



Things you can get active and involved in this month...

- Changes to Leeds Sexual Health and Community Gynaecology service clinic in Beeston
- Introduction of clinics for city-wide Speech and Swallowing service
- Feedback to the Care Quality Commission (CQC)
- Website Review
- Infection Prevention and Control

...as well as all our ongoing ways to be involved and give feedback.

Welcome to our last bulletin of 2016.

Firstly a massive thank you for all your involvement this year and the improvements your feedback is making.



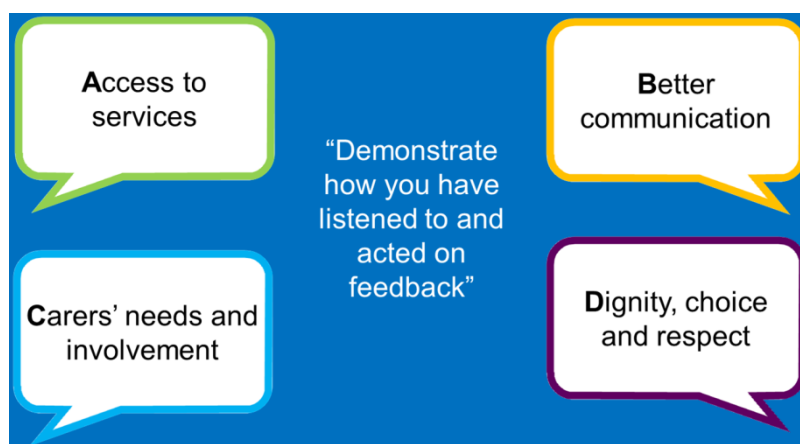
Rather than waiting for new year to start our resolutions, you'll notice changes to this edition of the 'Active and Involved' bulletin. That's because we've accepted your challenge to demonstrate how we are listening to and acting on feedback by increasing our focus on responding to patient, carer and public priorities. As you'd expect, this goes way beyond just a new format for the bulletin, but we wanted to really highlight the importance of 4 things – the **ABCD** of patient, carer and public priorities:

- **A**ccess to services
- **B**etter communication
- **C**arers' needs and involvement
- **D**ignity, choice and respect

What we know from ongoing feedback, satisfaction surveys, complaints and incidents is that these are the things that make a difference to many people's experience of Leeds Community Healthcare services. There are of course other areas of improvements too, but focussing on these four in all our services we will make significant and sustained improvements.

So for each of these priorities, we will be looking back on the impact of feedback, looking forward to future improvements and inviting you to be involved in opportunities that support these priorities. Please let us know what you think about this new format and focus <https://www.surveymonkey.co.uk/r/LCHbulletin>


‘You said’... our ABCD of patient, carer and public priorities




‘We did’... a summary of the year’s improvements based on your feedback

	We’ve completed:	We’re underway with:
Access	<ul style="list-style-type: none"> ✓ Updated health centre information sheets with additional access information 	<ul style="list-style-type: none"> ✓ Version 3 of our health centre information sheets to include distance from the disabled parking to the entrance, postcode for the carpark or sat navs if it’s different to the health centre and details about the bus stop such as whether there’s a shelter or seating
Better communication	<ul style="list-style-type: none"> ✓ Production of information developed with patients, carers and public to support apologies to be made appropriately to people affected by safety incidents ✓ New ways to involve patients, carers and public in developing patient-facing information from services 	<ul style="list-style-type: none"> ✓ Rolling out use of electronic patient records to support fully completed and comprehensive care records ✓ Service webpage improvements https://www.surveymonkey.co.uk/r/LCHwebsite ✓ Admin amnesty ‘virtual bonfire’
Carers’ needs	<ul style="list-style-type: none"> ✓ June 2016 Carers information week ✓ Information for carers’ support in health centres 	<ul style="list-style-type: none"> ✓ Carers Leeds meeting new staff at induction ✓ Responding to Carers survey feedback https://www.surveymonkey.com/r/LCHcarers
Dignity, choice and respect	<ul style="list-style-type: none"> ✓ Dementia-friends training for clinical and reception staff ✓ Promote choice in location of services - recognising the nearest is not always the best option for someone 	<ul style="list-style-type: none"> ✓ Providing choice in the ways people can give feedback. Good engagement always has at least 2 ways to get involved, to avoid the risk of only getting the views of people who access one type of activity (groups, online, post etc), so <i>as a minimum</i>, we have committed to engaging with people online and at least one of face-to-face, telephone or by paper-copy. ✓ Our Dementia Action Alliance pledges












