
CCG VOLUNTEERS NEWSLETTER

Issue 41

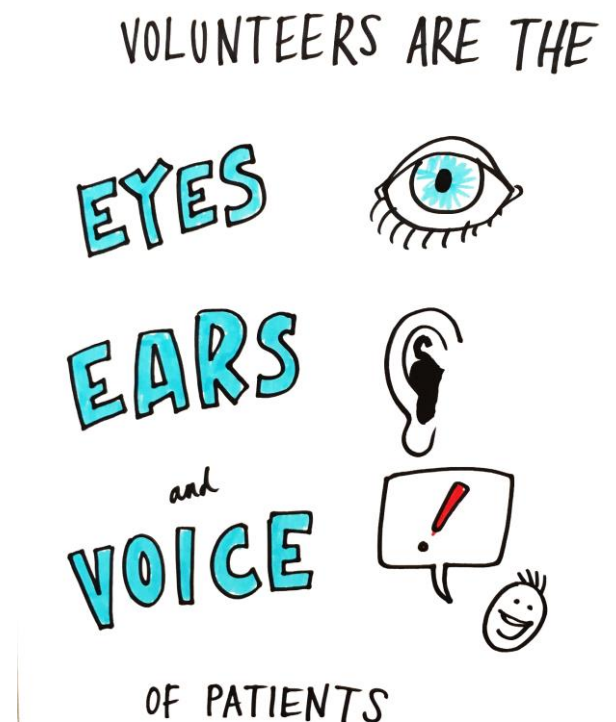
17 July 2019

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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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 volunteers steering group meeting

We held our first steering group meeting for the 2019 CCG Volunteer recruitment on Monday 8 July. Three CCG volunteers, along with Andra, Caroline and Helen Farrell, who leads the Health Ambassador programme at VAL, met to think about next steps for our 2nd recruitment.

One of the main themes to emerge from this meeting was the need for the Health Ambassador and CCG Volunteer programmes to be working more closely together. We acknowledged that the roles of the CCG Volunteers have developed into quite specialised roles, with individuals taking seats at steering and procurement meetings as well as taking turns to provide patient assurance at the monthly PAG meetings. In our team's Engagement and Equality Activity Monthly report: May – June 2019, it is noted that "Our CCG Volunteers are supporting 11 commissioning steering groups".

This involvement is quite different from much of the engagement the Health Ambassadors are carrying out – more public facing, focus groups and face-to-face surveys. It is great to have VAL's Health Ambassador project involved as we move forward with our next recruitment, and we look forward to closer working between our two teams.

Our next steering group meeting is taking place here at Wira House in Room 7 on Thursday 18 July from 3-4.30pm.

At this meeting we will be clarifying the role of the CCG Volunteer, how we market these opportunities, who are we looking to attract to these roles and, hopefully we will have a first draft of the application pack documents to consider. We will endeavor to email these out prior to the meeting.

Everyone who is interested is welcome to attend these steering group meetings – don't worry if you weren't at the first one... all input is very much welcomed 😊

Please contact Caroline if you would like any more information – caroline.mackay2@nhs.net

Please contact Reception if you need to book a car parking space – 0113 843 5470

Hold the date(s) for CCG volunteer recruitment - **UPDATE**

Please see below the provisional dates for the CCG volunteer recruitment. Please note – some of these dates may change depending on venue availability, etc. We will let you know of any changes if/as they arise.

Dates for Volunteer Recruitment 2019	
Thursday 1 August	Launch of application process
Thursday 29 August	Closing date for applications
Monday 2 September	Shortlisting
Tuesday 10 September	Interviews
Thursday 12 September	Interviews
Week of 16 – 18 September	First mentoring sessions
Week of 23 – 27 September	First mentoring sessions
Thursday 3 October	Induction day
Saturday 12 October	Training day
Thursday 24 October 2019 1:30pm – 3:30pm at WIRA	Peer support meeting

Healthwatch Long Term Plan report

As you may know, at the beginning of the year health and care leaders have come together to develop a Long Term Plan to make the NHS fit for the future, and to get the most value for people out of every pound of taxpayers' investment. A link to the long term plan is attached in the **Resources** section.

Healthwatch partners from across the West Yorkshire and Harrogate area held conversations with people in the area to get their views on the West Yorkshire and Harrogate Partnership's five year plan developed in response to the NHS Long Term Plan. The Partnership's plan will set out our ambitions for the next five years and also identify any work needed to align to the NHS Long Term Plan.

Healthwatch have now produced a report which they have shared with Healthwatch England and the Partnership. A copy of the report is available to read below and on the local Healthwatch websites.

