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# CCG VOLUNTEERS NEWSLETTER

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Issue 61

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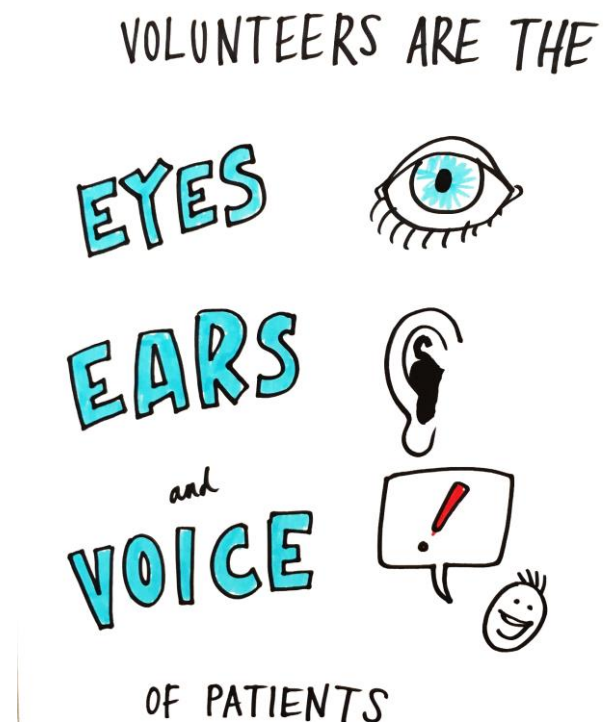
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## CCG Volunteers Newsletter

NHS Leeds CCG

This fortnightly 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](mailto:adam.stewart1@nhs.net) or Huma Malik on [huma.malik@nhs.net](mailto:huma.malik@nhs.net)

## News — **NEW**

This section is about any news relevant to the CCG or CCG volunteers programme.

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### **CCG volunteers newsletter – UPDATE**

The next volunteer newsletter will be sent out **Wednesday 18 March 2020**.

If you have any questions about the frequency of the newsletter please feel free to email [adam.stewart1@nhs.net](mailto:adam.stewart1@nhs.net)

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## Patient Assurance Group (PAG) –

### UPDATE / ACTION

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 formal PAG is scheduled for **Weds 8 April 2020, 3pm - 5pm, at Mercure Parkway Hotel, Otley Rd, Leeds LS16 8AG.**

We have invited Tim Ryley, the CCG Chief Executive to come along to the meeting to bring us up to date with developments since his first meeting with CCG Volunteers a year ago.

Tim is happy, and able, to come along, so we will contact you nearer the time to remind you to think about what you would like to ask him in the session. Everyone who can attend is welcome to attend this session, so please do let me know if you would like to be there.

If you have any suggestions for topics or items to discuss, please email [caroline.mackay2@nhs.net](mailto:caroline.mackay2@nhs.net)



## Opportunities – **NEW/ACTION**

This section is for 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.



Project Title	<b>Children's constipation engagement</b>
CCG Team + Main Contact	Helen Butters
Project Summary	<p>Commissioners at the CCG are reviewing the current pathway for children's constipation. This project is about looking at improving the pathway, which involves general practice, community and hospital treatment. It was felt that experience based design (ebd) would be an appropriate method to ensure we design a pathway with families fully involved.</p> <p>The ebd approach centres on four key steps when looking at a pathway</p> <ul style="list-style-type: none"> <li>• Capturing the experience</li> <li>• Understanding the experience</li> <li>• Improving the experience</li> <li>• Measuring the improvement</li> </ul>
Skills req'd (if any)	None
Role/responsibility of volunteer/s	Overview of the engagement, attend steering groups.
No. of Volunteers needed	1
Project start date	March 2020
Anticipated duration of project	There is no strict timeline with this work but envisage it will be completed May/June time
Frequency of meetings	There are no set meetings organised but I envisage there could be a couple of steering groups between now and the end of the project
Meeting details (if known) – location, day, time, etc.	Not known yet
Engagement Team contact	Helen Butters
Closing date to express interest	<b>13 March 2020</b>

