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CCG Volunteer Newsletter

Issue 71, Thursday 23 July 2020



Keeping you up to date with news and opportunities relevant to your role as a CCG volunteer. For any articles you'd like to share, or for suggestions on how we can improve the newsletter, please email huma.malik3@nhs.net

SURPRISE! Contrary to our email from yesterday, we have managed to pull together your shiny, new look CCG Volunteer newsletter, enjoy!

Welcome to our new look CCG Volunteer newsletter. As this is our first edition, using an online platform from Campaign Master, we are getting used to how it all works and we are keen to hear what you think about it too. Please contact Huma if you have any thoughts or feedback about how it looks, or about the content – huma.malik3@nhs.net

The next volunteer newsletter will be sent out **Wednesday 5 August 2020**

News

This section includes news relating to the CCG and the CCG volunteer programme.

Congratulations Adam!

There have been some recent staffing changes within the engagement team – Gemma has taken on a secondment to the Children's and Maternity Commissioning Team, and we wish her the best of luck in her new role. Adam has been successful in applying for her part-time role as a senior engagement officer and has started in this new role this week. Congratulations Adam! This also means we will be recruiting another part-time engagement officer to complete the team in the very near future. Watch this space!

Meeting up in the virtual world!

Many thanks to those of you who have attended recent online catch ups with your mentors, especially those of you who have managed to connect with us using Microsoft Teams. As this is now the CCG's preferred platform for online meetings, this will include our monthly virtual CCG Volunteer catch ups. Even though it is not quite the same as sitting down together with a cuppa and catching up, it is really good to be able to 'see' you and find out how you're getting on.

You don't have to wait for your mentor to book in a formal session. If you would like to catch up with your mentor outside of these sessions, please do just let them know. And, if you haven't yet experienced the joys of Microsoft Teams, please do let us know if you have any concerns about joining using this platform.

Following a Team Brief from our Chief Exec, Tim Ryley, this morning, it looks like it will still be some time before we return to working out of WIRA House, or to holding face-to-face meetings in any other venues. So for now, meeting up in the virtual world is how it has to be.

Current Engagements

This section is about any current engagements or consultations that we are running or supporting.

We ask **all volunteers** to familiarise themselves with our engagements and give their feedback, where relevant. Volunteers are also expected to support the engagements by promoting them in different ways, such as:

- Promotion with friends/family
- Sharing across their networks
- Sharing on their social media (if they use it).

If you are aware of other engagements that we have not listed, please get in touch with Huma and let us know and we will happily share in the next newsletter.

More information about our engagement projects can be found on our website on our engagements and consultations page by clicking the button below:

[Engagements and Consultations](#)

Since all new engagements were suspended during the COVID-19 outbreak, there are no engagements running at the moment. However, as things begin to move to some kind of new normal, we expect new engagement activities to start up again. Keep your eye on this newsletter to keep up to date.

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 are hoping that volunteers who are already involved in volunteer roles will begin to see their areas of work begin to start up again. We understand that our volunteers are currently involved in the following areas of work:

- Social Prescribing Implementation
- Mental Health Commissioning
- Cardio-Pulmonary Implementation
- MSK (Musculoskeletal) Commissioning
- Digital Inclusion Group – a PVG (People’s Voices Group) sub group

If you are involved in an area of work which is not listed above, please let your mentor know and we can add it to the list. We are aware of at least three additional opportunities which are either advertised below or due to be included in the next newsletter.

Project Title:

Engagement Officer (Band 5) Interview

Project Summary:

There have been some recent staffing changes within the engagement team – Gemma has taken on a secondment to the Children’s and Maternity Commissioning Team, and Adam has been successful in applying for her part-time role as a senior engagement officer. So we now have a part time vacancy for a new engagement officer open for recruitment. We are, in the first instance, advertising this vacancy internally, within the CCG, with the intention to hold interviews in the week beginning 3 August 2020. We would like the interview panel to include a CCG volunteer. We are particularly keen to offer this position to a volunteer who has not had much involvement in our opportunities to date, and we will prioritise interested applicants on this basis. However, we would encourage anyone who is interested to put themselves forward if interested.

Volunteer role:

To join the interview panel – the interviews will take place online using Microsoft Teams, and will take place during normal working hours. The volunteer will be fully involved in the interview preparation and post-interview evaluation and decision-making process.

Who will be supporting the volunteer:

The chair of the interview panel, a member of the engagement team, will support the volunteer.

How long the project runs for:

Until we know how many applicants there are, and how many are invited to interview, we will not know how many interviews will take place. But we anticipate that the interviews will take place during a morning or an afternoon. The deadline for applications is 12 noon on Tuesday

28 July 2020. Interviews are planned to take place week beginning 3 August.

Number of Volunteers needed:

One

Engagement Team contact:

Caroline Mackay

Closing date to express interest:

By 12 noon on Monday 27 July 2020

Express interest in Engagement Officer (Band 5) interview

Project Title:

Access for All Action Group

Project Summary:

The purpose of the Access for All Action Group is to ensure that there is a consistent approach in respect of the CCG's commissioning responsibilities in relation to:

- Compliance with the requirements of the Accessible Information Standard
- The provision of reasonable adjustments relating to disabled people
- The provision of interpretation and translation services for people whose first spoken language is not English.
- Stigma and discrimination experienced by some communities
- Other barriers to accessing healthcare services.

Responsibilities of the group:

- To work collaboratively to find innovative solutions to improve inclusive access and experience for all communities
- To work in partnership with the Primary Care Access Group
- To develop mechanisms that will provide assurance that all commissioned healthcare providers are accessible to all communities
- To share good practice and learn from each other's successes
- To develop progress updates for the city wide Inclusion for All Action Group
- To contribute to the annual Celebrating Equality, Diversity and Inclusion Report in April of each year.