Healthwatch Long Term Plan engagement report -

www.wyhpартnership.co.uk/application/files/7315/6208/4734/NHS_Long_term_plan_report.pdf

Summary of the Healthwatch Long Term Plan engagement report -

www.wyhpартnership.co.uk/application/files/9515/6208/4733/LTP_Summary.pdf

For more information about the report and the Partnership's response to the report can be accessed on the Partnership's website here: www.wyhpартnership.co.uk/get-involved/longtermplan

Big Leeds Chat – Hold the date

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:

- **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.

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

Participation and System Transformation webinar schedule - **UPDATE**




Please find below a link to the latest Participation and System Transformation webinar schedule for **July-September 2019**, which includes details of some forthcoming webinars organised by NHS England along with registration links (please note that you don't have to register for some, you just need to visit the link enclosed on the date and time of the webinar).

[Webinar Schedule for July - September Final.docx](#) (updated link)

Please note that there is no meeting number required in order to register for these webinars. When registering, if you are asked for a meeting number, please try to register again or speak to a member of the engagement team if you are still struggling.

System Leadership Events – 2 Day event

There is a great opportunity for interested persons to attend a 'System Leadership Event' which takes place across two days and aims to create a 'wave of system leaders across health and social care in Leeds. Dates are below and it would be useful to attend both days to get the full benefit.

-  **Day 1 – 12, 18, 26 September 2019/ Day 2 – 6, 13, 21 November 2019**
-  **9am – 3:30pm**
-  **TBC once you book on**

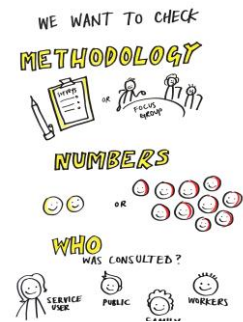
You can find out more about the event here:

<https://www.leedsccg.nhs.uk/content/uploads/2019/06/Creating-System-Leadership-Community-in-Leeds.pdf>

Please contact your mentor if you are interested in attending.

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.



The next scheduled PAG is **Wed 7 Aug 2019, WIRA House, 10am – 12pm** at the Old Fire Station and **Sue, Kath, Tricia, Dick** and **John** are down to attend.

The following volunteers have been selected to attend the future PAG meetings. Please contact Caroline, caroline.mackay2@nhs.net if you are unable to attend these dates:

Date	Time	Venue	Volunteers attending
4 September	6pm – 8pm	WIRA House	Kath, John, Pauline
2 October	10am - 12pm	Hinsley Hall, Headingley	Sue, Kath, Tricia, John
6 November	2am - 4pm	WIRA House	Sue, John

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.



West Yorkshire and Harrogate's Health and Care Partnership's Digital Board

West Yorkshire and Harrogate's Health and Care Partnership's Digital Board are looking for a patient and public involvement member to join the membership of a newly established **Digital Board**, to give a patient perspective to the development of a digital strategy and the progression of future digital initiatives across the region.

The ideal candidate will have an interest in improving health and care services through digital technology and be committed to their local community and provide a view of patients, unpaid carers and the public's understanding and knowledge.

If you are interested please visit the **West Yorkshire and Harrogate's Health and Care Partnership's website** and complete the patient and public member expression of interest form. You can find the form in the **Patient & Public members section** on the page.

Please you let you mentor know if you are interested in this position.

Same Day Emergency Care (SDEC) Programme Board Patient and Public Volunteer Partner opportunity - **NEW**

The Same Day Emergency Care Programme Board is looking for two Patient and Public Voice Partners. All applicants must have a commitment to improving patient & carer experience in Urgent & Emergency Care and to developing excellent public participation, as well as an understanding of national strategy development. Applicants will bring board level experience, with a strategic healthcare focus, strong intellect, commercial and political astuteness, and a willingness to challenge.

The purpose of the Same Day Emergency Care Programme Board is:

- Provide experience of care perspective to build capability within the programme board.
- Support programme board with experience of care expertise in planning and delivery of a nationally led implementation of Same Day Emergency Care models.
- Support the development of new commissioning models and associated guidance/policy.
- Support service improvement and new commissioning approaches.

Patient and public members use their skills and experience as patients, carers, members of the public or organisational representatives to:

- Bring independent judgement and experience from a patient and citizen perspective and apply this to the benefit of the SDEC Programme Board and its stakeholders
- Engage positively and collaboratively in discussion of agenda items and act as an ambassador for patient and public participation.
- Provide a public viewpoint in all group activities (not to only represent their own experience).
- Provide strategic advice and assurance that the views of patients and the public have been sought and considered in the delivery of the SDEC workstreams
- Commit to working to, and encouraging within the group, the highest standards of integrity and governance

You would be expected to attend a meeting a month for 12 months at a minimum at which point membership will be reviewed with the opportunity to extend up to three years. For an information pack and details for how to apply please email r.vokes@nhs.net or call 07875 043482. Please note, the closing date for application is **24 July 2019**.

