



Leeds
Health & Care
Partnership

Involving You: Summary

April 2021 — March 2022

#TogetherLeeds

*A summarised look at involving
local people to improve health
and care services in Leeds*



#TeamLeeds

“
It's our job
to put local people
at the heart of our
decision making”

Hannah Davies,
Chief Executive of
Healthwatch Leeds



introduction

We are the People's Voices Partnership (PVP) in Leeds. We are a team of health and care organisations that includes the NHS, Leeds City Council, and the voluntary and community sector (third sector). We are passionate about listening to patients, carers and the public and using their feedback to influence change in our local health services.

This document is a summary of our annual involvement report 'Involving You' where we outline some of our involvement activities as a city over the last year.

If you would like to read the full report please visit the website below or email leedsccg.comms@nhs.net or call 0113 221 7777 for a paper copy.

You can read more in the full 'Involving You' report:
www.leedsccg.nhs.uk/publications/involving-you-2021-2022

Who we are and what we do

NHS Leeds CCG and Leeds City Council plan and pay for health and care services in Leeds. It is their job to get the best possible health results for the patients of Leeds. They do this in partnership with voluntary and community sector organisations to make sure that services meet the diverse needs of the city. This involves looking at local needs, deciding on priorities and strategies, and then paying for services on behalf of the people of Leeds. Some of these services include primary care (general practice), urgent and emergency care, acute care and mental health and community services.

Our vision is for Leeds to be “a healthy and caring city for all ages, where people who are the poorest improve their health the fastest”.

Some of the key challenges in Leeds are to tackle health inequalities (avoidable and unfair differences in health), address unwanted differences in the quality of care, and support a growing elderly population with more long-term conditions.

We involve local people by:

- Involving people in public engagements or consultations.
- Reviewing people’s experiences by carrying out insight reviews of what people have already told us.
- Supporting citywide patient networks and groups where people contribute to conversations to help service improvement.
- Supporting commissioners to involve patients in the development of services.
- Supporting volunteers to provide assurance on our involvement activities.

We work together in Leeds to involve a wide range of people, such as those from diverse ethnic communities, people with learning disabilities and autism and other people, such as working-age adults and carers.

We support people who may need translation or other formats (such as British Sign Language, large print etc.) to be involved. When we host focus groups, we do our best to go to where people are rather than expecting them to come to us at a location that might be difficult to get to.

We’ve learned a lot from the COVID-19 pandemic and have changed our approach to involving people, including conducting online focus groups, surveys and email options for people who are online. We’ve also made sure that people can feedback by post and telephone if they are ‘offline’.



Our involvement activities

Over the last year we have involved over 37,000 people!

Every involvement activity is different. We use a variety of approaches depending on the needs of the service change or development. The next two pages briefly outline some of the involvement activities we have carried out between April 2021 and March 2022.

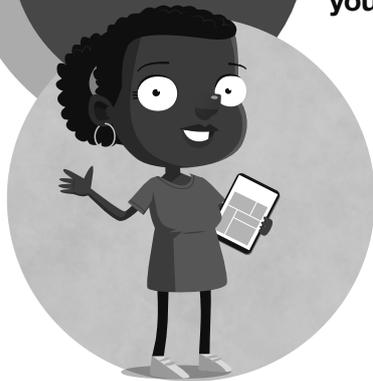


TRANSFORMING COMMUNITY MENTAL HEALTH SERVICES

We are working on an exciting project to overhaul how community mental health services work. We have over 40 people with lived experience of mental health involved in shaping these new services over the next three years.

DEVELOPING A YOUTH CHARTER FOR THE CITY

We are working with young people to create an agreement between young people and senior leaders on things that matter the most to young people about their health, also known as a youth charter.



HOW DOES IT FEEL FOR ME?

We are demonstrating the power of people's experiences of health and care services through a series of videos that are shared with senior leaders across the city.

COMMUNITIES OF INTEREST NETWORK

We are working together to hear the voices of people represented by third sector organisations in the city through our Communities of Interest Network. Their involvement and feedback are helping shape how we communicate with communities.



