
CCG VOLUNTEERS NEWSLETTER

Issue 30

24 April 2019

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 - UPDATE |
| 5 | Patient Assurance Group (PAG) |
| 6 | Opportunities - NEW |
| 11 | Current engagements |
| 12 | Training |
| 13 | CCG Peer Support |
| 14 | Resources |



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.

Engage magazine

The CCG produces a quarterly magazine, called 'Engage', to keep the Leeds community up-to-date with what's going on:

<https://www.leedsccg.nhs.uk/publications/engage-magazine-issue-15-spring-2019/>

The Comms team are already planning the summer edition, and have set aside 2 pages for news about Engagement activities. One of these pages will cover the 'You said, We did' headlines for a recent engagement project, and the other page has been set aside to highlight your roles as CCG Volunteers.

We would like ideas from you about what you think the people of Leeds need to know, or would like to know, about your role as CCG Volunteers.

You might want to use a case study or quotes, or some other way of highlighting what you do. You may even be happy to have a photo of yourself on the page... who knows!

As always we are keen to hear your thoughts. Please forward any comments you have to caroline.mackay2@nhs.net.

Big Leeds Chat – Hold the date

You might remember us talking about the Big Leeds Chat event last year. The Big Leeds Chat was a partnership event that brought together all the health and social care providers (including voluntary sector) for the first time. The event offered the opportunity for people in Leeds to share their views about Leeds and find out more about what we are doing as a city to develop a healthy and sustainable future in health and social care.

To find out more about Big Leeds Chat and how the event went please visit the Healthwatch Leeds website: <https://healthwatchleeds.co.uk/our-work/bigleedschat/>

As the event was really successful we are now planning the second Big Leeds Chat. This year we aim to have a series of events in different areas of the city alongside the one at the Leeds Market.

We would appreciate your support at the event this year. So please hold the following dates in your calendar:

- **Thursday 17 2019, from 10am to 2pm**, for the Leeds Market event
- **Week commencing the 14 Oct 2018 (provisionally)** for the local events. We will let you know the dates and times for the local events as soon as we know more.

Please note that there is an opportunity for a CCG volunteer to be involved in the working group as well, so check the Opportunities section for it.

If you have any questions please contact Chris, chris.bridle@nhs.net

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, Pauline 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 five 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.

CCG Volunteer mandatory training - **UPDATE**

Many thanks to everyone who sent their availability for the mandatory training. We have now picked a date for it based on the majority of votes. Please see below the details. If you cannot make it that day, don't worry as we will book another session for those of you who couldn't attend it.



Tuesday 7 May 2019



10am – 4pm



The Old fire station, Gipton, Leeds LS9 6NL

We will provide lunch along with teas and coffees, so please let Caroline or Helen know if you have any specific dietary requirements as soon as possible.

If you have any questions about the training please contact Helen, hbutter@nhs.net or Caroline, caroline.mackay2@nhs.net.

CCG volunteer programme review session



Wednesday 22 May 2019



1pm – 5pm



Room 8, WIRA house

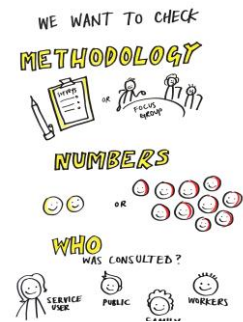
You are invited to join our conversations about the CCG volunteers programme. This meeting will provide an opportunity to look at how this programme is going, what has been achieved so far and what needs to improve.

More information about the meeting will be circulated closer to the date. If you would like to attend the meeting or have any questions please contact Caroline - caroline.mackay2@nhs.net.

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 - Wednesday 1 May 2019 – WIRA House, 2pm – 4pm –
 The following volunteers have been selected to attend the **May** PAG meeting:
Leanne, Kath, Stephen and Dick

The next scheduled PAG is Wed 5 June 2019, Old Fire Station, 10am – 12pm and Sue, Kath, Tricia and Dick are down to attend.