Leeds Community Healthcare **NHS**
NHS Trust

 Adapting to change and delivering improvements

Tell us how we're doing and what we could do better:

-  **Tell the service directly**
Speak to the member of LCH staff you see.
-  **Tell us by phone**
Phone the service using the contact details on letters from them or phone our central number (0113-220 8585) to ask questions or give feedback about Leeds Community Healthcare.
-  **Tell us online**
Each of our services has a page on our website www.leedscommunityhealthcare.nhs.uk/our-services-a-z where you can give feedback as part of our NHS 'Friends and Family Test' (FFT). Links to our other online surveys are available from www.leedscommunityhealthcare.nhs.uk/working-together/active-and-involved/ongoing-opportunities-for-involvement/
-  **Tell us through our feedback boxes**
You can put any Leeds Community Healthcare surveys, comments and ideas in our blue and grey feedback boxes in health centres
-  **Tell us you want to be involved**
To receive direct information and invitations to share your views phone 0113-220 8551 or sign up online <https://secure.membra.co.uk/LeedsCommunityApplicationForm>

And we'll tell you the difference it's made!

 **Working together**
 **Finding solutions**

Good care?

Poor care?

Tell us now

CQC is inspecting
Leeds Community Healthcare NHS Trust
Starting on the 31st January 2017

Your information helps us decide when, where and what to inspect.

Tell us about your experience of care



Online:
www.cqc.org.uk/tellus



Phone:
03000 616161



Email:
enquiries@cqc.org.uk

You don't have to give your name

The Care Quality Commission (CQC) inspects health and adult social care services in England to make sure they provide safe, effective, compassionate, high-quality care. If a service needs to improve, we will take action to make sure this happens.



From feedback we know that local services are very important, but that in the context of 'making difficult decisions' the need to protect face-to-face clinical time and therefore minimising waiting lists/times is an even higher priority. In order to provide an equitable and accessible service across the city, we have therefore been reviewing how we provide the best possible care within the resources available, which has an impact on how and where we provide services from. We are currently gathering your views on proposed changes to the location of:

Speech and Swallowing

<https://www.surveymonkey.co.uk/r/speechswallowingclinics>

The service has so far been provided only as a home-based (sometimes known as 'domiciliary') service. Using trust-wide principles to guide how we develop the service to both meet people's needs and get as much impact for every health 'pound' we spend, we are proposing to provide the service in clinics for those patients who are not house-bound and for whom there is no adverse therapeutic impact of travelling to and from a clinic. The first phase of this is to offer clinic rather than domiciliary appointments and gather feedback from both patients who take-up the opportunity of clinic-based appointments and those who continue to have appointments at home. The service is looking for feedback to consider alongside information to enable them to make improvements to how people can access appointments in clinics, and

Access to services

then decide whether this indicates a move into phase 2 of the project where they would engage on the development of clear, equitable criteria for home visits.

Leeds Sexual Health and Community Gynaecology services

<https://www.surveymonkey.co.uk/r/LCHBeestonservicechange>

Leeds Sexual Health and Community Gynaecology Services are proposing to move their Beeston 'spoke clinics' to Beeston Hill Health Centre, 123 Cemetery Road, LS11 8LH. These clinics are currently provided from James Reed House (Beeston Village Medical Centre). GP services at Beeston Village Medical Centre and other clinic locations for these services are not affected. Sexual Health clinics will also continue to be available in the Merrion Centre, Armley Moor Health Centre, Reginald Centre and Burmantofts Health Centre. Community Gynaecology clinics will also continue to be available in Armley Moor, East Leeds and Yeadon health centres. The service would like to know your views on the proposed new location in Beeston, in preparation for a move at the end of January 2017

Better communication

One of our quality priorities identified by patients, carers and the public is to *improve our communication and documentation*. One aspect of this is the written information provided by and about our services.

With over 60 services, 271 webpages and 800 downloads alone this is obviously a massive task, so to respond to the importance of showing the impact of feedback we are breaking this down into manageable chunks.

To start this journey to useful and clear information about all our services, we are focussing first on 7 services which are spread across our business units and therefore providing services across a broad range of age and health needs.

