



April –June 2016

Things you can get active and involved in this month:

- Learning from Experience workshop
- Leeds Community Healthcare Charity
- Involvement and fluctuating conditions
- Communications
- Duty of Candour
- Carer's Week
- Risk and information governance

June 2016

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1	2 9am LCH Trust Board	3	4	5
6 Carers' Week	7 Carers' Week	8 Carers' Week	9 Carers' Week	10 Carers' Week	11	12
13	14	15	16 Duty of Candour leaflet feedback deadline	17 Learning from experience workshop, 1-3pm	18	19
20	21	22	23	24	25	26
27	28	29	30			

Welcome

...apologies for being quieter than you may be used to. Recent changes in the team have affected our capacity, but not our commitment to genuine and meaningful involvement. Through this bulletin, we want to keep you up to date with current opportunities and find out what your priorities are...



Learning from experience workshop, 1-3pm, Friday 17 June, at St Chad's Parish Hall, Headingley , Leeds 6



As you'll have seen from recent articles about our making our Quality Account accessible, if you were part of the Healthwatch Leeds group giving feedback on the Quality Accounts or if you've ever been to one of our Board meetings, there is a lot of focus on how the organisation and others can be 'assured' about the quality of our services. The group looking at quality as it relates to patient safety and experience is changing the way it works and would like patients, carers and public members to be involved.

Previously the focus of the group has been to consider reports of *numbers* of incidents, complaints etc and themes that come from each source of feedback separately (Friends and Family Test, complaints, incidents, ongoing engagement). These are also recorded and considered through performance reporting, so instead the group is moving to more of a *learning approach*, considering *themes* from all sources together as an entirety of patient experience.

Different themes will be considered across the year and associated improvements made. There will be workshops in June and October, to:

- Share experience and ideas of the topic ("how does this topic reflect my experience?")
- Analysing deeper root cause ("...but why is that happening?")
- Recommend actions to address issue ("and what can I contribute to doing about it?")

The first workshop will be to look at *what does a learning organisation look like?* This will help identify how things will be different following these changes and set standards for how we consider future themes. The October workshop will then be focussed on 'dignity and respect' (verbal communication, language and attitude) and reporting back on work undertaken on *assessments*.

The first workshop is on **Friday 17 June 2016, 1-3pm and will be** at St Chad's Parish Church Hall, Headingley Lane, Leeds 6. <http://hollin.org.uk/st.chads/Contact/FindUs.htm>. Drinks and biscuits will be provided, but if you prefer to have a later lunch, do please feel free to bring this with you! Please contact the team if you would like to attend the workshop or are unable to attend this time but are interested in future dates. You can also give us your ideas about what it would mean to you when we learn from experience by the usual email or freepost address.

Leeds Community Healthcare Charity Update

Hi everybody, my name is Sibbat – the new (well first in all fairness) Charity and Community Engagement Officer! I have been fundraising in and around the charity sector for the last 8 years and have now joined the Membership and Involvement Team, ready to take on a new challenge for Leeds Community Healthcare Charity.



My role will be to support the Charity to identify and deliver projects that enhance patient care in LCH, using our charitable funds for improvements to our environments and services that are over and above what the NHS is usually able to provide. A key part of my role will be engaging with patients, carers and communities of Leeds to identify what improvements you'd like to see and how else you could be involved with the Charity – get your thinking caps on.

There are currently 3 ways to get involved and become a Charity Champion with LCH:

- **Join the Charity Development Group and be involved in decision making for the Charity**
The Charity Development Group is a monthly group for patients, carers, public and staff – and for all those champions disguised as everyday people to get involved. Here we plan the charity campaigns and receive applications for funding, so this could be your opportunity to say what you think and give the nod of approval to any bids made to us.
- **Tell us what improvements you'd like to see in our buildings and services in YOUR area. And how would you feel more welcome?**
Ideas so far include improvements to signage, equipment and activities and drink dispensers for use in the waiting area
- **Help us raise funds to benefit people in Leeds using community health services**

This month we are looking to launch our '**More than a Welcome**' campaign, which is all about YOU and how WE can help improve your time at the services and Health Centre that YOU use. This is a great opportunity to get involved and help make a real change to how you feel in community health services in Leeds.

I'll be out & about and ready to answer the call for anyone wanting to get involved. We are looking for champions to take on fundraising with us – volunteer, be the Champion that Leeds Community Healthcare Charity needs you to be!!! All you need to do is a drop me an (enthusiastic) email explaining a bit about you, why you would like to get involved and in what aspect, and the rest, as they say, will be history...

So, all you Champions out there reading this please contact me to get involved, and together (with your much needed assistance) WE will help support community health services in Leeds. Contact lchcharity@nhs.net – email a bit about you, why you would like to be involved and what aspect in or call me on 0113 2208596.

Parkinson's Awareness Week

18 to 24 April 2016 was Parkinson's Awareness Week. We would like to take this opportunity to thank all our members who have Parkinson's for their continued involvement and the positive impact that has on our services. If you would like to update your interests in LCH to include Parkinson's, you can do so online <https://secure.membra.co.uk/LeedsCommunityApplicationForm/> or by contacting the team.

