

Leeds Engagement Hub

Chris Bridle – Engagement Manager

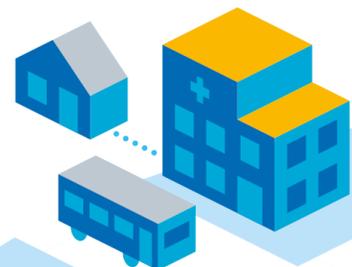
Leanne Winfield – CCG Volunteer

Wednesday 8 May 2019 V1.1



What is the Engagement Hub?

- Set up in 2014 by NHS Leeds West CCG
- Aims to support people to champion the voice of the wider public
 - learn about the NHS
 - develop their engagement skills and knowledge
 - share best practice
 - Work with NHS staff
- Involves:
 - A range of training
 - Access to a peer support group
- Became a partnership in 2015 (other CCGs, LTHT, LYPFT)



What are the achievements of the Hub?

- Run for five years
- Provides a framework organisations to work together to support local people to get involved
- Offers **15** different training sessions
- Has provided over **81** sessions
- Has trained **223** different people
- Has provided **494** places on our training
- **100%** of people who filled in an evaluation would recommend the training
- Two sessions are co-delivered with patients



Reflections of a CCG volunteer trainer

Reflections on delivering training

- Enthusiastic about co-production - Great to share this important topic with both staff and health volunteers
- Exciting to have discussions on the topic - New ideas and perspectives
- Well supported by the CCG - Feel valued and encouraged by staff

Like to see

- Training continued, and valued by participants
- Friends in other regions of England don't have access to this support - We should treasure it!



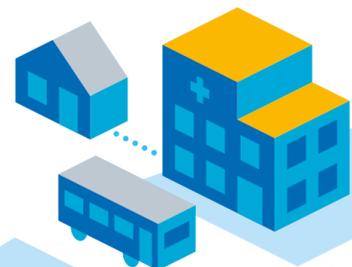
What are the challenges?

- The time it takes to **coordinate** the Hub
 - Includes planning annual activities, hosting Engagement Hub meetings, booking people onto the training and developing the programme.
 - Currently provided by NHC Leeds CCG
- The time it takes to **plan and deliver sessions**
- **Recruiting** people to the sessions (promotion)
- High numbers of **cancellations and DNA's**
- Managing **challenging behaviours**



Why review the Engagement Hub?

- Capacity to coordinate the Engagement Hub
- Issues around funding
- Partners agreed to put training and peer support on hold to carry out a review
- Review engaged with participants, staff and trainers
- Asked for peoples':
 - experience of **developing and delivering** Engagement Hub training
 - experience of **attending the training**
 - experience of **attending the peer support** group.
 - views on the **future of the programme**



Who shared their views?

- **62** people shared their views
 - 49 people who have attended training sessions
 - 27 people who attended the peer support group
- **Six** of the 17 trainers filled in the survey

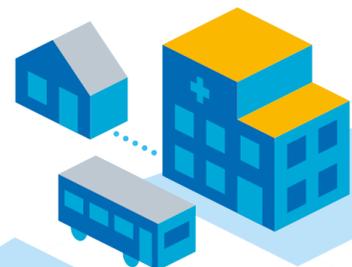


What did people tell us?

Benefits of the Engagement Hub

- **helps NHS staff** understand the importance of patient and public engagement and involvement
- encourages and supports **partnership working** across Leeds
- helps members of the public or patients feel more **confident** in championing the voice of wider public
- Increases **knowledge and understanding** of the NHS (such as; Coproduction, PPGs, equality groups, procurement process)
- Provides **opportunities to network**
- Provide **opportunities to share best practice**

Building healthier communities



What did people tell us?

Challenges of the Engagement Hub

- **People not attending** the training after booking a place
- **Prioritising** training development and delivery alongside other work commitments
- **People cancelling** their booking with late notice
- Managing **difficult behaviours**, such as
 - People who dominate the discussions
 - People who repeatedly digress from the main topic
 - People who interrupt others when they are talking
 - People who arrive after the session has started
 - People leave before the session has ended



Key themes from the feedback

People told us:

- They want the **training to continue**
- They want **peer support to continue**
- The programme needs to be **centrally managed** with all partners taking responsibility
- Trainers should be **confident** to challenge disruptive behaviours
- Participant should **arrive on time** and stay for the full session
- Consider the **time required** to develop and deliver the training
- Consider **budget** required to support administration of the programme
- Participants should be encouraged to **attend or cancel** within a reasonable time



Other best practice

A future Engagement Hub should:

- Have **clear aims**, objectives and outcomes
- Align with the **principles and values** of the People's Voices Group
- Be **co-produced** with health volunteers
- Be clear about the **expectations** of partners
- Have a **single point of contact**
- Be **accessible** to all communities
- Provide **excellent communications** with participants and partners
- Routinely collect **patient feedback** and use this to shape the Hub
- Be **promoted equally** by all partners
- Have **knowledgeable and confident trainers** (esp. in facilitating group work)
- Be **consistent** in its approach and follow an agreed format

Building healthier communities



Request to the People's Voices Group

As the group which oversees and supports engagement in Leeds the Engagement Hub asks the PVG to:

- receive this report
- consider the feedback from participants
- discuss the benefits and risks of re-launching a citywide Engagement Hub
- If appropriate, consider setting up a steering group to develop a project plan