These services are:

	Service	What does it do / who is it for	Webpage
Inpatient Units	Little Woodhouse Hall	One of the bases for the CAMHS Service which offers assessment and help to children and young people with behavioral difficulties. This is a service for under 18's only.	http://www.leedscommunityhealthcare.nhs.uk/camhs/home/
	South Leeds Independence Centre (SLIC)	The first intermediate care unit in Leeds purposed to help patients to avoid unnecessary admission to hospital or residential care. The centre's primary focus is intensive rehabilitation and promoting independence for patients.	http://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/south-leeds-independence-centre-slic/
	Community Intermediate Care Unit (CICU)	The purpose of this service is to give person-centred care, stabilise health, optimise independence and enable all our patients to reach their full potential. This service is designed specifically for people aged 60 years or over, who have older person's needs.	http://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/community-intermediate-care-unit-cicu/
	Community Neurological Rehabilitation Centre (CNRC)	The CNRC provides inpatient and outpatient treatment and rehabilitation for those with complex needs due to a neurological condition, who are medically stable. It is aimed at those who require intensive intervention but not necessarily an overnight stay.	http://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/neurological-rehabilitation-service/

	Service	What does it do / who is it for	Webpage
Home-based services	Neighbourhood Teams	The Neighborhood Teams are made up of healthcare professionals, specialist and nursing staff. Neighbourhood teams are designed to help prevent unnecessary admissions to hospital. They enable patients to remain in their homes and communities while improving the patient's ability to maintain independence and quality of life.	http://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/neighbourhood-teams/
Where the webpages link to partners' websites or 'microsites'	Leeds Sexual Health	The Leeds Sexual Health service brings together the specialist expertise which was previously provided separately by Leeds Community Healthcare NHS Trust's Contraception and Sexual Health service (CaSH), Leeds Teaching Hospitals NHS Trust's Genito-Urinary Medicine service (GUM) and Yorkshire MESMAC. The service is now working collaboratively in one location to offer treatment for sexual infections, contraception and also help patients with Genito-Urinary conditions.	http://leedssexualhealth.com/
	Child and Adolescent Mental Health Services (CAMHS)	CAMHS is a specialist mental health service for children and young people. CAMHS Staff work closely in teams so that they can offer services tailored to the needs of the children, young people and families they see. It is for anyone under the age of 18 years.	http://www.leedscommunityhealthcare.nhs.uk/camhs/about-camhs-in-leeds/
	Leeds Local Offer for Special Educational Need and Disability (SEND)	Services and information for families, children and young people with Special Educational Needs and Disability aged 0 to 25 All LCH services that provide healthcare for children and young people age 0-25years with special educational needs and disability are included in the 'Leeds Local Offer'.	Leeds Local Offer site http://www.leeds.gov.uk/residents/Pages/Services-provided-under-Leeds-Local-offer.aspx and its directory of services. Each LCH service included in the directory has a page on our website http://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/

Of course, we welcome feedback about *any* of our information at *any* time, but for feedback to have a quicker impact it would be really helpful to know what you think about service information included in this 'first step'. You can give feedback online at <https://www.surveymonkey.co.uk/r/LCHwebsite>.

Jargon alert – join our virtual new year's eve firework display!

As part of our aim to keep our communications as simple as possible, and to help those involved navigate through the wonderful world of NHS terminology, we introduced our jargon alert. If you spot something either on our website or in our bulletin, whether it is overcomplicated language or an indecipherable abbreviation, let us know!

Leeds Community Healthcare **NHS**
NHS Trust

BANG!
BAN ALL NONSENSE AND GOBBLEDYGOOK

Have you seen examples of poor quality information or out of date leaflets?

WHIZZ!
WHISKY, HARD TO READ, INDECIPHERABLE, ZERO-TOLERANCE ZONE

POPP!
PURGE ON POOR PHOTOCOPIES

THEN THROW YOUR RUBBISH ON OUR VIRTUAL BONFIRE AND JOIN OUR 'ADMIN AMNESTY' TO IMPROVE THE INFORMATION WE ARE SHARING.

