

---

---

# CCG VOLUNTEERS NEWSLETTER

---

---

Issue 32

8 May 2019

---

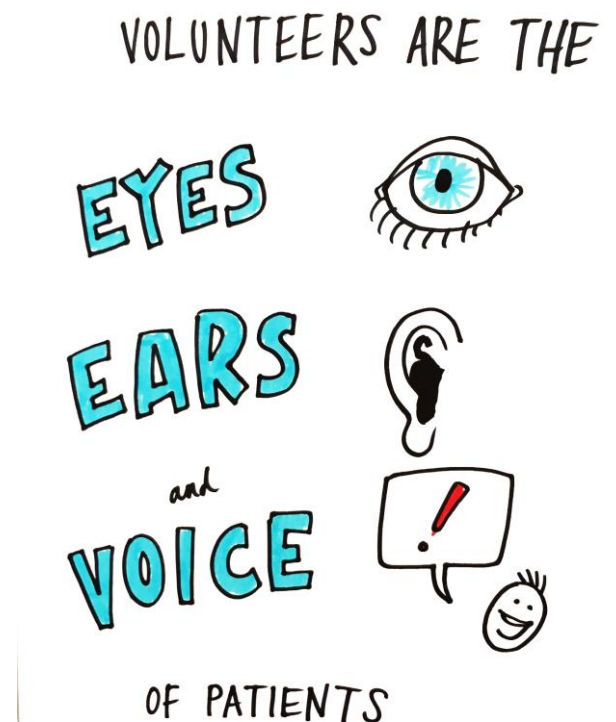
---

## 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 - <b>UPDATE</b>
5	Patient Assurance Group (PAG)
6	Opportunities
8	Current engagements
9	Training
10	CCG Peer Support
11	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 mandatory training - UPDATE**

Many thanks to everyone who attended the training yesterday. We hope you found it useful and enjoyed the day.


Please let us know what you thought about the training day by completing the online evaluation here: [www.smartsurvey.co.uk/s/CCGVolTraining/](http://www.smartsurvey.co.uk/s/CCGVolTraining/)

---

### **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](mailto:caroline.mackay2@nhs.net).

**If you would like to book a car park space for the duration of the meeting, please call reception directly on 0113 8435470. You will need your car registration number to book a space.**

---

### **Engage magazine**

With the help of the Communications team, 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 Communications team have set aside 2 pages in the magazine 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!

We already have the content we need for the summer issue, however please feel free to send any suggestions you might have for future editions. The next edition of the magazine will be the autumn one.

Please forward any ideas you have to [caroline.mackay2@nhs.net](mailto: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 September 2019, from 10am to 2pm**, for the Leeds Market event
- **Week commencing the 14 October 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](mailto: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:

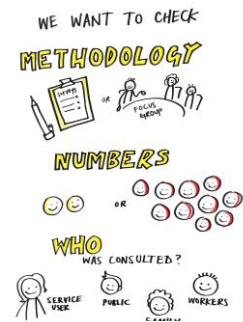
<https://www.leedsccg.nhs.uk/get-involved/ccg-volunteer/meet-our-volunteers/>.

There are still **three** 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)

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** - 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
<b>10 July</b>	6pm – 8pm	WIRA House	Leanne, Dick, John, Stephen, Pauline
<b>7 August</b>	10am-12pm	Old Fire Station, Gipton	Sue, Kath, Tricia, Dick, John
<b>4 September</b>	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](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	British Sign Language Interpreting Services in Primary Care
<b>Project summary</b>	<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>
<b>How long the project runs for</b>	Until September 2019 (the exact dates for the event will be confirmed as soon as possible)
<b>Frequency of meetings</b>	1 planning meeting (in June or July) Half a day workshop in Summer(possibly August)
<b>Number of volunteers needed</b>	1 or 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>	31.05.2019

<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 parent's or children's survey, or 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

There are currently no live engagements that we're aware of. This refers to 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/)



# 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, you can speak with your mentor if you would like to book on.

## 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

Can you please let Adam or Andra know if you are planning to attend the meeting on Monday 20 May 2019.

## 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](#) .