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# CCG VOLUNTEERS NEWSLETTER

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Issue 24

13 March 2019

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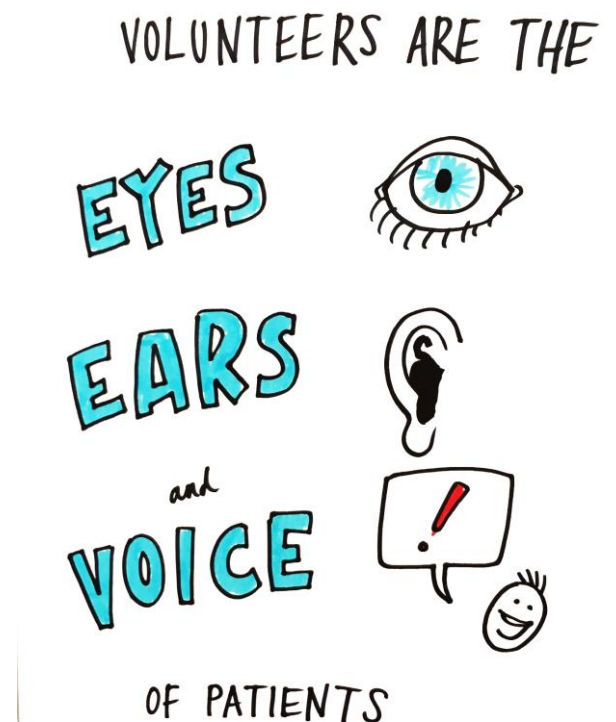
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## CCG Volunteers Newsletter

*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) - <b>UPDATE</b>
4	Opportunities
6	Current engagements - <b>UPDATE</b>
8	Upcoming events - <b>UPDATE</b>
12	Training
13	Peer Support – <b>NEW SECTION</b>
14	Resources



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 - UPDATE**

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/>.

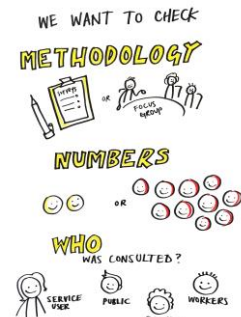
**There are still six outstanding bios, if you get chance to send a short bio and a photo over it would be greatly appreciated.**

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

## Patient Assurance Group (PAG) -

### UPDATE

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 CANCELLED** – Wednesday 3 April 2019 – due to a lack of agenda items, the meeting on the 3 April has been cancelled. Details of the next PAG meeting are below.

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

**Wed 1 May 2019**, WIRA House, 2pm – 4pm:

Leanne Winfield, Kath Newton, Stephen Elsmere and a fourth to be confirmed.

In addition, we have the dates for PAG meetings for the next year, through until March 2020. If you haven't done so already, please complete [Doodle Poll](#) to confirm your availability.

Wed 5 <sup>th</sup> June 2019	Wed 6 <sup>th</sup> November 2019
Wed 10 <sup>th</sup> July 2019	Wed 4 <sup>th</sup> December 2019
Wed 7 <sup>th</sup> August 2019	Wed 8 <sup>th</sup> January 2020
Wed 4 <sup>th</sup> September 2019	Wed 5 <sup>th</sup> Feb 2020
Wed 2 <sup>nd</sup> October 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	Chronic Pain Service Re-procurement
<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 team contact</b>	Helen Butters - <a href="mailto:hbutters@nhs.net">hbutters@nhs.net</a>
<b>Closing date to express interest</b>	28 March 2019

<b>Title</b>	<b>Child and Family Health Hubs</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 - **UPDATE**

Below are current live engagements that we're aware of. These are engagements where people can offer their feedback and have a say, usually through a survey. Other chances to get involved such as project groups, recruitment opportunities etc. will be listed in the 'Opportunities' section.

If you are aware of other engagements that we have not listed, please get in touch with Adam or Andra and let us know and we will happily share in the next newsletter.

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.leedscg.nhs.uk/get-involved/consultations/](http://www.leedscg.nhs.uk/get-involved/consultations/)

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### **Mental Health Crisis Services (Closes 31.03.19)**

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.leedscq.nhs.uk/utcevents/>

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

## Upcoming events - **UPDATE**

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

### **The King's Fund - The NHS long-term plan and mental health: a positive way forward? - NEW**

 **Thursday 28 March 2019**

 **1pm – 2pm**

 **Online**

The NHS long-term plan allocates more money for mental health services and seeks to make the UK a world leader when it comes to the support and treatment it offers those who need it.

This free live online event will bring together system leaders, specialist providers and user and patient representatives to assess the aims of the long-term plan and debate whether it goes far enough.

