
CCG VOLUNTEERS NEWSLETTER

Issue 63

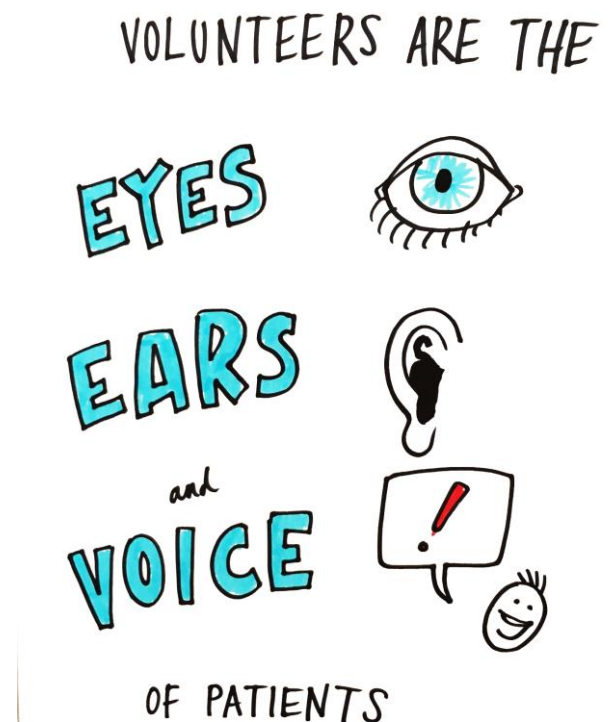
1 April 2020

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 or Huma Malik on huma.malik@nhs.net

News — **NEW/UPDATE**

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

CCG volunteers newsletter – UPDATE

The next volunteer newsletter will be sent out **Wednesday 15 April 2020**.

If you have any questions about the frequency of the newsletter please feel free to email adam.stewart1@nhs.net

Coronavirus (COVID-19) - NEW

We hope you are all well and keeping safe during the current lockdown situation. We wanted to keep you updated with anything you might want to be aware of (if you're not already). If appropriate and relevant, please spread the word with any networks you might have.

New helpline from Leeds City Council to support the vulnerable

Anyone unable to leave their home because of coronavirus, and worried because they don't have family or friends who can help, can ring a new dedicated hotline: 0113 3781877. For latest information on changes to local services please visit www.leeds.gov.uk/coronavirus

Your GP practice is open but you will notice some changes

From now on you will notice differences in primary care. For example, your GP surgery will now want to speak to you on the phone or online first before you come to the practice. This will allow them to make sure you're treated by the right people.

This might mean you having to go to another local practice which has been chosen to provide face to face services. If your GP can safely provide your care remotely – over the phone, or online, they will.

Shielding vulnerable groups

Guidance on shielding and protecting [extremely vulnerable people](#), was published yesterday.

Easy read leaflet

Public Health England has developed [an easy read leaflet which we've further amended](#) so that the website addresses are spelt out.

Leeds Bereavement Forum resources

Leeds Bereavement Forum is collecting a list of local and national resources which may be useful for those affected by bereavement. This list will be updated regularly. <http://lbforum.org.uk/news-and-events/covid-19-useful-bereavement-links-and-resources/>

Volunteering

For tips and guidance on how to support your neighbour download [Voluntary Action Leeds's Being a good neighbour pack](#). The link below will take you to further information about this on Voluntary Action Leeds' website: <https://doinggoodleeds.org.uk/covid-19-care-volunteering.html>

Getting the Right Information

...there's a lots of myths about coronavirus being shared on social media. We thought you might like to see this helpful link on the BBC website. <https://www.bbc.co.uk/news/av/51979410/coronavirus-more-myths-to-ignore>

Warning to patients regarding scam text messages

A number of patients across the country have received text messages from **07860054507**.

Whilst this is a mobile number which is genuinely used by the NHS as an appointment reminder for patients, criminals have been known to send text messages which appear to be from this mobile number. This is a process known as *smishing*.

If you received a text from this number, we would ask that you do not call it - it may well connect you to an extortionate premium rate line. If the message contains any links, please do not click on them and do not respond to the text.

If you have queries about the content of the text message you have received, please contact the surgery on a different known phone number, such as the landline listed on the internet.

Community pharmacies

Pharmacies will remain open wherever possible, but you may see that some are now having to reduce the hours during which they can admit members of the public ie closed door working. Here's the [latest position from Community Pharmacy West Yorkshire](#).