Project Title	<b>CCG Informatics Department Support</b>
Project Summary	Support for the Informatics Department at the CCG. This could be in either supporting the establishment of project and service evaluations or supporting the It team with specific project work.
Volunteer role	<p><b>Health and Care Evaluation Service:</b></p> <ul style="list-style-type: none"> <li>• Support the evaluation service in setting up new projects. This could cover three main areas: <ul style="list-style-type: none"> <li>○ Evaluation approach: <ul style="list-style-type: none"> <li>▪ Attend an evaluation approach meeting with the HaCE Service to help plan each new project (1 hour per project)</li> </ul> </li> <li>○ Outcomes framework: <ul style="list-style-type: none"> <li>▪ Attend evaluation outcomes framework session with all key stakeholders, to help shape the framework of the evaluation. One session between 3 and 4 hours per project.</li> <li>▪ Review and feedback on the draft frameworks for each project.</li> </ul> </li> <li>○ Reviewing patient experience questionnaires: <ul style="list-style-type: none"> <li>▪ Review all patient experience questionnaires for any project and send feedback re ease of use/ language/ burden on completer etc</li> <li>▪ Review any patient experience questionnaire revisions during the life cycle of the project</li> </ul> </li> </ul> </li> <li>• Attend quarterly meetings with the HaCE Service to discuss new evaluation techniques and methods of engaging the public to be involved in evaluation</li> <li>• Possibility to be directly involved in collecting patient feedback: <ul style="list-style-type: none"> <li>○ Options to attend clinics and collect feedback via ipads.</li> <li>○ Options to attend patient focus groups to be a peer support to participants and collate basic information on whose speaking on behalf of the facilitator.</li> </ul> </li> </ul> <p><b>NB</b> These would not be a requirement of working on all the other aspects of the projects with the HaCE Service and could be resourced separately on a project by project basis.</p> <p><b>IT team:</b></p> <ul style="list-style-type: none"> <li>• Support the IT team in gathering user requirements for patient facing IT solutions, as and when required</li> </ul>
Who will be supporting volunteer/s	Primarily Alison Phiri from the HaCE Service
How long the project runs	Continuous
Frequency and location of meetings	Maximum 1 per month

No.of Volunteers needed	1 or 2, depending on volunteer interests
Engagement Team contact	Caroline Mackay
Closing date to express interest	<b>13 March 2020</b>

Title	<b>Occupational Therapy service: Homeless population procurement</b>
Project Summary	<p>The role of the Occupational Therapist (OT) has been valued since 2016 when the service was initially provided to the homeless population working with people. An evaluation suggests that re-commissioning the service, should resources be available, would continue to show positive outcomes for this marginalised population. Service users reported increased confidence and self-worth, and increased engagement in productive/meaningful activities which helped them to reduce negative behaviours. They also experienced improved mental health.</p> <p>The current contract ends on the 31<sup>st</sup> August 2020. A small procurement exercise will be undertaken to re-commission the service from the 1<sup>st</sup> September 2020 for two years and therefore the commissioning manager is seeking interest for someone who may want to part of a small procurement exercise between now and the 31<sup>st</sup> August 2020.</p>
How long the project runs for	<p>The procurement exercise will run from now until the 1<sup>st</sup> September 2020. Currently the service specification is to be developed with other tender documentation to enable the procurement to begin early to mid-April 2020.</p> <p>In addition from the 1<sup>st</sup> September 2020 there will be an opportunity to work with providers across the system to think about a different service model provided by an OT working with other vulnerable populations for at least an 18 month period should the volunteer want to get involved in these developments going forward.</p>
Frequency of meetings	<p>Communication will be done mostly by email communication to develop the tender documentation. Next meeting to be held at <u>Wira House on the 16<sup>th</sup> March 11.30a.m-1p.m.</u> The commissioning lead will be available for a conversation and happy to meet on a 1:1 basis if meeting dates are not suitable at an alternative venue.</p>
The location and time of day of meetings	Usually at Wira. As above.
Number of Volunteers	1

needed	
Engagement Team contact	Caroline Mackay: <a href="mailto:caroline.mackay2@nhs.net">caroline.mackay2@nhs.net</a>
Closing date to express interest	<b>Monday the 9<sup>th</sup> March 2020</b>

## Current Engagements– **NEW**/**ACTION**

If you are aware of other engagements that we have not listed, please get in touch with Adam 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/](http://www.leedsccg.nhs.uk/get-involved/consultations/)

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### **Developing cardiac and pulmonary rehabilitation programmes in Leeds**

Consultation Dates: **2 March 2020 – 27 March 2020**

We have started our consultation in Leeds around developing cardiac and pulmonary rehabilitation programmes.

The aim of this engagement is to gather feedback to help shape the future developments of the programmes. We are doing this because of local and national strategies.

You can read all about the consultation here <https://www.leedsccg.nhs.uk/get-involved/your-views/developing-cardiac-and-pulmonary-rehabilitation/> as well as completing and sharing the surveys within your own communities

### **Maternity and Neonatal Services in Leeds: Tell us what you think**

Consultation Dates: **13 January 2020 – 5 April 2020**

We have started our consultation in Leeds around maternity and neonatal services. The consultation aims to do a number of things:

- To inform people about our plans to build two new hospitals at the LGI (Hospitals for the Future - <https://www.leedsth.nhs.uk/about-us/building-the-leeds-way/>)
- To share our plan to centralise maternity and neonatal services at LGI
- To inform people about our plans to develop a new, larger midwifery-led unit at LGI
- To ask people's views about where we provide hospital antenatal services in the future.

You can read all about the consultation on our website here: <https://www.leedsccg.nhs.uk/maternityleeds/>



We have one drop-in session left and would appreciate your help in supporting the session or promoting it.

Please contact [caroline.mackay2@nhs.net](mailto:caroline.mackay2@nhs.net) if you will be able to attend.

