

Leeds Engagement Hub training 2018

Overview for patients V2.0



The **Leeds Engagement Hub** is a partnership between the Leeds Clinical Commissioning Groups (CCGs), Leeds Teaching Hospitals NHS Trust (LTHT) and the Leeds and York Partnership NHS Foundation Trust (LYPFT). Working together we have developed a training programme for both patients and staff. The sessions have been co-designed with patients, the public, clinicians and commissioners.

This document outlines all the training available through the Leeds Engagement Hub. All the training is free of charge and we pay all out-of-pocket expenses. The sessions are available to any member of the public or staff.

You don't need any special skills or knowledge to attend the training.

A calendar of training for 2018 can be found here: <https://www.leedswestccg.nhs.uk/get-involved/how/patient-champion-programme/patient-champion-training/>

To find out more or book a place please contact Adam Stewart at adam.stewart1@nhs.net or 0113 8435475

1. *Being an effective patient champion*

Duration: 3 hours

This session will look at why patient champions are essential in the development of local health services. We will outline the roles of the patient champion and explore how they can influence service change.

By the end of the session participants will be able to:

- Explain why patient involvement is essential
- Describe the role of a patient champion
- Recognise effective communication skills and approaches
- Outline how patient representatives can influence service change
- Describe the types of questions that patient champions might ask
- Feel more confident to share their thoughts effectively in a PPG or a CCG steering group

2. *Knowing your community*

Duration: 3 hours

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 patient champions can support the CCG to engage with seldom heard groups.

By the end of the session participants will be able to:

- Explain why patient involvement is essential
- Describe the role of a patient champion
- Recognise effective communication skills and approaches
- Outline how patient representatives can influence service change
- Describe the types of questions that patient champions might ask



- Feel more confident to share their thoughts effectively in a PRG or a CCG steering group.

3. *Introducing the NHS*

Duration: 3 hours

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.

By the end of the session participants will be able to:

- Explain why patient involvement is essential
- Describe the role of a patient champion
- Recognise effective communication skills and approaches
- Outline how patient representatives can influence service change
- Describe the types of questions that patient champions might ask
- Feel more confident to share their thoughts effectively in a PPG or a CCG steering group

5. *Patient Participation Groups*

Duration: 3 hours

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.

By the end of the session participants will be able to:

- Understand the patient champion's role
- Recognise the key organisations in the NHS
- Be able to explain the role of primary care
- Understand the key challenges to primary care
- Be able to outline the different approaches to primary care in Leeds
- Be able to talk about the characteristics of effective PRGs
- Be able to explain how patient champions can influence primary care

If your practice or PPG feel that you might benefit from this training and are unable to attend the dates on the training calendar, get in touch and we may be able to arrange an additional date in or around your practice.

6. *Co-production*

Duration: 3 hours

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.

By the end of the session participants will be able to:

- Understand the patient champion's role
- Be able to define and explain the different levels of co-production
- Be able to outline the benefits of co-production
- Be able to outline the challenges of co-production
- Be able to give examples of co-production



- Be able to carry out a simple critique of initiatives
- Be able to outline the steps they need to take to carry out co-production successfully
- Feel more confident to get involved in co-production

7. Procurement

Duration: 3 hours

This session will explain paying for health services (procurement) and the process in choosing the best provider (tendering) at the CCG.

By the end of the session participants will be able to:

- Explain the procurement process
- Describe the role of patient champions in the procurement process
- Share their thoughts in a CCG steering group

8a. Leeds Hospital – Structure and governance

Duration: 2 hours

This session will outline the management structure within Leeds Teaching Hospitals enabling participants to better understand the way in which services are organized. It will also explain the quality governance framework which underpins our services including the Trust corporate quality committee structure and Trust Board.

By the end of the session participants will be able to:

- Understand the Clinical Service Unit (CSU) structure and how CSUs are managed.
- Understand what Governance means, why good governance is so important and the quality committee structure supports this
- Understand the opportunities available to Patient Leaders to contribute to governance at a Trustwide and CSU level

8b. Leeds Hospital – Feedback and how we use it

Duration: 2 hours

This session will outline the ways in which LTHT receives feedback from our patients and will provide examples of feedback we have received and actions LTHT has taken in response to that feedback.