You can read more in the full 'Involving You' report:
www.leedsccg.nhs.uk/publications/involving-you-2021-2022

April 2021 – March 2022



DEVELOPING COMMUNITY MENTAL HEALTH SUPPORT SERVICES

We worked with people with lived experience of mental health to tell us how we can make improvements to the way mental health support services in the community work.



MY DATA MATTERS

We worked with parents and carers to find out about their experiences of using the Children's Speech and Language therapy service and how they think services could be improved.

We worked with patients in the hospitals working groups to determine whether Leeds Teaching Hospitals Trust should partner with a health research firm to collect cancer patient's data.

DEVELOPING CHILDREN'S SPEECH AND LANGUAGE THERAPY SERVICES

ADULT INPATIENT STROKE REHABILITATION SERVICES

We worked with people from diverse ethnic communities to explore the impact of moving the adult inpatient stroke rehabilitation services from Leeds General Infirmary (LGI) to Chapel Allerton Hospital.

COMMUNICATIONS



We worked with people with lived experience of mental health to inform and develop a range of new training materials for staff at Leeds and York Partnership Foundation Trust, who provide mental health services for the city.

CREATING PRACTICE DEVELOPMENT SESSIONS FOR STAFF

Communications campaigns are one of the tools we use to involve local people in health service developments, raise awareness of new services and advice, and support people to make healthy lifestyle choices. Our campaigns over the last year have been seen over 20 million times!

Learning from what you have told us

It's important that we review feedback from across all our involvement activity so that we can understand common themes. We can use this information to develop our services in the future and avoid having to ask people the same questions. Here are some of the key themes we have identified over the last year.

What you said	What are we doing?	How can you help?
People told us that generally their experience of using healthcare services in Leeds is positive (from National GP Survey, Big Leeds Chat 2021, other feedback through the year).	We are sharing positive feedback and stories with frontline workers. This is really important following a very difficult year for staff https://bit.ly/3Liver1	Keep sharing your positive stories, and tell us how we can be even better.
People told us they want their care to be more joined up and to be communicated with regularly, in a compassionate and accessible way at all stages in their health and care journey.	Healthwatch Leeds are following people's journeys through the health and care system to understand their experience and make improvements: https://healthwatchleeds.co.uk/our-work/how-does-it-feel-for-me	Share your experience of using health and care services. Find out how to share your experiences on page 11.
People told us they want faster access to joined-up mental health services and better information about what mental health support is available.	We are working with partners in the city to transform how we deliver community mental health services: www.mindwell-leeds.org.uk/how-community-mental-health-is-being-transformed-in-leeds	Let's talk about mental health and let's end mental health discrimination. Check out the MindWell website for more information on mental health: www.mindwell-leeds.org.uk
People have told us how much they value their GP practice. However, patients have increasingly reported more difficulty in accessing their doctor: www.gp-patient.co.uk	The extended access to GP project is delivering a further 15,550 GP appointments to patients in Leeds every month: www.leedsgpconfederation.org.uk/services/evening-and-weekend-appointments	Did you know that your pharmacy can give advice on a number of health issues? www.leedsccg.nhs.uk/health/services/think-pharmacy-first
People told us they want better quality and accessible information about health services, including while they wait for treatment.	We have provided a range of information about the COVID-19 vaccine in different formats including videos in 10 different languages: https://bit.ly/3OVRgbO	Please tell your GP of any communication support needs you might have. Read about the Accessible Information Standard (AIS) here: www.england.nhs.uk/ourwork/accessibleinfo