So we can continue to improve how we engage with people with fluctuating conditions, such as Parkinson's, we would like to know what helps and hinders your involvement. Please let us know online <https://www.surveymonkey.co.uk/r/fluctatingconditions> or through our usual contact details.



6-10 June 2016 is Carers' Week www.carersweek.org

70 carers have now responded to our carers' survey. The key themes have been:

- Management of appointments (understanding of carers' role in this, ability to book appointments on patient's behalf)
- Availability of emotional support
- Awareness for support available to carers
- Inconsistency in which services offer information to carers
- Transport of patients to appointments
- Links to Carers Leeds
- Communication between carer and services
- Wider family context of carers – other responsibilities they have as well the person they care for
- Consideration of physical issues (eg impact on mobility) of people with dementia and how this may affect their carer
- Understanding and preparing for deterioration in condition

You can continue to share your views and experience of being a carer of someone using LCH services, or if you use LCH services and have caring responsibilities as well - please let us know if these were the themes you expected, how do these reflect your experience? You can complete the survey online <https://www.surveymonkey.com/r/LCHcarers> or by filling in the cards available from our health centres and services. If you are happy to be contacted around future opportunities to be involved as a carer, you can update your preferences online <https://secure.membra.co.uk/LeedsCommunityApplicationForm/> or by contacting the team.

Carers of people accessing LCH Continence, Urology and Colorectal service (CUCS)

CUCS are currently working with 'Carers Leeds' to improve support for friends and family carers of people accessing the service. If you are supporting a relative or friend to live with this type of long term condition and are willing to share your experience of being a carer then CUCS would love to hear from you. The information you give will be used to inform services on how to best support carers. If you can help or would like more information then please contact Jill Morris at Jill.Morris@carersleeds.org.uk or ring 07495 263821.



Communications corner: Talk to us about how we talk (and write) to you!

If you're interested in how LCH communicates with patients, carers and public members there are 2 current opportunities to share your views:

Be involved in reviewing LCH communications

We are looking at ways for people to be involved in giving feedback, developing and reviewing our communications. This includes letters sent to patients about appointments, service leaflets, information about specific conditions or treatments, our new website (coming soon!) and any other engagement LCH and its services has with patients, carers and the public.

We are looking at a range of options including face-to-face groups, online and written feedback and would like to hear from you about:

- Jargon busting – what words and terms should be included on our jargon hit list and removed from our communications?
- Feedback on existing documents and other materials that we should prioritise for review
- Your experience of being involved in reviewing communications in LCH so far (e.g. Reader Group, informal ways of giving feedback) – how easy was it to share your views; how did this have an impact; what was good about this way of giving feedback; what could have made it better?
- Your experience of how other organisations involve people in reviewing communications – what works well; what could make it better?

Please let us know your views. You can also register your interest in receiving invitations to this type of involvement activity by updating your preferences [online](#) or by contacting the Membership and Involvement Team.

Being Open: Communicating with Patients and Carers in the Event of Unintended Harm (Duty of Candour)

We're developing a leaflet to explain to patients and carers about the Duty of Candour (being open when we communicate with people in the event of unintended harm) and we've got a dilemma. We're torn between wanting to provide enough information so people fully understand where the duty of candour comes from and the regulatory requirements that are placed upon trusts, but aware that too much detail can be hard to follow and may even put people off reading the information and therefore not knowing their rights. This is where your input would be really helpful – and you'll very soon see the impact of your feedback as this leaflet will be published soon!

You can see the 2 styles of information here

<http://www.leedscommunityhealthcare.nhs.uk/working-together/active-and-involved/ongoing-opportunities-for-involvement/surveys-and-questionnaires/>. These are in draft form, so they're not in the final layout or imagery...that comes later. We'd really appreciate your views on the content – let us know what you feel is good about the information, what feels less relevant to you, or if more detail is required in any sections. You can give feedback online <https://www.surveymonkey.co.uk/r/dutyofcandour1>, or if you'd rather write your comments on a paper copy you can send it to our freepost address. Please give us your feedback by 16 June 2016.

Risky business: your involvement in managing risk



A spot of Spring cleaning?

De-cluttering is not only good for your mental wellbeing, it can help reduce the risk of fire. At LCH, recent fire inspections have found some examples of 'hoarding' so we're having a good spring clean. The danger of clutter is that it is additional, unnecessary fuel for fire and it can also slow or block people's escape from fire. To combat this, our teams organise monthly safety walk-arounds in our buildings, where they check for clutter and make sure access is unobstructed. Of course when you're in our health centres and clinics, if you notice anything we'd like to know. It could be that noticeboards are overly-full with out-of-date paper, or there's a fire door wedged open, or flooring or furniture is has faults/damage. Please do let us know so we can sort the issue out.