Date	Venue	Time
Wednesday 11 March 2020 <i>Romanian, Arabic, Tigrinian and BSL translators at this event</i>	Carriageworks Auditorium, 3 Millenium Square, Leeds, LS2 3AD	4pm – 8pm

**ACTION** - The ongoing assurance for this engagement will be provided by the Leeds Maternity Voices Partnership (<https://www.mvpleeds.com/>); however there are some other things that **you can do as a CCG volunteer** to support this consultation. **Please let me know which of the following you have done so far and if there is anything you cannot do – we need to know both so we're sure everyone's considered each action:**

- Complete the survey as a member of the public
- Promote with local networks and contacts
- Encourage family and friends to fill in the survey
- Promote consultation at place of work
- Visit your local GP practice and check if visible (either in surveys/posters/postcards), if you're able, taking a photo of the document and where it is would be great!
- Promote consultation with Patient Participation Groups (PPGs)
- Promote consultation on personal social media accounts
- Anything else you might do to support the consultation that isn't any of the above

It's really important that our volunteers support our engagements and consultations as it also gives a good view on what we're working on. We've asked everyone within our own team to do the same.

**UPDATE re this:** I just want to say a massive **THANK YOU!!!** as we know that so many of you have helped with this engagement in so many different ways, and we just want you to know that we REALLY appreciate your support with this! Thanks again! 😊

## Training and learning - **UPDATE**

This section is about any upcoming training available.

### Training Sessions in 2020 - **UPDATE**

We are happy to confirm that we will be running several training sessions through 2020. Training is free and as volunteers you will get expenses covered. To book, please contact [adam.stewart1@nhs.net](mailto:adam.stewart1@nhs.net)

Training	Date and Time	Location
<b>Co-Production –</b> 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.	<b>24 March 2020</b> 1:30pm – 5:00pm	HEART Centre, Headingley, LS6 3HN
	<b>21 October 2020</b> 9:30am – 1:00pm	Stringer House, LS10 2QW
<b>Patient Participation Groups (PPGs) –</b> 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.	<b>14 April 2020</b> 1:30pm – 5:00pm	Stringer House, LS10 2QW
	<b>10 November 2020</b> 9:30am – 1:00pm	Pudsey Civic Hall, LS28 5TA
<b>Knowing Your Community –</b> 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 public champions can support the CCG to engage with seldom heard groups.	<b>26 May 2020</b> 1:30pm – 5:00pm	Pudsey Civic Hall, LS28 5TA
	<b>8 September 2020</b> 9:30am – 1:00pm	HEART Centre, Headingley, LS6 3HN

## Other training sessions – **UPDATE**

The NHS Leadership Academy Y&H and Altogether Better are collaborating on a 3-day development programme for patient and citizen leaders with modules in March, April and early June.

It is aimed at people and patients who have stepped forward to give their time, insights and experience to work with the NHS in a variety of settings in order to achieve better outcomes for people receiving health and care services.

It's about enhancing skills, strengthening relationships and building understanding with their NHS partners.

Participants will become part of a new patient/citizen leader network in the Yorkshire and the Humber region.

There is no cost to take part in the programme and no formal experience or qualifications are required.

In return for a place on the programme we ask participants to give their time to share, learn, be curious and to take the learning back into their local NHS organisations in order to influence and make a difference to how things happen (locally, regionally and beyond).

We would hugely appreciate if you could forward this message on to people in your Y&H networks who might be interested, especially those currently in patient/citizen leader roles.

There is an online expression of interest which can be accessed following the link below.

This gives an outline of the programme, the practicalities and provides an opportunity for people to submit an expression of interest directly to us. The link works on a desktop, laptop, tablet or smartphone.

[Patient & Citizen Leader Programme](#)

## Other Training:

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.

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### 2020 - Peer Support Meetings - **UPDATE**

Please see below dates and times for future peer support meetings for 2020.

- Thursday 16 April 2020, 6pm – 8pm
- Thursday 16 July 2020, 6pm – 8pm
- Thursday 15 October 2020, 6pm – 8pm
- Thursday 17 December 2020, 6pm – 8pm

All meetings will take place in Room 4 at WIRA House.

Please contact [adam.stewart1@nhs.net](mailto:adam.stewart1@nhs.net) to let us know if you are able to attend.

## 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)

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**

[www.health.org.uk/sites/health/files/MeasuringWhatReallyMatters.pdf](http://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/](http://inspiringchangeleeds.org/ambition/lhcp/)

5. **NHS Long Term Plan**

[www.longtermplan.nhs.uk/](http://www.longtermplan.nhs.uk/)

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

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

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

[www.leedsccg.nhs.uk/content/uploads/2019/05/Involving\\_you\\_2018-19.pdf](http://www.leedsccg.nhs.uk/content/uploads/2019/05/Involving_you_2018-19.pdf)

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

[www.leedsccg.nhs.uk/publications/nhs-leeds-ccg-annual-report-and-accounts-2018-19/](http://www.leedsccg.nhs.uk/publications/nhs-leeds-ccg-annual-report-and-accounts-2018-19/)

9. **CCG Volunteer Induction Day Presentation Slides**

[https://www.leedsccg.nhs.uk/content/uploads/2019/10/Induct\\_pres\\_2019\\_10\\_03.pdf](https://www.leedsccg.nhs.uk/content/uploads/2019/10/Induct_pres_2019_10_03.pdf)