The following volunteers have been selected to attend the future PAG meetings.
 Please confirm with Caroline that you are still able to attend these dates:

| Date | Time | Venue | Volunteers attending |
|--------------------|-----------|--------------------------|--------------------------------------|
| 10 July | 6pm – 8pm | WIRA House | Leanne, Dick, John, Stephen, Pauline |
| 7 August | 10am-12pm | Old Fire Station, Gipton | Sue, Kath, Tricia, Dick, John |
| 4 September | 6pm – 8pm | WIRA House | Kath, John, Stephen, Pauline |

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

Opportunities - **NEW**

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 | British Sign Language Interpreting Services in Primary Care |
| Project summary | <p>NHS Leeds CCG pays for a BSL and Deafblind Communicator Guide service to support people who are deaf, hard of hearing and deafblind to access primary care services in Leeds. The existing contract will end in March 2020 and we want to review the current service and use feedback from the deaf, hard of hearing and deafblind community to improve the service.</p> <p>We will hold an event/workshop in the summer of 2019 for people from the deaf, hard of hearing and deaf blind community, their families and the services that support them. At the event we will ask people if our understanding of their needs and preferences are correct and ask for help to identify any gaps in our knowledge.</p> <p>We would like for one or two of our volunteers to support us in organising this workshop and during the day.</p> |
| How long the project runs for | Until September 2019 (the exact dates for the event will be confirmed as soon as possible) |
| Frequency of meetings | 1 planning meeting (in June or July) Half a day workshop in Summer(possibly August) |
| Number of volunteers needed | 1 or 2 |
| Engagement team contact | Helen Butters – hbutters@nhs.net |
| Closing date to express interest | 31.05.2019 |

| | |
|--------------------------------------|--|
| Title | Wetherby Mental Health Service |
| Project Summary | <p>The NHS Leeds CCG contracts Tees, Esk and Wear Valley Valley (TEWV) CCG to provide inpatient and community mental health care to working age adults and older people in Wetherby and surrounding villages in the area a part of wider contract with Harrogate CCG. This means that patients needing community or inpatient mental health care in Wetherby and the surrounding areas often receive it from the teams at Harrogate hospital and the Briary Wing (for inpatient services).</p> <p>The inpatient mental health service at Briary Wing at Harrogate Hospital is set to close as it is no longer fit for purpose. Inpatient mental health services were meant to be moved to a newly built hospital at Harrogate but this has fallen through.</p> <p>From 2021, patients requiring inpatient mental health care who would have previously gone to Briary Wing will now be placed at a new hospital in York. Patients in Wetherby and surrounding areas are expected to be offered the choice between using Leeds and York hospitals for inpatient services whilst receiving an enhanced community based service from TEWV CCG out of Harrogate.</p> <p>It is believed that the enhanced provision of community based services will reduce the need for hospital admission (inpatient admission) as patients will have the right interventions and input so that they are less likely to require inpatient services.</p> <p>The engagement that will be conducted by NHS Leeds CCG with people in aims to:</p> <ul style="list-style-type: none"> • Share information about the service and outline potential changes. Understand views on existing service/experience in order to help inform services to make improvements. • Understand the impact of travel from Wetherby to York for inpatient care and potential solutions for any perceived issues. • Understand people's perception on using inpatient services at LYPFT • Understand people's views on wider community care offer and what needs to be considered/provide |
| How long the project runs for | Until at least end of September, possibly longer |
| Frequency of meetings | TBC, at least monthly |
| Number of Volunteers needed | 1 |

| | |
|---|---|
| Engagement Team contact | Adam Stewart – adam.stewart1@nhs.net |
| Closing date to express interest | 28 April 2019 |

