
CCG VOLUNTEERS NEWSLETTER

Issue 33

15 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.

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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 or Andra on 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/

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.

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.

Big Leeds Chat – Hold the date - UPDATE

The Big Leeds Chat is a partnership event that brings together all the health and social care providers (including voluntary sector) and offers 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 first event went please visit the Healthwatch Leeds website: <https://healthwatchleeds.co.uk/our-work/bigleedschat/>

As the first 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 – **PLEASE NOTE THE CHANGE IN DATES:**

- **Thursday 7 November 2019, from 10am to 2pm**, for the Leeds Market event
- **Week commencing the 4 November 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 (below) 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:

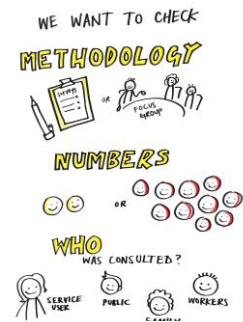
<https://www.leedsccg.nhs.uk/get-involved/ccg-volunteer/meet-our-volunteers/>.

There are still **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) - **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 - The next scheduled PAG is **Wed 5 June 2019**, Old Fire Station, 10am – 12pm and **Sue, Kath, Dave** 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	Leeds Community Healthcare NHS Trust Engagement Strategy - NEW
Project Summary	<p>To contribute to the development of a Trust Wide Engagement strategy for Leeds Community Healthcare (LCH).</p> <p>We aim to develop a working group made up of the LCH engagement team, people who access services, Carers, staff and partners to help agree a shared vision, support the development of an a over-arching engagement strategy; identifying key priorities and aims within this. This will include the development of robust processes and guidance which will be considered by the working group.</p> <p>We will focus on the infrastructure and systems in LCH to enable all strands of patient experience to tie up. This should include complaints and compliments, Friends and family test, service level engagement work and public consultation around service change.</p> <p>We hope to make distinct improvements to how we work with communities and learn from patient experience to become an outstanding Trust in how we engage with people.</p> <p>We hope to make sure that the patient is at the heart of what we do and engaged with at every reasonable opportunity; with a focus on patient experience from board level to front line and vice versa.</p>
How long the project runs for	3 months (June, July and August)
Frequency of meetings	3 weekly; we hope to hold our first meeting at the beginning of June, with 3-4 meetings taking place every three weeks following this.
Number of Volunteers needed	1 or 2
Engagement Team contact	Andra andra.szabo@nhs.net
Closing date to express interest	Wednesday 29 th May 19

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

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.

Any updates regarding our engagement projects can be found on our website on our consultations page: www.leedscg.nhs.uk/get-involved/consultations/

Training - **UPDATE**

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

Engagement Hub Update – Report now available

As part of our ongoing evaluation of the training programme we decided to pause our delivery of a scheduled training calendar and review our provision. There were several reasons for this, including; poor attendance and high cancellation rates (we'd cancelled more sessions than ran in the last five months of 2018) as well as ongoing discussions with our partner organisations about the need to nail down processes and ways of working going forward.

We've used the first six months of 2019 as a 'fallow' period to evaluate the engagement hub work and see what it is going to look like. We evaluated the engagement hub via a survey, which 69 people responded to. You can view the results and report on our website here:

https://www.leedsccg.nhs.uk/content/uploads/2019/05/Engagement_Hub_report.pdf

Leanne and Chris presented the results of the evaluation at the People's Voice Group and engaged in the following discussion about how to take forward the engagement hub.

It has been agreed that the organisations across Leeds will work together to an integrated and citywide approach to deliver the engagement hub. In the meantime, we will be scheduling a few 'core' training sessions to deliver between July – December of 2019. We will post these dates and a training calendar once they are known.

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 is 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 - **UPDATE**

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 – **CANCELLED**

Due to no one being able to attend or signing up to attend on Monday, the session is now cancelled.

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](#) .