You can either:

- Send an electronic version through to ichmembership@nhs.net OR
- Put a copy in the blue and grey feedback boxes in our health centres OR
- Post a copy to NHS CFT Office, Freepost RSSX-YCET-GYST, Leeds Community Healthcare NHS Trust, Stockdale House, Headingley Office Park, Victoria Road, Leeds LS6 1PF

Carers' needs and involvement

Missing out – the identification challenge

Do you look after an ill, older or disabled loved one? Do you think of it as 'just something you do', or do you identify yourself as a carer? A new [report](#) from Carers UK identifies that not recognising you are carrying out a caring role can be a real barrier to accessing vital support. If you do not see yourself as a carer, then you are unlikely to consider asking for a carer's assessment, applying for Carer's Allowance, or seeking advice from others who find

themselves in similar circumstances. Not recognising you are caring means missing out on help, advice and information, with serious personal and financial implications.

One of our four patient, carer and public priorities is to *improve carers' experience of our services*, their needs and involvement and we can't do that without you. Telling us if you are a carer and your communication preferences when supporting the person you care for at an appointment can be the first step in doing this. You can also give feedback about our services using our online survey

<https://www.surveymonkey.com/r/LCHcarers> or through our Experience Team lch.pet@nhs.net or 0113 2208585.

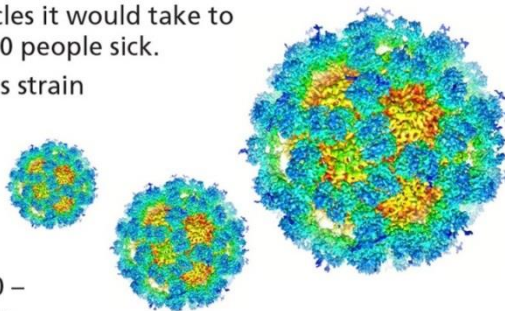
Do you experience dignity, choice and respect in our services? Let us know using our Friends and Family Test <http://bit.ly/2qhvT4P>

Dignity, choice and respect

Norovirus Awareness

Infection Control

- The amount of norovirus particles it would take to cover a pin head can make 1000 people sick.
- Norovirus mutates to change its strain roughly every 3 years.
- Norovirus can live on hard surfaces for up to 12 hours and soft surfaces for up to 12 days.
- 1 sickness episode can affect 50 – 70% of people within a 4 metre radius through aerosol droplets.
- Around 3000 people a year are admitted to hospital with norovirus in the UK.



Get active and involved in Infection Prevention and Control

Norovirus, which causes diarrhoea and vomiting, is one of the most common stomach bugs in the UK. It's also called the "winter vomiting bug" because it's more common in winter, although you can catch it at any time of the year.

Norovirus Facts

- The amount of norovirus particles it would take to cover a pin head can make 1,000 people sick
- Norovirus mutates to change its strain roughly every 3 years
- Norovirus can live on hard surfaces for up to 12 hours and soft surfaces for up to 12 days
- 1 sickness episode can affect 50 – 70% of people within a 4 meter radius through aerosol droplets
- Around 3,000 people a year are admitted to hospital with norovirus in the UK

Preventing Norovirus

It's not always possible to avoid getting norovirus, but following the advice below can help stop the virus spreading.

- **Stay off work or school until at least 48 hours after the symptoms have passed.** You should also avoid visiting anyone in hospital during this time.
- **Wash your hands frequently and thoroughly with soap and water**, particularly after using the toilet and before preparing food. Don't rely on alcohol hand gels, as they do not kill the virus.
- **Disinfect any surfaces or objects that could be contaminated.** It's best to use a bleach-based household cleaner.
- **Wash any items of clothing or bedding** that could have become contaminated separately on a hot wash to ensure the virus is killed.
- **Don't share towels and flannels.**
- **Flush away any infected poo or vomit in the toilet** and clean the surrounding area.
- **Avoid eating raw, unwashed produce** and only eat oysters from a reliable source, as oysters can carry norovirus.



<http://bit.ly/2gKw50u> and from the Patient Experience Team 0113 220 8585

As part of our engagement on the locations of our services, people told us that there was more we could do to reduce some practical difficulties or anxieties about accessing services in our health centres. We are therefore introduced a programme of improvements as part of our 'More than A Welcome' campaign, funded by Leeds Community Healthcare Charity. You can find out more about the Charity and how you can identify and support improvements in our services and health centres on our website www.leedscommunityhealthcare.nhs.uk.



It was good that information about health centres included both bus numbers and car parking, but some other pieces of information would make it even easier.

