
CCG VOLUNTEERS NEWSLETTER

Issue 68

10 June 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.

INSIDE THIS ISSUE	
2	News – NEW/UPDATE/ACTION
6	Patient Assurance Group (PAG) - UPDATE
7	Opportunities
8	Current engagements – ACTION
10	Training & Learning - UPDATE
11	CCG Peer Support – ACTION
12	Resources

VOLUNTEERS ARE THE
EYES 
EARS 
and
VOICE 
OF PATIENTS

For any suggestions about how we can improve this newsletter please email Huma Malik on huma.malik3@nhs.net

News — **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 24 June 2020**.

If you have any questions about the frequency of the newsletter please feel free to email huma.malik3@nhs.net

CCG Volunteer - Carol Stevens – Retiring - NEW

Last week, we received sad news from volunteer Carol to let us know she is retiring from the programme. Carol joined the programme as part of our second recruitment drive in 2019. But she has been representing the patient voice for years before that.

She said:

“For 29 and a half years, my passion for being a voice for vulnerable people has driven me to participate in many arenas on their behalf...

Although only an official CCG volunteer for a short time, working with Leeds North and the Combined Leeds CCGs over the years has been extremely rewarding for me. Especially working with some wonderful people on the Social Prescribing project - thank you to Sue, Pauline and Trish, and Sarah Moore for your support. Also starting to look at the MSK pathways with Steve and Yvonne.

Whilst I will still, on occasion, participate in things such as the NHS Leadership Academy, or YHAHSN, I feel that there are plenty of other Leeds CCG volunteers who are able to take over the things I have been working on. Already Social Prescribing has a great team advocating for patients, and I do feel there is a lot of work needed to get meaningful coproduction with the MSK team as it is in early days. Someone else will be able to dedicate more time and energy to this than I can currently. In fact, the current cohort of CCG volunteers are a great bunch.”

We will miss Carol and the passion and commitment she has given to helping the patient voice be heard for pretty much 3 decades, and we are planning to get a small token of appreciation for her huge dedication over all that time. We are looking into buying some flowers, and wondered if any of the volunteers would like to pass on any messages to Carol at the same time.

If you would like to have a message included in our thank you card, please send it through to Caroline by next Tuesday morning (16 June).

Update on Engagement contact for this newsletter - NEW

For your information, Huma is picking up the main responsibility for producing this fortnightly newsletter from Adam after this edition. Therefore, if you have any comments or items you would like to include, please contact her on huma.malik3@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

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

Healthwatch are currently seeking to find out from the people of Leeds how they are doing during the pandemic. Every week they are asking a 'Weekly Check-in' question'. 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. You can now view updates and keep up to date with new surveys on Healthwatch Leeds' website:

<https://healthwatchleeds.co.uk/our-work/weekly-check-ins/>

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

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.

- **Every Mind Matters**

The NHS website, Every Mind Matters, is dedicated to looking after your mental health with expert advice and practical tips to help you look after your mental health and wellbeing. You can access social media resources with tips from Every Mind Matters on the [Campaign Resource Centre](#).

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>

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) - **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.



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.

We are meeting with senior CCG staff next week (week commencing 15 June) to discuss how patient assurance and the PAG will function under current restrictions on face-to-face meetings.

We will update you on the outcome of these discussions as soon as we have more information.

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

We are currently not running any 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...

Devolution, Leeds City Council - NEW

While so much focus has shifted to COVID-19 related activity, in the background progress towards implementing the West Yorkshire devolution deal agreed in March has continued at pace. The deal, worth more than £1.8 billion, will see more decisions about the region taken here instead of London and more investment for the things that matter to local people.

In key areas for our future like transport, skills, the economy and climate change, responsibility will be transferred to people who know and understand our region, enabling us to move away from one-size-fits-all national approaches to deliver locally-focused decisions which will bring greater benefits for our communities and improve people's quality of life. In the current context, the deal will also provide more essential funding and powers to help our region recover from the Covid-19 pandemic. This is one of the primary reasons why progress continues to be made quickly to ensure we are ready for a mayoral election in May 2021 to unlock the full potential of the deal.

A public consultation has now launched and will run until 19 July 2020 on the deal and proposals for a directly elected mayor. Please take part and share your views as part of this. There are a number of ways to engage:

- Through the online survey on the West Yorkshire Combined Authority website: www.yourvoice.westyorks-ca.gov.uk/WYdevolution
- By email to wyconsultation@ipsos-mori.com
- By calling the freephone telephone number 0800 141 3657
- By post using the freepost address: Freepost WY Devolution Consultation

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 both of these opportunities 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 – **UPDATE**

This section is about any upcoming training available.

Training Sessions in 2020

At present, the sessions in the second half of the year are scheduled to go ahead at this time. **We may explore doing these training sessions online.**

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

Training	Date and Time	Location
<p>Co-Production –</p> <p>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.</p>	<p>21 October 2020 9:30am – 1:00pm</p>	<p>Stringer House, LS10 2QW</p>
<p>Patient Participation Groups (PPGs) –</p> <p>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.</p>	<p>10 November 2020 9:30am – 1:00pm</p>	<p>Pudsey Civic Hall, LS28 5TA</p>
<p>Knowing Your Community –</p> <p>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.</p>	<p>8 September 2020 9:30am – 1:00pm</p>	<p>HEART Centre, Headingley, LS6 3HN</p>

CCG Volunteers Peer Support – **NEW**/**ACTION**

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**/**ACTION**

After the roaring success that was our first virtual catch-up in April, and the virtual coffee morning last week, we're going to do it again. At the moment we're making this a regular occurrence in the first week of each month.

We're looking at doing this on **Thursday 2 July 2020** between **10am – 11:30am**.

ACTION – Please let Caroline know if you are planning on attending our virtual coffee morning on 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 Huma at huma.malik3@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