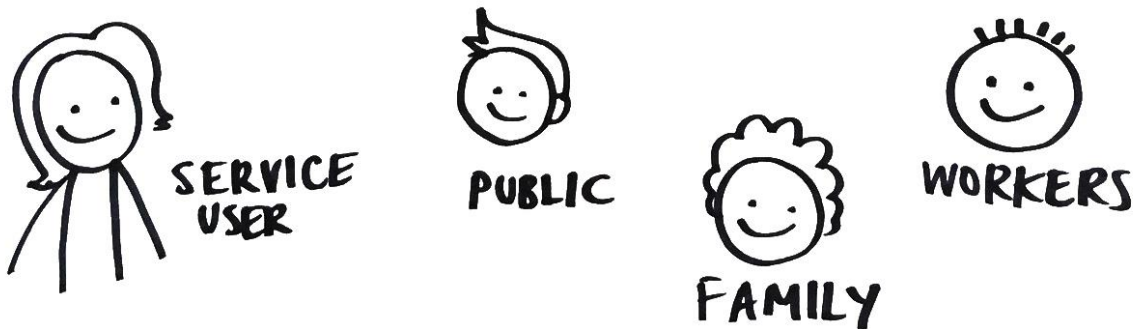


CCG Volunteer Role Description

WHO
WAS CONSULTED?



Aim of the role

The aim of the CCG volunteers is to make sure that the NHS, including Leeds CCG, is listening to and acting upon feedback from the wider community.

Objectives of the role

CCG volunteers work together with the Involvement, Insight and Communications team to:

- develop the volunteer programme. The programme is evolving as we go along and we value the input from our volunteers as we all learn and improve together.
- provide assurance that the CCG is involving local people in the plans it is making about service change and service development.
- remind healthcare professionals to consider the patient and public voice, at all stages of the commissioning process.
- highlight gaps in provision, particularly in relation to addressing health inequalities and considering impacts on 'seldom heard' communities.
- focus on opportunities to embed the collection of patient feedback as a standard across all service provision.
- learn more about our national health service, and how we can best contribute to making it better for everyone.

Outline of the role

CCG volunteers get involved in many different ways as part of their roles, including:

- sitting on health-specific steering groups,
- helping CCG staff to carry out engagement and consultation activities,
- reviewing documentation and publications to ensure they are understandable and written in plain English,
- co-delivering training with members of CCG staff,
- sitting on recruitment panels for new volunteers and members of CCG staff.

All CCG volunteers are expected to take turns attending the CCG Patient Assurance Group (PAG) in order to provide ongoing assurance that public and patient views are being heard and considered. The PAG meetings take place monthly, and volunteers are expected to attend at least three PAG meetings each year.

Previously, many of the meetings volunteers attended took place at the CCG main office at WIRA House, with some other meetings and activities happening at other venues across the city.

Where this continues to happen, your mentor can help you with information about different locations and about claiming back travel or parking expenses. However, since the COVID-19 outbreak, more meetings and events are now taking place online, using digital platforms like Microsoft Teams. We will give you clear information on how to join where necessary.

In relation to time commitments, this will depend on how much time you are able to give. There are certain activities that all volunteers are required to attend:

- initial induction day,
- training sessions - Being an Effective CCG Volunteer, and Knowing Your Community,
- three PAG meetings each year, and
- regular mentoring sessions.

Additional attendance will depend on your availability and the level of involvement you want to have with specific projects or other training opportunities. We will endeavour to help you to get involved in the activities that interest you most, at the times which work best for you.



We are keen for CCG volunteers to be involved in our work for as long as they are able. However, we know that many people have lots of other commitments, and we ask our volunteers to make sure they have enough time to commit to the programme.

Mentoring and Support

CCG volunteers are supported by the CCG Involvement, Insight and Communications team. Each volunteer has a mentor, and receives regular one-to-one mentoring to enable ongoing feedback and development.



Once volunteers have completed the necessary induction and training, they will meet with their mentor to discuss the role in more detail, to ask any questions and begin to think about areas of involvement.

Face-to-face mentoring sessions will usually happen every two to three months, but mentors are always available for catch ups in-between these times. Any queries or uncertainties about your role should be directed to your mentor.

Learning to think about the impacts of service developments or changes on wider, sometimes seldom heard, communities can take time to get used to, as can putting personal experiences and opinions to one side in order to consider the bigger picture. But this is a really important part of the CCG volunteer role.

CCG Involvement, Insight and Communications team staff offer training and regular mentoring to provide volunteers with the insight and support needed to learn about the role and build the confidence needed to contribute effectively at various steering groups, panel meetings, etc.