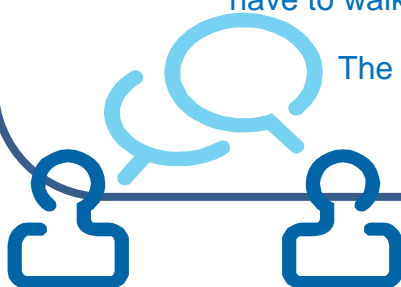
Not everyone can read maps, so having a picture of the building can make it easier to find.

There might be a car park but if it's full when I get there, where do I park then?

It's not just about if there's a bus that goes somewhere near the building, it's how far do I have to walk from the bus stop and is that on the flat or a steep hill?

The entrance isn't always very clear, and when

I'm not well I don't want to be walking round



We've amended our Health Centre information sheets to include pictures, locations of bus stops and additional parking. The next update will include distance from the disabled parking to the entrance, postcode for the carpark or sat navs

if it's different to the health centre and details about the bus stop



We know that for some people, Christmas and New Year can be particularly difficult times, so here's some information to use or share with others so nobody in Leeds needs to feel alone.

Leeds Survivor-Led Crisis Service Christmas Opening Hours

Christmas can be a challenging and lonely time. Our 2 crisis houses and phone line will be open providing a place of sanctuary and support.

Dial House—Face to Face Support

- Friday 23rd December 6pm-2am
- Christmas Eve Saturday 24th December 6pm-2am
- Christmas Day Sunday 25th December 6pm-2am
- Boxing Day Monday 26th December 6pm-2am
- Wednesday 28th December 6pm-2am
- Friday 30th December 6pm-2am
- Saturday 31st December 6pm-2am
- Sunday 1st January 2017 6pm-2am
- Monday 2nd January 2017 6pm-2am
- Wednesday 4th January 2017 6pm-2am

Call Dial House on 0113 260 9328 or Text 07922 249 452

Dial House at Touchstone

Crisis support for people from Black and Minority Ethnic groups

- Tuesday 27th December 6-11pm
- Thursday 29th December 6-11pm
- Tuesday 3rd January 6-11pm
- Thursday 5th January 6-11pm

Call on 0113 249 4675 or text 07763 581853

Connect Helpline

The Connect Helpline will be open as normal throughout the Christmas period. We will be open every night 6pm-2am

Call 0808 800 1212.

Online support www.lslcs.org





Leeds Beckett University are looking for young people aged 14-16 to participate in an upcoming research project.

Leeds Beckett University are looking for 4 young men and 4 young women aged 14-16 to participate in an advisory group for a research project on how we can improve communication between young people and school staff on SRE topics (e.g. how we can improve Sex and Relationships Education in school and make it easier for young people to speak to teachers when they have questions, concerns or problems to do with sex and relationships e.g. sexual bullying).

- The young people will help design the research materials (e.g. what questions to ask young people and teachers), give advice on how to find young people to take part in the research and share ideas on how we can make the research enjoyable and beneficial for young people.
- The personal benefits of the young people's participation would be a £20 Amazon voucher if they were able to take part in all three of the advisory group meetings that we are planning (the first of which will be held in the next two to three weeks, with further meetings in January and April).
- Their assistance will enable us to ensure that the research is informed by young people's voices and concerns. The wider research has the potential to benefit other young people and society by providing information that could be used to improve Sex and Relationships Education, to lobby for statutory Sex and Relationships Education, and to make it easier for young people to talk to school staff if they have questions about sex and relationships or are experiencing problems relating to sex and relationships.
- For the first meeting, if you are based in or near Leeds, we can come out to meet young people in their group setting. We are looking for the first meeting to take place within the next two to three weeks. The venue for subsequent meetings is still to be decided, but is likely to be in or close to central Leeds (and there will be the opportunity to meet other young people at these meetings). We can cover the young people's travel costs for the meetings (within reason).

If anyone aged 14-16 would like to help design this project, please contact the project administrator, Cat Brooke at c.brooke@leedsbeckett.ac.uk to arrange a time, day and venue for the first meeting.

Contact Details

Involvement Team

0113 2208 551
Ichmembership@nhs.net

Charity and Community Engagement

Sibbat Noor, 0113 2208596
Ichcharity@nhs.net

Manager: Em Campbell

0113 8431204
em.campbell@nhs.net

Website: www.leedscommunityhealthcare.nhs.uk

Facebook:

facebook.com/LeedsCommunityHealthcare

Twitter: @Ich_engage **#activeandinvolved**

