
CCG VOLUNTEERS NEWSLETTER

Issue 65

29 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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VOLUNTEERS ARE THE
EYES 
EARS 
and
VOICE 
OF PATIENTS

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**/**ACTION**

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 13 May 2020**.

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

Coronavirus (COVID-19)

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.

The NHS is here for you – NEW

We've launched a local campaign to remind people to seek medical care when they need it, particularly those that are struggling with life changing and life threatening illnesses.

Please encourage people to use services if they need to. More details on this campaign can be found on our website here:

<https://www.leedsccg.nhs.uk/health/campaigns/hereforyou/>

#WeeklyCheckin - NEW

Healthwatch are currently seeking to find out from the people of Leeds how they doing during the pandemic. Every week they are asking a 'Weekly Check-in' question'. The questions for this week are around how people are currently accessing health and care services when they need them. This will be running alongside a social media campaign making people aware that health and care services are still open and in place for those that need them. The link to the survey is: <https://www.surveymonkey.co.uk/r/HWLcheckin3COVID19>

ACTION - Please share this with any of your networks and complete the survey yourself.

Patient and Public Experience

We know that these are strange times and that things are working very differently to how they have been doing previously and we're aware that you, our volunteers, may well be involved with other volunteering work outside of the CCG. With this in mind, we'd appreciate any feedback or themes that you're noticing in carrying out your work. What are people saying?

We are not currently able to carry out any formal engagements or consultations but we think it's important to get a feel for what people are feeling and experiencing at the moment. Please send any feedback to Helen Butters on hbutters@nhs.net

Help and Advice

- **Covid19 Advice line**

An Advice Line service is now available for the public in Leeds affected by Covid-19 who have family who are critically ill or have recently died. The Advice Line is staffed by trained counsellors from St Gemma's and Wheatfields hospices and will be regularly reviewed to ensure it is meeting demand. You can find more information [here](#). Please share it with anyone you think would find it useful.

- **Cancer support helpline**

A dedicated cancer support helpline is being launched for patients and/or their carers. The helpline has been set up for patients and/or carers to contact if they are worried, or have any questions about Covid-19 if they've received a letter from the hospital about changes to their appointment or treatment.

The helpline number is 0800 923 0014 and will be operated by Leeds Teaching Hospitals NHS Trust in partnership with Maggie's Yorkshire and offers a 7 day a week (including bank holidays) telephone support service 9am - 5pm.

- **Leeds Covid-19 Helpline**

The Leeds Covid-19 Helpline continues to have a high volume of calls – about 400 each day with over 100 each day being for urgent food requests. Please help spread the word about this number: **0113 378 1877**. It really is providing an excellent service to the people of Leeds. The Helpline is now also

registered for SignLive so it can be accessed by people who use British Sign Language.

- **Emergency Food Provision**

There is now additional food support for people experiencing difficulty in accessing or paying for food, available through the much simplified Local Welfare Support Scheme. The LWSS number is **0113 376 0330** or people can be transferred to this from the helpline. This has been built up entirely from the city's existing foodbank scheme and food supplies have been supplemented thanks to Fareshare, Food Revival and Morrisons. Staff from Leeds City Council and third sector have supported the on-going operations including packing food parcels and making deliveries. Up to 100 calls each day are from people who do not have enough food to last the next 24 hours.

Slack - **UPDATE**

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>

Those who have not accessed Slack yet should have received a new invite. Follow the link in the email to login and set your password (you'll need to make sure the email is in your inbox and that links are 'activated' if it doesn't work).

If you have lost your login details or if you experience any problems, please contact adam.stewart1@nhs.net

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.

Due to the COVID-19 outbreak we currently do not have any PAG meetings scheduled. 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 – **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 engagements and consultations page: <https://www.leedsccg.nhs.uk/get-involved/have-your-say/engagements-consultations/>

There are currently no live engagements. At present, NHS England has stated that new consultations and engagements are not to start at present. We will of course update you when things change.

If you are involved in a project group these may still continue to develop, depending on progress, please check with the member of staff allocated to your project to confirm.

However, something you might want to get involved with...

The Big Thank You Campaign

We've teamed up with Leeds City Council to launch the Coronavirus Big Thank You campaign.

The campaign gives people a chance to show their appreciation for all the city's heroes from all walks of life during the current pandemic. This could be anyone – healthcare staff and emergency services, but also local shopkeepers and supermarket staff, delivery drivers and postal workers, refuse collectors and cleaners, teachers and chefs, community groups and volunteers, as well as friends, family, carers and neighbours.

People can take part by visiting www.bigthankyouleeds.co.uk where you will be able to post their message or by using #BigThanksLeeds on Twitter.

ACTION – Please do promote this with your networks and share your own thank you or on the behalf of someone else if they have a Big Thank You!

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

CCG Volunteers Peer Support - **NEW**

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.

CCG Volunteers Virtual Catch-Up - **NEW**

We all thought that the virtual catch up we had on Google Hangouts went really well for a first go. We're keen to do it again and would like to know what you thought and how often you think we should host catch ups:

- Once a month
- Once every two months (bi-monthly)
- Once a quarter

Please send any feedback and preference for frequency to Caroline Mackay
caroline.mackay2@nhs.net

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