By the end of the session participants will understand:

- The different ways in which LTHT receives feedback from our patients
- Some of the themes which have come out of feedback into LTHT in the past year and the actions we have taken in response
- The importance of providing feedback in ensuring that our patients' voice is heard

8c. Leeds Hospital – Valuing People in Quality Improvement

Duration: 2 hours

This interactive session provides an introduction to Quality Improvement. The session will:

- Describe the principles of Quality Improvement
- Walk through practical examples of how it is used
- Find out how you can get involved
- Understand the opportunities available to Patient Leaders to contribute to governance at a Trustwide and CSU level



8d. Leeds Hospital – Mental Capacity Act and Me

Duration: 2.5 hours

The Mental Capacity Act is an important piece of legislation which supports patients and the public to maximise choice and control regarding their health and social care needs. This includes decisions about housing, finance and the treatment patients receive in hospital. This training will help you understand how this might affect you and your loved ones and how this legislation is supported by services and commissioners.

8e. Leeds Hospital – More than Words

Duration: 2 hours

This training explores how we can involve patients and the public who need extra support due to communication and capacity issues. This might include people with dementia or learning disabilities. This session will cover the role of non-instructed advocacy and practical examples of how to get people involved.

8f. Leeds Hospital – Unconscious Bias

Duration: 2 hours

Unconscious bias refers to the stereotypes and perceptions we all hold about each other. Sometimes these serve a useful purpose, but often they do not. We will look at our own conscious stereotypes and understand how they might impact our roles as Patient Champions.

By the end of the session, participants will be able to:

- Identify their conscious bias and stereotypes, and where they might come from
- Understand how bias works and when it is helpful and when it is not
- Develop ways to mitigate against unconscious bias in the workplace, where it has become problematic.

9. Mental Health Anti Stigma

Duration: 3 hours

This session will explore the topic in a discussion based format, utilising your own experience and that of the facilitators.

By the end of the session participants will understand:

- Understanding of stigma and discrimination.
- How to identify stigma and discrimination
- How do you challenge someone's perception on mental health
- Look at your own beliefs around stigma and discrimination, self-stigmatisation.

In development

Please note: both the social media training sessions are being redesigned to be able to offer direct training to GP practices across Leeds, The aim is that practice staff and PPG members can be trained understand, set up and use relevant social media platforms for their practice to help improve the experience and function of the practice and PPG.

4a. Social media – theory

This session will explore the role of social media in engaging with patients, carers and the public. Participants will look at good practice in social media and see how social media has influenced the development of health initiatives.



By the end of the session participants will be able to:

- Understand the patient champion's role
- Feel more comfortable around social media
- Understand social media
- Recognise some popular social media platforms and explain how they work
- Understand how and why the NHS/public sector use social media
- Recognise good practice in social media
- Be able to explain how social media can be used to support patient engagement
- Be able to explain how you can use social media in your role as a patient champion

4b. Social media – practical

Please note participants will need to be proficient with using the internet and PCs (or their own smartphones/tablets)

This practical session will give participants the opportunity to set up and use a social media account (this can be deleted at the end of the session if they wish). It will build on the social media theory session and give people a chance to communicate by social media.

By the end of the session participants will be able to:

- Understand the patient champion's role
- Get a broad understanding of popular social media tools
- Set up a new Twitter account (deleted after session). NB you will need to use your own email address to set up an account
- Understand Twitter terminology and symbols such as # or @ and what they mean/do
- Explain how you can use social media in your role as a patient champion
- Feel more comfortable around social media
- Understand social media
- Understand how and why the NHS/public sector use social media
- Recognise good practice in social media
- Be able to explain how social media can be used to support patient engagement

To be developed:

The role of the CCG: designing services to meet local need

This session will look in detail at the role of the CCG. We will explore the commissioning cycle and look at how we can develop services that meet the needs of our local population. We will also look at how the CCGs in Leeds work together to commission citywide services.

By the end of the session participants will be able to:

- Summarise the functions of the CCG
- Explain the commissioning cycle and describe how patients can be involved
- Outline the differences between the CCGs in Leeds and explain how they work together to commission local services

Modern Medicine: healthcare in the 21st century

This session will explore the changes in healthcare since the inception of the NHS. We will look at the influence of technology and challenges for the modern NHS. By the end of the session participants will be able to:



- Explain the how technology has influenced modern healthcare
- Describe the challenges facing the new NHS
- Outline different approaches to meet these challenges