| | |
|--------------------------------------|---|
| Title | Involving you : an annual report on CCG engagement activity 2018 - 2019 |
| Project Summary | <p><i>Involving you</i> offers an overview of the CCG engagement activities that have taken place over course of a financial year and includes a summary of what people told us and what we did in response to hearing those views. Last year’s report can be found here: //www.leedscCG.nhs.uk/publications/involving-you-an-annual-report-on-ccg-engagement-activity-2017-18/</p> <p>Last year we worked together with a group of patients and volunteers to design the <i>Involving you</i> report. Using last year’s feedback and a more recent feedback from our Reader Group, we would like to work with you and our designer to ensure that this year’s report is accessible, attractive and engaging.</p> <p>We will organise a meeting in May to look at a draft design, which will be developed using the feedback we have received so far from patients and volunteers, and discuss any possibilities for improvement.</p> <p>We would like for you to come to the meeting and share with us your thoughts on the draft document and provide assurance that we have listened to people’s feedback when we developed the document. We will invite our designer to the meeting so he can hear your suggestions.</p> <p>We will send you all the documents you need for the meeting a week before so you have time to review them.</p> |
| How long the project runs for | End of May 2019 |
| Frequency of meetings | <p>One meeting</p> <p>9 May , 1:30-3:30, WIRA House, room 6</p> |

| | |
|---|--|
| Number of Volunteers needed | 4 or 5 |
| Engagement Team contact | Andra Szabo – andra.szabo@nhs.net |
| Closing date to express interest | 1 May 2019 |

| | |
|---|---|
| Title | Child and Family Health Hubs |
| Project Summary | 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 parent’s or children’s survey, or helping them answer the questions if they need support. |
| How long the project runs for | Ongoing |
| Frequency of meetings | The clinic runs on the first Thursday of every month, 1:30-4:30pm |
| Number of Volunteers needed | No limit |
| Engagement Team contact | Gemma - gemma.kierczuk@nhs.net |
| Closing date to express interest | Ongoing |

| | |
|---|--|
| Title | Big Leeds Chat |
| Project Summary | <p>This is an exciting opportunity to be part of the planning of the second Big Leeds Chat event.</p> <p>The Big Leeds is a new way of listening to people in Leeds. It brings together the most senior decision makers in health and care, working together as one health and care team, to talk to the people of Leeds about what matters to them. The event is an opportunity for these organisations to engage with the public about the future of health and social care in the city. To find out more please visit: https://healthwatchleeds.co.uk/our-work/bigleedschat/</p> <p>We would like one of our volunteers to work with us and the other health and social care partners in planning the next event. This is an exciting opportunity to be part of city wide project and have a city wide impact.</p> |
| How long the project runs for | Until end of October 2019 with the possibility for further involvement in the planning of any Big Leeds Chat future events. |
| Frequency of meetings | One a month, usually up to 2 hours at Old Fire Station. |
| Number of Volunteers needed | One volunteer |
| Engagement Team contact | Chris Bridle Tel: 0113 8435470 Email: chris.bridle@nhs.net |
| Closing date to express interest | 28 April 2019 |

Current engagements

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.leedscgg.nhs.uk/get-involved/consultations/

Safe Haven GP Service (10.04.19 – 30.04.19)

Safe Haven GP practice is a service for registered patients in Leeds who have been asked to leave their own GP practice. The Safe Haven Service is also known as the 'Violent Patient Scheme' and 'Special Allocation Service'.

The contract for the service will expire on 30 September 2019 and the CCG is preparing to pay for a new service (a process known as re-procurement). We want to understand people's experiences of the service and, where possible, use this to shape the way the service is provided in the future.

Patients will have limited influence on the service specification because this is such a specialised service. The service will need to cater for a low number of patients and ensure staff and patients can be safe. This will limit things like the choice of provider, the location and opening times.

We'd really appreciate any help you can give in sharing this out with any groups or networks you might be involved with, such as:

- GP practices
- Mental health groups
- Addiction services
- Other appropriate services you may be aware of

If you share anywhere please let Gemma know so she can log it.

More information can be found on our website here: www.leedscgg.nhs.uk/get-involved/your-views/safehaven/

If you have any questions, please contact gemma.kierczuk@nhs.net

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.

Other training sessions

There are a number of organisations that deliver training across the city. Many of these are available on the Voluntary Action Leeds (VAL) website (link below).

[Find training in the area on the Doing Good Leeds website](#)

If you find a course you think it relevant to your role as a CCG Volunteer, speak with your mentor if you would like to book on as there might be a cost attached which we may be able to cover.

CCG Volunteers Peer Support

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 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>

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](#) .