposal is to establish five new UTCs in the city, two out of existing centres, two 'co-located' out of A&E and a new site in east Leeds, probably Seacroft.

The engagement is of great importance to the CCG and we would expect all our volunteers to offer their feedback on the engagement by completing the survey at the below link, as well as sharing and promoting the engagement in all appropriate avenues.

We will recently sent out a briefing email to all volunteers with further details, however more information can be found at the below link (including the link to the survey).

If you have any questions, please contact [adam.stewart1@nhs.net](mailto:adam.stewart1@nhs.net)

**[www.leedsccg.nhs.uk/UTCSurvey](http://www.leedsccg.nhs.uk/UTCSurvey)**

## Upcoming events

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

### **Opportunity to attend the first ‘Me, My Medicines and I.T.’ workshop ran by Leeds Teaching Hospitals Trust (LTHT)**

- **Tues 5<sup>th</sup> February 2019**
  - 10am to 1pm (lunch will be provided)
  - Location TBC (will be hosted at one of the LTHT sites)

This workshop will give you a chance to share your ideas about this focussing on how technology has changed your hospital care and how it can help everyone in managing medication whilst in hospital. This workshop is part of a bigger piece of research led by Angela Burgin, a Pharmacist at Leeds Teaching Hospitals. This work will feed into Angela’s PhD which will focus on the patient and carer experience.

More details can be found here:

<https://www.leedsccg.nhs.uk/content/uploads/2019/01/Me-My-Medicines-and-I-T-flyer-Jan-2018.pdf>

Please contact Angela at [angela.burgin@nhs.net](mailto:angela.burgin@nhs.net) as soon as possible if you are interested in attending.

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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>

## Training

This section is about any training available in the next few weeks.

### **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 and review our provision. 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. The survey is give your feedback is now live, you can tell us what you think at the following link: <https://www.smartsurvey.co.uk/s/EHreview/> (you can complete it even if you have never been to one of our training sessions!).

## Resources

This section is about any information that would be relevant to your role, such as information about NHS, commissioning, etc. We will occasionally post recent reports and evaluations here also.

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) -**

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

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

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

### **5. Shakespeare Walk-in Centre Engagement Report -**

<https://www.leedscg.nhs.uk/content/uploads/2018/10/Shakespeare-Walk-in-Centre-engagement-report-Final-2.pdf>