You can register for the event on [Kings' fund website](#)

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### **The King's Fund - Urgent and emergency care: integrating services to improve patient flow - NEW**

 **Thursday 9 May 2019**

 **9am – 5pm**

 **The King's Fund, London, W1G 0AN**

This conference provides local areas with guidance on the new requirements and key milestones set out in the long-term plan. You will hear evidence-based examples from areas delivering better integration between A&E departments and other



services that provide and support urgent treatments, so patients get the right care in the right place.




### **There are bursary places available for patients and carers**

For more information and to register please visit:

<https://www.kingsfund.org.uk/events/urgent-and-emergency-care-2#what-will-you-learn>

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### **Valuing Inclusion of People Workshop**

-  **Friday 22 March 2019**
-  **10am – 3pm**
-  **Met Hotel, King St., Leeds, LS1 2HQ**




This workshop aims to bring people together to share ideas about how the Leeds and York Partnership Foundation Trust (LYPFT) can engage better and make further improvements to the way LYPFT works with service users, carers, and families.

You can book via this link: <https://www.eventbrite.com/e/valuing-inclusion-of-people-workshop-tickets-57605245841>

The workshop is free to attend. Refreshments and lunch will be provided. Please email [patientexperience.lypft@nhs.net](mailto:patientexperience.lypft@nhs.net) for any dietary requirements. Travel expenses for service users and carers will be reimbursed.

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## PPG Network Support Group

-  Monday 25 March 2019
-  6pm – 8pm
-  Hamara Centre, Leeds, LS11 6RD

Let Adam know you are coming by emailing [adam.stewart1@nhs.net](mailto:adam.stewart1@nhs.net)

There is still time to sign up to take part in the project groups. Click here to find out more: <https://www.smartsurvey.co.uk/s/PPG19pref/>

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## Storytelling and Personal Impact — **UPDATE**

-  20 March 2019
-  All day
-  Liverpool

**We've been made aware by Leanne that the Brighton and Derby events are full. If you are interested in the event but cannot attend the one in Liverpool, don't worry as there will be more workshops later in the year. We'll send an update as soon as we know more.**

This session will provide participants with practical tools to tell stories effectively, and strategies to manage both the emotional stress of the moment and the emotional journey of the audience. It develops people's skills, awareness and confidence in delivering stories with impact.

By the end of the session you will be able to:

- Understand better the needs and fears of your audience
- Build rapport with your audience to help them listen better
- Tell emotionally charged stories without becoming emotional yourself
- Get your message across with clarity, simplicity and punch
- Feel confident in your skills in 'speaking truth to power'

To book on, please RSVP to [volunteer.nla@hee.nhs.uk](mailto:volunteer.nla@hee.nhs.uk) indicating the workshop you wish to attend. The course is fully-funded, lunch and travel expenses are covered and accommodation is available if travel time is over three hours.

NB: Please note that we have only just had sight of these opportunities and they may be fully booked. If you are interested, please get in touch via the above email as soon as possible.

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### **The King's Fund - Mental health in primary and community care**



**Wednesday 12 June 2019**



**8.30am-4.45pm**



**The King's Fund, London, W1G 0AN**

Session topics include:

- what integration looks like in practice and why bringing together health and community services matters
- how GPs view mental health in their practice under the lens of the long-term plan and recent policy developments
- social prescribing as a tool for GPs
- the role of primary care in prevention and promotion of mental health
- how to diagnose and treat children and young people to pave the way for adult mental wellbeing
- providing psychological support for people not meeting referral needs.

**There are bursary places available for patients and carers.**

For more information and how to register please visit:

<https://www.kingsfund.org.uk/events/mental-health-primary-and-community-care#about>

## 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 **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.

## CCG Volunteers Peer Support – **NEW SECTION**

This section is about opportunities for CCG Volunteers to be involved in peer support. There will be updates around peer support meetings and other opportunities to liaise with fellow volunteers in order to support one another.

### **2019 - Peer Support Meetings**

We have booked room 4 at WIRA House for two dates in 2019 where CCG Volunteers can come along and catch up with one another and offer each other support. These meetings, at present, do not have a formal agenda and will be directed by volunteers in attendance.

A couple of members of the CCG engagement team will be in attendance to support.

Dates are:

**Monday 20 May 2019, 6pm – 8pm** – WIRA House, LS16 6EB

**Thursday 24 October 2019, 1:30pm – 3:30pm** – WIRA House, LS16 6EB

## 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/>

### **6. NHS Leeds CCG - Strategy Presentation slides**

You can find the slides from Tim Ryley's strategy presentation [here](#) .