Post haste (Information Governance)



Did you know that approximately half a million letters a week are lost or arrive hopelessly late in the UK? The vanishing mail is made up of 400,000 items that never reach their destination and 100,000 that are at least 15 days late, usually much more. The Royal Mail says disappearing post is due to poor or indecipherable addressing. They say the amount of correctly addressed mail that does not reach the right person is very small - less than 0.1 per cent of the overall volume of 82 million letters a day.

To ensure that the mail we send containing personal, sensitive, identifiable information does not end up in this black hole, we have a Records Management Policy and good

practice guidance, so that we:

- ☐ Use recorded delivery (where appropriate)
- ☐ Include the FULL address and postcode
- ☐ Mark the envelope 'Private and Confidential'
- ☐ Include a return address

If you receive a letter from LCH that does not have your full address on, please let us know so we can ensure our records are up-to-date.

Your priorities...our future

As mentioned in the introduction, there have been changes to the Membership and Involvement Team over the last few months so we'd appreciate your feedback to help us think about how we take Membership and Involvement forwards. Please let us know what your priorities for involvement would be - what have been your highlights, what has had less impact?





Community Leadership Skills Development Programme

Develop skills to lead positive change in YOUR local community! FREE Community Leadership Skills Development Programme for 16 participants from Better Leeds Communities.

Taster Session: Wednesday 22 June, 10.00 am to 12 noon, at Armley Community Hub, 2 Stocks Hill, Armley, Leeds, LS12 1UQ If you are interested in finding out more, please attend the taster session. This is to ensure you as participants are clear about the aims of the programme and how it can be beneficial to your personal development and your communities. At this taster session we can discuss which day of the week you prefer the full training in September 2016 to take place, and we will book a local venue

The course timetable dates will include half a day for 8 weeks and the timetable will be sent to you once you have a place confirmed. The course will start promptly at 10am and finish at 2.30pm. Lunch and travel vouchers will be provided. Further information can be accessed at <http://www.betterleeds.org.uk/event/leadership-development-programme>. Celebration event and presentation of certificates to be arranged after the course If you are interested in attending just turn up or let one of the following people know: Roger Newton on 0113 8980952 Rogern@betterleeds.org.uk; Pria Bhabra on 07891 272004 Pria.bhabra@leeds.gov.uk or Rosemary Brookes Rosemary.brookes@leeds.gov.uk

Volition: Leeds Mental Health Information Hub – we need you for user testing

Volition, the mental health voluntary sector forum, are now coming to the most exciting phase of work to create a new [mental health information hub](#) for Leeds – building the site. The site is being designed and built by a digital agency, called Yoomee, who use an agile methodology. This allows site pages and functions to be tested by potential users during the building process. They are now looking for volunteers to test Hub pages and help us create the best possible site which will meet the needs of different users across the city. If you are interested in getting involved – please register on the [Eventbrite page](#). You can find out more about why user testing is important in this [blog from Tim Brazier at Yoomee](#). For more information about the Hub which will provide a single 'go to' place for information and online resources about mental health in Leeds [click here](#)

NHS Leeds West CCG patient leader programme

The three clinical commissioning groups (CCGs) in Leeds; NHS Leeds North CCG, NHS Leeds South and East CCG, and NHS Leeds West CCG are currently running a number of free training sessions. The sessions are for patients who are interested in improving the local NHS. The sessions have been developed with patients, clinicians, commissioners and managers. Here are some of their upcoming training sessions:

- Patient participation groups: Thursday 16 June, 1 – 4pm at Wira House, West Park Ring Road, Leeds, LS16 6EB
- Introducing social media: Thursday 23 June, 9.30am – 12.30pm at Wira House, West Park Ring Road, Leeds, LS16 6EB (more information about this below).

To view more training sessions and how you can book onto one, visit

<http://www.leedswestccg.nhs.uk/get-involved/how/patient-leader-programme/patient-leader-training/>



You said For venues for involvement and health centres, it was good that information about locations included both bus numbers and car parking but some other pieces of information would make it even easier and help people's anxiety about accessing new places.

... **We're creating new information sheets** about each of our Health Centres that include a picture of the health centre as well as a map, details of parking including off-street/ alternatives if car park full, how close the bus stop is to the health centre, postcode to the car park for sat navs if it's different to main address of the health centre and things to look out for by the entrance if it's not immediately obvious

You said ... If I'm not in a wheelchair but unsteady on my feet, it can be more difficult to use the disabled ramps which can be a lot further to the door than a few steps. If I'm deciding which health centre to go to, it would be good to know both.

... **Our new information sheets** will have additional access information including the number of steps from the disabled parking to the entrance, the distance on the disabled ramp and whether disabled access is via a steep pavement rather than shallow incline ramp.

Contact Details

Membership and Involvement

0113 2208 551

lchmembership@nhs.net

Charity and Community Engagement

Sibbat Noor, 0113 2208596

lchcharity@nhs.net

Manager: Em Brown

0113 8431204

emily.brown3@nhs.net

Website: www.leedscommunityhealthcare.nhs.uk

Facebook:

facebook.com/LeedsCommunityHealthcare

Twitter: @lch_engage #activeandinvolved