What you said	What are we doing?	How can you help?
<p>People told us that they want the option to be able to access services both digitally and in-person.</p>	<p>Over two-thirds of appointments in primary care continue to be face-to-face. We are working with our partners to look at how we can provide more support to people who are digitally excluded: https://healthwatchleeds.co.uk/covid-19/2020/digitising-leeds</p>	<p>Please use digital services if you can. This will free up our staff to work with people who are not able to access care digitally.</p>
<p>People reminded us that Leeds is a diverse city and we must support people in all our different communities to access our services.</p>	<p>The GP practice at York Street work together with the social prescribing services to support people who are homeless and those who have experience of migration: https://linkingleeds.com/2021/07/28/amazing-joint-work-between-bevan-healthcare-and-linking-leeds</p>	<p>When you share your views make sure you fill in the equality monitoring section. This helps us understand the needs and preferences of different communities in Leeds.</p>
<p>People told us that parks and green spaces are important for maintaining your wellbeing and keeping fit.</p>	<p>Leeds City Council's Parks and Countryside service will plant 50 hectares of woodland a year in Leeds. This is around 225,000 carbon absorbing trees!</p>	<p>Help keep our parks and green spaces nice places to be. You can help out by volunteering: www.leeds.gov.uk/parks-and-countryside/volunteering</p>



You can read more in the full 'Involving You' report:
www.leedscg.nhs.uk/publications/involving-you-2021-2022

Our involvement activities

We use a variety of methods to involve patients and our local communities including surveys, focus groups and social media.

When we involve people, we collect pieces of information about who a person is to help us know where the gaps are in our understanding of people's experiences of accessing services.

This means that, with your permission, we collect information related to age, disability, gender, sexuality, ethnicity, religion and transgender identity in order to see how different groups are impacted by our services. Using this data, we can see who we are hearing from and identify gaps in the diverse communities we want to work with in Leeds. This means we can then make efforts to reach out to those different groups and give them the opportunity to have their say.