Coronavirus fact sheet for children

[Information for children](#) to help them understand what Coronavirus is, the importance of hand washing and how to help stop the virus spreading is available on the Campaign Resource Centre.

This was developed by the Alder Hey Children's NHS Foundation Trust. They have also made an [animation](#) to go with it. A We Transfer link to the video for download is [here](#).

Home isolation and social distancing campaign

- New home isolation resources in British Sign Language now available on the [Campaign Resource Centre](#).
- New social distancing animations now available on the [Campaign Resource Centre](#) (contained within the downloadable zip file)
- Gov.uk has updated its [vulnerable people guidance](#) with additional translations

Mental Health

New guidance and support has been provided for the [public](#) on mental health and wellbeing as well as specific guidance on supporting [children and young people's](#) mental health and wellbeing.

NHS support via text message for people with symptoms of Covid-19

People staying at home suffering with suspected coronavirus symptoms will get regular check-ins from [a new NHS messaging service launched](#) over the weekend.

We will continue to send out our fortnightly newsletter in order to keep in touch and keep you updated. In the meantime do let us know if you have any questions.

Slack

This is just a reminder that CCG Volunteer Slack channel is up and running and we're encouraging all volunteers to start using it. To access it, just follow the below link and enter your email address, you will then be asked to create a password.

With the current situation around Coronavirus, we will be looking at alternative methods to communicate and engage and this might prove invaluable.

<https://ccgvolunteers.slack.com>

Any problems, please contact adam.stewart1@nhs.net

Mentoring - NEW

As you can imagine, we're currently not able to meet with people face to face and there is a change in work we can do. However, the engagement team is still available if you need anything CCG Volunteer related. We are happy to have on the phone or virtual catch ups; either via Slack, Google Hangouts or Zoom. All mentors will be in touch with you to offer you a catch up but do get in touch if there's anything you need. Chris and Huma have returned to work and are available if needed.

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.

The next formal PAG is scheduled for **Weds 8 April 2020, 3pm - 5pm**, at **Mercure Parkway Hotel**. **Due to the ongoing COVID-19 situation, this meeting has now been cancelled.**

We will let you know when the next meeting of PAG will be once we know ourselves.



Opportunities

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.



We do not have any new project opportunities at the moment, and we anticipate that there may be a pause on up and coming activities.

Current Engagements - **UPDATE**

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 engagements and consultations page: <https://www.leedsccg.nhs.uk/get-involved/have-your-say/engagements-consultations/>

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

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

LAST CHANCE TO HAVE YOUR SAY

There are just **five** days to go till our consultation in Leeds around maternity and neonatal services closes. 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 wanted to say a huge thank you to everyone for all your help, even with the outbreak of COVID-19 and the current lockdown we have very nearly reached our original consultation target.

Training and learning

This section is about any upcoming training available.

Training Sessions in 2020

Please note that due to the COVID-19 outbreak we have cancelled all the training sessions in March, April and May. At present the sessions in the second half of the year are scheduled to go ahead at this time.

Training is free and as volunteers you will get expenses covered. To book, please contact adam.stewart1@nhs.net

Training	Date and Time	Location
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.	24 March 2020 1:30pm – 5:00pm CANCELLED	HEART Centre, Headingley, LS6 3HN
	21 October 2020 9:30am – 1:00pm	Stringer House, LS10 2QW
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.	14 April 2020 1:30pm – 5:00pm CANCELLED	Stringer House, LS10 2QW
	10 November 2020 9:30am – 1:00pm	Pudsey Civic Hall, LS28 5TA
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 public champions can support the CCG to engage with seldom heard groups.	26 May 2020 1:30pm – 5:00pm CANCELLED	Pudsey Civic Hall, LS28 5TA
	8 September 2020 9:30am – 1:00pm	HEART Centre, Headingley, LS6 3HN

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.

Please note that sessions may be cancelled or postponed due to the COVID-19 outbreak.

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.

2020 - Peer Support Meetings

Due to the COVID-19 outbreak we will be monitoring our scheduled peer support sessions. As it stands, only the April session is cancelled.

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

- Thursday 16 April 2020, 6pm – 8pm - **CANCELLED**
- 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 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

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. **Involving You report, 2018 – 19**

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/

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

https://www.leedsccg.nhs.uk/content/uploads/2019/10/Induct_pres_2019_10_03.pdf