



July-September 2016

Things you can get active and involved in this month:

- ***NEW*** Healthy You Day
- Leeds Community Healthcare Charity
- Getting involved if you have a fluctating condition
- Communications

Welcome

...we hope you'll join us for our 'Healthy You Day' and Annual General Meeting on 27 September 2016. Through this bulletin, we want to keep you up to date with other opportunities and find out what your priorities are...

If you would like any more information on anything mentioned in this bulletin, or hard copies of any of the feedback reports from the Member's Zone or surveys please get in touch. You can also view more detailed reports of any of the activities mentioned in this bulletin and others please visit: www.leedscommunityhealthcare.nhs.uk/membership/_members_zone1/



27 September 2016

10am - 2pm

at Shine, Harehills Road, Leeds LS8 5HS

Our aim is to place people accessing our services, carers and their communities at the centre of our healthcare services. We want to help people protect their health, manage their conditions and achieve their healthcare goals.

Please join us at **10am on Tuesday 27 September** for an interactive [workshop](#) to look at 'How you, your family/carers and our healthcare teams can work together in the best way to recognise, treat and manage your condition.'

Lunch will be provided. To confirm you will be attending this activity and to book your place click [here](#).

Also please visit our Community Health Market Place from 12 noon and/or our Annual General Meeting 12.30 - 1.30pm. To confirm you will be attending this activity and to book your place click [here](#).

If you work in the third sector (a voluntary, community and faith organisation) or another partner organisation, our afternoon workshop on how we can improve our joined up working to help people achieve their healthcare goals may be of more interest to you. To confirm you will be attending this activity and to book your place click [here](#).

More details will be provided but to book a place please follow the links above or contact Heather on (0113) 220 8512 or lchmembership@nhs.net.



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.

Contact lchcharity@nhs.net or call Sibbat Noor on 0113 2208596.

Getting involved if you have a fluctuating condition



So we can continue to improve how we engage with people with fluctuating conditions, 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

Carers' Week www.carersweek.org

Carers week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities. This year the focus is on building Carer Friendly Communities. We want to support carers to look after their friends and family well and recognise that they are individuals with needs of their own. To support this campaign the Front of House teams in our Health Centres focussed on gathering carers' views to help us identify how LCH currently supports the needs of carers and look at how we can improve. Carers in Halton, Holt Park and Seacroft shared their views the most.

129 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 and getting reminders for appointments)
- Availability of emotional support
- Awareness for support available to carers
- Inconsistency in what information (if any) is offered to carers
- Transport of patients to appointments and knowledge of home visit criteria
- Benefit of flexibility in timing of appointments to fit with better times of the day for patients
- 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.

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

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 or by contacting the Membership and Involvement Team.



Scrutiny Board (Adult Social Services, Public Health, NHS) is looking into **cancer services** in the city. Healthwatch Leeds is asking for key messages or summaries of cancer related patient and carer experiences in the last 12 months or so to include in a summary report to the Scrutiny committee to be submitted by 30 September 2016. All individual experiences about what worked and what could have been better are welcome as well, people can share without giving their name and personal details, Healthwatch will not identify individuals in the summary report. They will include all the information shared with us that we hold in the report as well.

Please share your information by Monday 12 September 2016 by sending it to tanya@healthwatchleeds.co.uk or Tanya Matilainen, Healthwatch Leeds CIC, Ground Floor, Unit 8 Gemini Park, Sheepscar Way, Leeds, LS7 3JB.

Your Travel Your Say: transport consultation

West Yorkshire Combined Authority (WYCA) is developing a Transport Strategy for West Yorkshire. The new plan will be a twenty year vision for developing an integrated transport network that supports the Leeds City Region Enterprise Partnership's Strategic Economic Plan for sustained and healthy economic growth – especially for jobs and housing. Within this, WYCA is also working on a Bus Strategy which will set out what they want the bus system to achieve from 2016-2036. From Monday 18 July – Friday 21 October 2016 WYCA is running a full public and stakeholder consultation on the content of the Transport Strategy and the Bus Strategy. This is your opportunity to have your say on the future of your transport services in West Yorkshire. Find out more at www.westyorks-ca.gov.uk/ytys/ where you can find the Transport Strategy, Bus Strategy, questionnaires, and information about drop-in sessions across the region.

Consultations close on Friday 21 October 2016. Other contact details:

- Email: yourtravelyoursay@westyorks-ca.gov.uk
- Post: Freepost CONSULTATION TEAM (WYCA)
- Tel: 0113 245 7676 (MetroLine contact centre)

Contact Details

Membership and Involvement

0113 2208 551
ichmembership@nhs.net

Charity and Community Engagement

Sibbat Noor, 0113 2208596
ichcharity@nhs.net

Manager: Em Brown

0113 8431204
emily.brown3@nhs.net

Website: www.leedscommunityhealthcare.nhs.uk

Facebook:
facebook.com/LeedsCommunityHealthcare

Twitter: @Ich_engage #activeandinvolved

