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# CCG VOLUNTEERS NEWSLETTER

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Issue 21

20 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.

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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.

### CCG Volunteer Bio

As we have spoken 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>

Many thanks to Tricia, Sue, Dave, Dick and John for sending their completed bio through. Check them out on our 'Meet our volunteers' page here:

<https://www.leedsccg.nhs.uk/get-involved/ccg-volunteer/meet-our-volunteers/>.

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

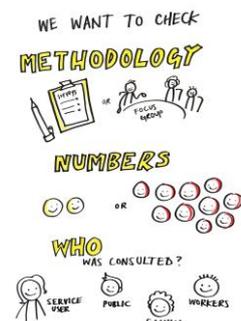
### Strategy Presentation slides - **NEW**

Thank you to all who attended Tim Ryley's Strategy presentation on Monday. We hope you enjoyed it and found it useful.

You can find the slides from the presentation [here](#) .

## 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 March 2019, 10am – 12pm, WIRA House, LS16 6EB**

Following completion of the last Doodle Poll, the following volunteers have been selected to attend the **March** PAG meeting: Sue Watson, Kath Newton, John Curtin and Tricia McKinney.

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 - **UPDATE**

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>Personal Health Budgets – 117 Aftercare</b>
<b>Update</b>	Many thanks to the volunteers who have expressed an interest. We have selected two volunteers for this project. We will be in touch with them shortly.
<b>Title</b>	<b>Chronic Pain Service Re-procurement</b>
<b>Project summary</b>	<p>Currently the chronic pain service is provided by 2 providers: Leeds Community Healthcare and In-health Pain Management. The contract comes to an end 30 September 2019. People who are experiencing pain are referred into the service via their GP after completing a pain management survey. They then receive a range of holistic treatments.</p> <p>The commissioners are not planning on changing the service that is provided. It will still be delivered over a variety of locations across the city. The only difference is that there will only be one provider but the service specification and the pathway will be the same. We are asking for 2 volunteers to sit on the re-procurement panel.</p>
<b>How long the project runs for</b>	Between April and May 2019
<b>Frequency of meetings</b>	There will be training for assessors in April which will take about 1.5 hours. Evaluators will assess each application and score them independently at home between 22 April and 10 May. A consensus meeting will take place at the CCG over a day between the 7 and 10 May
<b>Number of volunteers needed</b>	2
<b>Engagement</b>	Helen Butters - <a href="mailto:hbutters@nhs.net">hbutters@nhs.net</a>

<b>team contact</b>	
<b>Closing date to express interest</b>	28 March 2019
<b>Title</b>	<b>Child and Family Health Hubs - NEW</b>
<b>Project Summary</b>	A new service is being trialled in a small number of GP practices in Leeds. In this service, children who need to be seen by a Consultant Paediatrician can see them at their GP practice alongside their regular GP, rather than being referred to hospital. We need a volunteer to support local children and families by helping them to complete surveys after their appointment to evaluate how well the new service is working for them. This would involve using an iPad, directing people to either a parents or children's survey, and helping them answer the questions if they need support.
<b>How long the project runs for</b>	Ongoing
<b>Frequency of meetings</b>	The clinic runs on the first Thursday of every month, 1:30-4:30pm
<b>Number of Volunteers needed</b>	No limit
<b>Engagement Team contact</b>	Gemma ( <a href="mailto:gemma.kierczuk@nhs.net">gemma.kierczuk@nhs.net</a> )
<b>Closing date to express interest</b>	Ongoing

## 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/)

### **Involving You: an annual report on CCG engagement activity 2017-2018 - NEW**

At the end of each financial year (April – March) the NHS Leeds CCG produces a report to show how we have engaged with patients and the public during the course of that year.

As it is nearly the end of the 2018-2019 financial year we are preparing for our next report and we need your feedback to ensure we are producing an accessible and engaging report. We would appreciate if you could look at the last year's report and give us your feedback. Please note that this document has been published and is already available. We are looking for feedback on the style and presentation of the document not so much the specifics of the content (e.g. grammar) as we will not be making any changes to the previous report, but we will use the feedback to plan and design our next report which will be published at the end of May 2019.

Please click the link below to find the document for review and offer your feedback.  
[Involving You: an annual report on CCG engagement activity 2017-2018](#)

**Please note that this survey is designed for people on our reader group, therefore the format of the survey is slightly different than a usual survey and it contains information about reader group.** However, we would appreciate your feedback even if you are not part of the reader group.

The closing date for feedback is **Wednesday 6 March 2019**. If you would like a printed copy to review please let me know before 12pm on Monday 25 February so I can get it in the post to you in good time. If you review it by post, please give yourself enough time to review it so it can get back to me by the closing date.

If you have any problems, questions or feedback about the survey, please contact [andra.szabo@nhs.net](mailto:andra.szabo@nhs.net).

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### **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)**

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.

Many thanks to Sue, Pauline, Dick, Kath, John and Leanne for their help supporting this so far by:

- Sharing copies of surveys with friends and families.
- Sharing copies of surveys with PPGs
- Discussing the engagement at different meetings around the city
- Signing up to support several of the drop-ins/events

**It isn't too late to get involved. We would appreciate more support with our drop-ins and events. If you think you can help out please let Adam know.**

More information about the events and drop-ins, such as times and venues, can be found on our website here: <https://www.leedsccg.nhs.uk/utcevents/>

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

## Upcoming events

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

### PPG Network Support Group - **NEW**

- **Wednesday 27 February 2019**
  - 6pm – 8pm
  - NHS Leeds CCG, Wira House, Leeds, LS16 6EB

Let Helen or Caroline you are coming by emailing [hbutters@nhs.net](mailto:hbutters@nhs.net) or [caroline.mackay2@nhs.net](mailto:caroline.mackay2@nhs.net)

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

- **Thursday 28 February 2019**
  - 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 - **UPDATE**

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 **now closed** and we are in the process of evaluating the responses.

Thank you to everyone who had their say. We'll share the report with you once it is complete.

## 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. NHS Long Term Plan**

<https://www.longtermplan.nhs.uk/>