29,409

fed back about getting a COVID-19 vaccination

94

involved with NHS Leeds CCG's reader group

72

people supported NHS Leeds CCG's Patient Participation Group work

456

meetings, groups and activities were carried out to involve people

53

involved in other activities or projects

37

homeless people

14,241

females

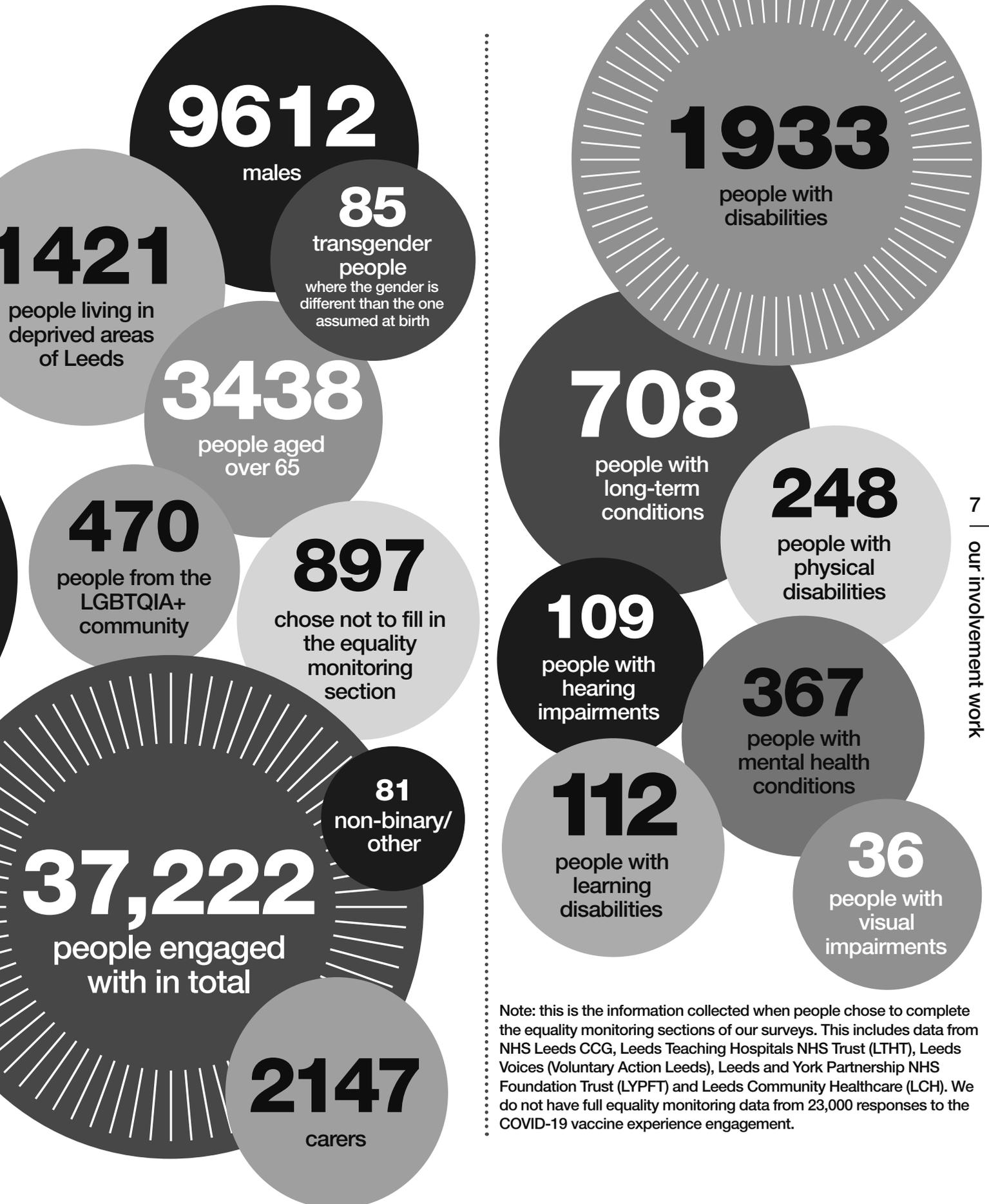
2798

people from diverse ethnic backgrounds

2859

aged under 25

over the last year



Note: this is the information collected when people chose to complete the equality monitoring sections of our surveys. This includes data from NHS Leeds CCG, Leeds Teaching Hospitals NHS Trust (LHT), Leeds Voices (Voluntary Action Leeds), Leeds and York Partnership NHS Foundation Trust (LYPFT) and Leeds Community Healthcare (LCH). We do not have full equality monitoring data from 23,000 responses to the COVID-19 vaccine experience engagement.

How Can You Help?



Health and wellbeing is everyone's responsibility. The NHS Constitution sets out the rights and responsibilities which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.

www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england

Throughout the full 'Involving You' report we have included 'How Can You Help?' sections. These point out different ways people in Leeds can help the health and care system.

We've summarised some of those key 'how can you help' moments into a handy list below:

You can help us to develop better services by sharing your experiences

Good or bad, we want to hear what you think of our services. Share your story by:

- Visiting Care Opinion: www.careopinion.org.uk
- Contacting an organisation directly (the next page)

To help you be seen in the right place, at the right time by the right healthcare professional you need to use the most appropriate service.

The NHS Leeds CCG website lists the different options that are available: www.leedsccg.nhs.uk/health/reopening-safely/choosing-the-right-service

Everyone has mental health, and it is important that you make sure to look after yours. It's as important as your physical health.

The Mindwell website has some excellent advice for how to look after your mental wellbeing: www.mindwell-leeds.org.uk

Health services are busy at the moment. A lot of things you might need help with can be done through the NHS app.

If you can, download the NHS app to access a range of services: www.nhs.uk/nhs-app/about-the-nhs-app

You can help us by supporting or joining your local Patient Participation Group (PPG), supporting your practice, and representing your local area.

Have a look on your GP practice's website or find out more about PPGs here: www.leedsccg.nhs.uk/get-involved/getting-more-involved/patient-participation-group

You can support your community and the NHS by using and sharing trusted sources of health information.

Find the latest trusted health information about COVID-19 here: www.leedsccg.nhs.uk/health/coronavirus

Join our networks and find out about the latest opportunities to share your views

You can contact each service you're interested in directly to find out how you can be kept informed about what they're up to. (see the next page for contact information)

Share Your Views!