Volunteer role:

The volunteer will be expected to research the Accessible Information Standard, and make themselves familiar with what it means for people accessing health and care services. The volunteer will be expected to consider how the standard may help to address health inequalities, and support the needs of people and communities who may need additional support. In addition the volunteer will need to be aware of the expectations of health and care services in relation to making reasonable adjustments for disabled patients/service users; the

provision of interpretation and translation services for people whose first spoken language is not English; and consider any other barriers to patients/service users may experience.

Who will be supporting the volunteer:

Chair of the Group – Sharon Moore
NHS Leeds CCG Engagement team – Helen Butters

How long the project runs for:

There is no time limit on how long the group will run

Frequency and location of meetings:

Meetings will be held bi-monthly at times to suit group members, and will, for the foreseeable future, be held online through Microsoft Teams.

Number of Volunteers needed:

One

Engagement Team contact:

Caroline Mackay

Closing date to express interest:

By Friday 31 July 2020

Express interest in Access for All Action Group



Peer Support Group

Our next meeting is scheduled for **Tuesday 4 August 2020** from **6pm - 7pm**. Please click on the button below to email Caroline to confirm if you can attend. As usual we will send a link to join the catch up through Microsoft Teams closer to the time.

I can attend

PAG

Conversations are taking place, within the CCG and further afield, about how patient assurance, will look going forward. We anticipate that things will be different, partly due to the impact of COVID-19 restrictions, and also as a result of a move towards more proactive engagement where, in addition to one-off pieces of engagement and consultation, there will be ongoing dialogue with people and communities in relation to specific areas of work. How these changes will fit with, for example, the CCG's duty to involve, are being

considered and we will bring you updates as soon as we are able.

Stay tuned!



Training

We have some training sessions booked in between September and November. If we are unable to deliver them 'face-to-face' we will aim to deliver them virtually.

Click below to check out the upcoming training dates:

[View training](#)

Blog

We are keen to hear more about, and learn from, each other's experiences and thoughts about engagement, so we are including a space for a blog. This is a chance for CCG Volunteers, CCG staff and wider stakeholders to reflect on the work that they are doing and the difference it is making. We want to encourage as many of you as possible to get involved and share your thoughts with your colleagues. Our first contribution comes from Chris, our Engagement Manager. If you have an idea for a blog please click on the link below and let us know your idea.

So What?

Chris Bridle - Engagement Manager, NHS Leeds CCG

I never thought I'd say this but I miss my kids asking me 'why?' There was a time when 'why' featured heavily in our conversations.

Danny: 'What's that on your face, dad?'

Me: 'It's a mole' Danny: 'What's a mole doing on your face?'

Rachel: 'Daddy, Pat's at the door'

Me: 'Not all postmen are called 'Pat', Rachel'

Rachel: '[pause]...Why?'

We seem to have moved beyond this cognitive stage of development, indeed it's now me that prompts the questions. 'Tell me why you think swallows suddenly appear in April?' 'Why isn't

all packaging recyclable?’

When we stop asking open questions we stop learning about the world around us; we start relying on people to give us the information we need to function and progress.

‘If I had an hour to solve a problem and my life depended on it, I would spend the first 55 minutes determining the proper questions to ask’

- Albert Einstein

As CCG volunteers there are lots of questions you could ask. Many of them are outlined in our handy guide for CCG volunteers. The commissioning process is complex and perpetual, it can be difficult to know what to ask and when to ask it. In these circumstances I think it’s helpful to remind ourselves of what we are here for; what is the overall aim of the CCG volunteer?

The CCG volunteer programme aims to support the organisation to understand the needs and preferences of communities in Leeds and use this insight to shape local services. Our organisation has systems to engage and analyse patient feedback. We involve our CCG volunteers in our Patient Assurance Group which outlines our plans to engage. CCG volunteers are also involved in engagement activities and writing engagement reports which outline our findings and recommendations.

I’m confident in this part of the process, and I hope you feel the same. Planning, facilitating, evaluating and reporting on engagement is the easy bit though, perhaps that’s why we spend so much of our time stuck in this part of the process. I wonder, as a CCG volunteer, how confident you are that the findings of our robust engagements are actually being used by commissioners? I wonder if you can confidently give examples of how people’s feedback has directly shaped local services (what we might call ‘you said, we did’)?

Over the next few months our plan is to move away from onerous and repetitive engagements where we start from scratch each time, to starting with what we already know. We can then focus our engagement on the gaps in our knowledge. Spending less time on large scale engagements will give us more time to concentrate on what really matters: demonstrating the difference engagement makes.

CCG volunteers have an important role to play in this new approach. It requires them to ask one very important question: **‘So what?’**

- Look at our wonderful engagement plan. **‘So what?’**
- We spoke to 3000 people. **‘So what?’**
- These are the themes that came out of the engagement. **‘So what?’**
- We have made a series of recommendations to commissioners. **‘So what?’**

Our organisation is changing; evolving. We are moving away from commissioning for ‘activity’ (where we pay for a certain number of, say, hip operations) and focus more on ‘outcomes’ (the difference the activity makes to the individual). I’d like engagement to move in the same direction; away from dependency on ‘activity’ (engagements) and towards an

'outcome-based approach' where we measure success by clearly demonstrating how feedback has actually shaped services. Success depends on asking the right questions and 'so what' feels like a good place to start.

I'm interested in writing a blog for the CCG Volunteer newsletter



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Suites 2 – 4, Wira House Wira Business Park Leeds LS16 6EB.

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