Current engagements

Below are current 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.leedsccg.nhs.uk/get-involved/consultations/

Developing mental health services for adults and older people in Harrogate and Wetherby

Tees, Esk and Wear Valley (TEWV) NHS Foundation Trust are leading on an engagement to develop community mental health services for people in Harrogate, its surrounding areas and Wetherby, who also receive mental health services from the trust. The NHS Leeds CCG is supporting TEWV with his engagement.

Tees, Esk and Wear Valley NHS Foundation Trust deliver community and inpatient mental health services for Harrogate and its rural district. As part of a contract between the NHS Leeds Clinical Commissioning Group (CCG) and Harrogate and Rural District CCG, TEWV also provides these services for the residents of Wetherby and its surrounding areas.

Proposals for the future development of mental health services for adults and older people were recently approved by the Harrogate and Rural District CCG. These proposals allow TEWV to maximise patient safety and provide the best possible patient experience, whilst remaining true to their commitment to providing care as close to home as possible.

This engagement is aimed at people living in Wetherby and its surrounding areas, including current or previous users of mental health services, carers, family members, volunteers and health and care staff. We want to hear people's views on the proposals for developing mental health services for adults and older people and if there is anything we've missed that would help support people.

More information about the engagement and the proposals can be found on our website: www.leedsccg.nhs.uk/get-involved/your-views/tewvmh2019/

Please share the details of this engagement only with people in these areas.

Training

This section is about any upcoming training available.

As you know we've used the first six months of 2019 as a 'fallow' period to evaluate the engagement hub work, you can view the results and report on our website here: https://www.leedsccg.nhs.uk/content/uploads/2019/05/Engagement_Hub_report.pdf

Following the review, it was agreed that we will host a number of training sessions towards the back end of the year. Some of these have been confirmed and are listed below.

All sessions will be taking place at the Old Fire Station in Gipton (LS9 6NL).

Date	Training session	Details of training	Time
16 Sept	Co-Production	This session will define co-producing and explore its potential in health and social care commissioning. We will look at examples in practice and explore in detail the elements of co-design, co-decision making, co-delivery and co-evaluation.	9:30pm – 12:30pm
25 Sept	Knowing Your Community	This session will look at the importance of equality and diversity in health and social care. We will look at national and local guidance which drives this work and analyse best practice. We will also look at how CCG Volunteers can support the CCG to engage with seldom heard groups.	10am – 12:30pm
10 Oct	Being an effective health volunteer	This session will look at why health volunteers are essential in the development of local health services. We will outline the roles of the health volunteers and explore how they can influence service change.	1:30 pm - 4:30 pm

23 Oct	Patient Participation Groups (PPGs)	This session will explore the role of patient participation groups. Participants will look at the changing role of GP practices and examine the challenges they face and the opportunities they present. They will explore how members can work with staff to develop services and examine good practice from other areas of the country.	9:30pm – 12:30pm
22 Nov	Introducing the NHS	This session will look at the impact of the Health and Social Care Act 2012 on NHS organisations and patients. We will explore the new NHS landscape and look at how NHS organisations are structured locally. We will also look at national drivers for change including government policies, the rising demand for health and social care and the impact of the Francis report.	10am – 12:30pm

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.

The NHS Explained: How the Health System in England Really Works

Developed by The King's Fund, this free, online course will help you understand what keeps the fifth largest employer in the world running. You'll explore the challenges facing the system, and how to ensure the NHS is fit for the future. You can complete it at your own leisure.

You can find out more about the training here:

https://www.futurelearn.com/courses/the-nhs-explained?utm_campaign=kings_fund_the_nhs_explained_june_2019&utm_medium=organic_social&utm_source=kf_staff_dmaggs

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.

As discussed at the CCG Volunteer review day, we are going to reach out to Healthwatch and Voluntary Action Leeds to see if their respective volunteers would be interested in getting involved in future peer support groups.

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

Upcoming dates are:

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**

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**

inspiringchangeleeds.org/ambition/lhcp/

5. **NHS Long Term Plan**

www.longtermplan.nhs.uk/

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

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

7. **Safe Haven engagement report –**

www.leedsccg.nhs.uk/get-involved/your-views/safehaven/

8. **Involving You report, 2018 – 19**

www.leedsccg.nhs.uk/content/uploads/2019/05/Involving_you_2018-19.pdf

9. **NHS Leeds CCG annual report 2018-19**

www.leedsccg.nhs.uk/publications/nhs-leeds-ccg-annual-report-and-accounts-2018-19/