NHS Leeds CCG*

Tel: 0113 221 7777

leedsccg.patientexperience@nhs.net

Leeds Teaching Hospitals NHS Trust (LTHT)

Tel: 0113 206 6261

patientexperience.leedsth@nhs.net

Leeds and York Partnership NHS Foundation Trust (LYPFT)

Tel: 0113 855 6840

patientexperience.lypft@nhs.net

Leeds Community Healthcare NHS Trust (LCH)

Tel: 0113 220 8585

lch.pals@nhs.net

Adult Social Care – Leeds City Council

Tel: 0113 222 4405

Complaints.SOCS@leeds.gov.uk

Healthwatch Leeds

Tel: 0113 898 0035

info@healthwatchleeds.co.uk

Voluntary Action Leeds

Tel: 0113 297 7920

info@val.org.uk

Forum Central

Tel: 0113 242 1321

hello@forumcentral.org.uk

*It is expected that NHS Leeds CCG will become the Leeds Office of the Integrated Care Board (ICB) from 1 July 2022. You can still get in touch using this same contact information.

How can you share your feedback?

When people tell us their stories, it gives us a valuable look into the quality of their healthcare and their opinion of the service.

We collect experiences from different sources and work together with patients, carers, the wider public and local partners to ensure that the services we fund are responsive to what people need.

Patient experience teams in health and care settings ensure that patient feedback is firmly embedded in all decisions and that it is used to drive improvements for our patients. Third sector organisations also work closely with different communities in Leeds to bring feedback to decision makers in the city.

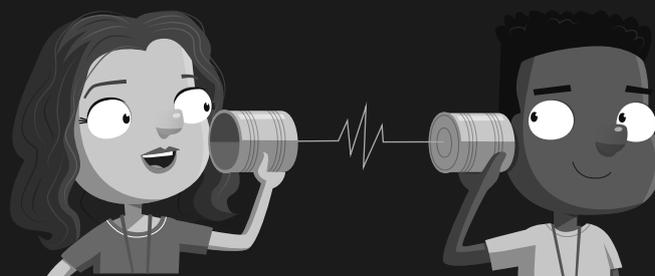
There are several ways we collect this information, including:

- Our comments, concerns, and compliments process
- Through our involvement work
- Issues raised by patient advocates, such as carers, and local elected members
- Media coverage
- 'Friends and Family Test'
- Online reviews, such as Care Opinion (www.careopinion.org.uk) and the NHS website (www.nhs.uk/nhs-services/services-near-you)
- Social media: Facebook, Twitter



We want to hear your views to help us improve the services we fund. If you wish to share your experience, please get in touch using the contact details on this page.

Get involved



What matters to you, matters to us. We need your help so we can keep improving health and wellbeing services in Leeds. There are lots of ways you can get involved in our work .

Join a network

The best way to stay in touch with us is to join one of our patient networks. It's easy to do and you'll receive occasional emails telling you about events and involvement opportunities that might interest you. Get in touch using the contact information on the previous page to join.

Patient reader group

The patient reader group is a group of patients and members of the public who review patient literature and guidance to help us improve the accessibility and quality of information we provide. You can get involved from the comfort of your own home and choose when and what you respond to. You can find out more about the group here:

www.leedsccg.nhs.uk/get-involved/getting-more-involved/reader-group

Volunteering

In Leeds, we truly value the time, energy and commitment our volunteers give to the health and care system. We've seen during the pandemic the difference and impact a city full of passionate volunteers can make. As a city, we want to make sure that there are volunteering opportunities for everyone. Different organisations will provide different opportunities, some more focussed on their own service and some more focussed on volunteering across a specific area, or the whole city. Use the contact information on previous page to get in touch and see how you can make a difference.

Patient Participation Groups (PPG)

You can get involved in your local GP practice by joining their Patient Participation Group. Your PPG supports your practice to improve and helps ensure that the views of patients are at the heart of decision making. The groups usually meet every 2–3 months for an hour. You can read more about PPGs here:

www.leedsccg.nhs.uk/get-involved/getting-more-involved/patient-participation-group

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This summary was written by NHS Leeds CCG on behalf of the Leeds Health and Care Partnership. If you would like to know more about this report, or about how you can get involved, please contact us on:

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