

Communications, engagement and equality and diversity

Quarterly review

January – March 2017





1 Introduction

Welcome to the latest quarterly update giving you a quick snapshot of our communications, engagement and equality and diversity activity. We hope you find the review useful, if you feel we need to include anything else please do let us know: commsleedswestccg@nhs.net.

In our previous update we provided you with an overview of our work in the Armley area to develop our new models of care programme. People in Armley have been sharing their views about health and social care services in their area.

The engagement has been led by Leeds Involving People (LIP) with additional focus groups carried out by Voluntary Action Leeds. In total they have spoken to 1,076 people between January and March 2017. The findings will help shape how we develop new models of care to meet the needs of people in Armley, as well as how we can integrate the different services to provide a more 'joined-up approach' to improving people's overall health and wellbeing.

The CCG's childhood asthma project came to a close at the end of March. Prior to the close of the project we developed two additional animations to encourage children to use their preventer inhalers regularly and to ensure they have their emergency inhaler with them at all times. The animations can be viewed here: www.leedswestccg.nhs.uk/health/campaigns/dont-forget-asthma-inhaler-summer-holidays-never-know-youll-need/

We continued to promote our campaign to reduce the number of people that do not attend their GP appointments and fail to cancel them when they no longer need them. To do this we took to the streets of Leeds to find out what things local people are most likely to forget. The top five included birthdays, pens and GP appointments.

From this research we created large cut outs of items such as birthday cakes and pencils and placed them in well known locations in Leeds. This included the Corn Exchange, Leeds Bus Station and Kirkstall Abbey. The images were shared on social media and we invited people to tell us any funny instances where they'd forgotten something.

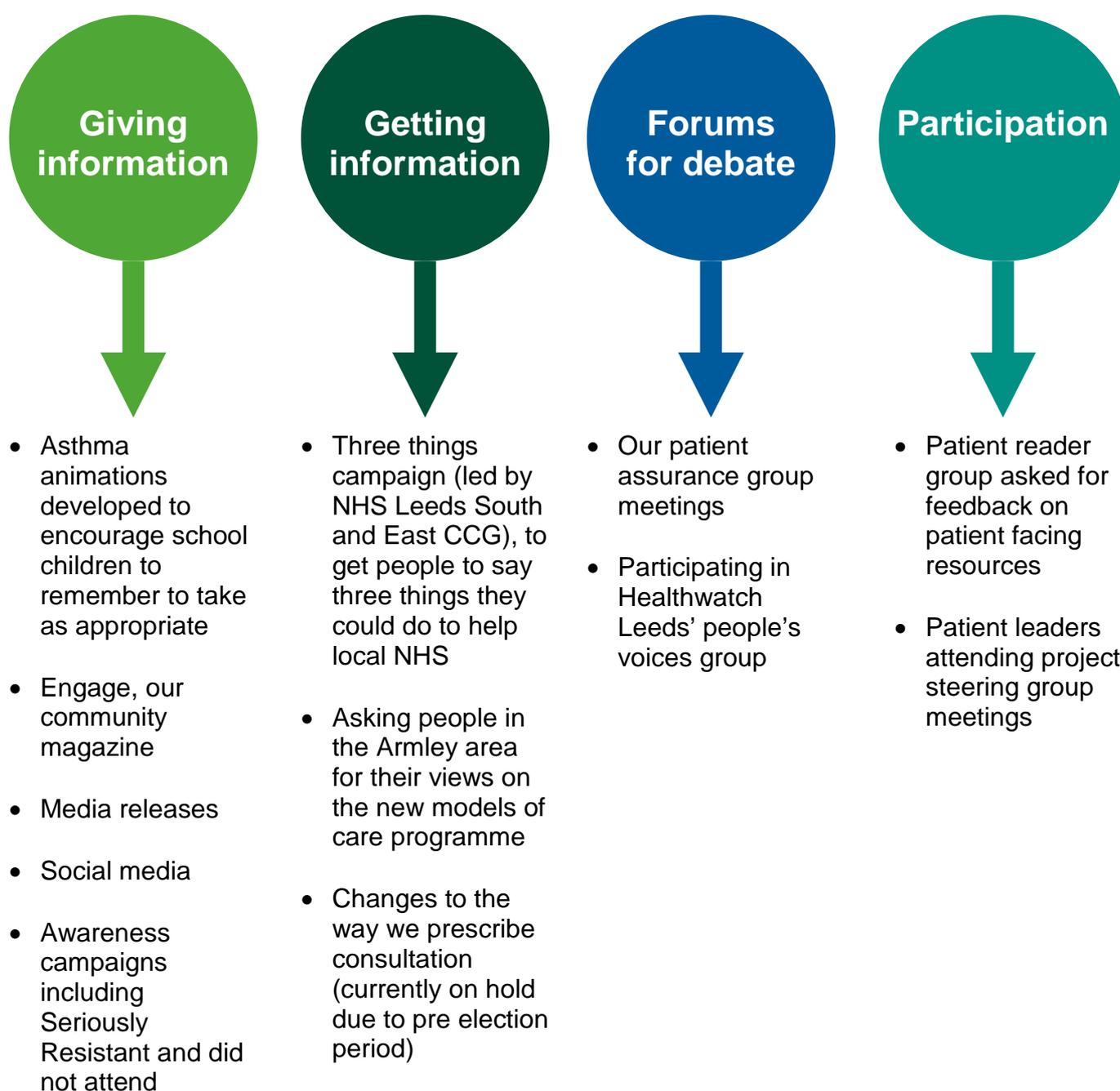
One of the ways people can make and cancel appointments is by using online services that are available from GP practice websites. We've been encouraging people to make use of GP online services using resources developed by NHS England. We have supplied all practices with comprehensive folders full of information and posters to display in order to promote this to patients in surgeries

At the time of writing we had entered the pre election period which means that we have to reduce our external facing activity including proactive campaigns and consultations/engagement. This means that one of our current consultations around prescribing changes we are proposing to make is on hold until after the general election on 8 June.

2 Highlights of the month

Throughout our quarterly review you will find in-depth information about some of our key activities as well as an overview of some of our work. This page demonstrates just some of the ways we have used something called the 'involvement continuum' to show how we have worked with patients and the wider public in different ways. We know that not everyone can take part in all four elements of the 'involvement continuum' due to other commitments so it is important we can keep people involved/informed of our work using as many different opportunities as possible. Find out more about the 'involvement continuum'

www.healthknowledge.org.uk/public-health-textbook/organisation-management/5d-theory-process-strategy-development/public-carer-consultation





3 Media

Total mentions:

19

Favourability:

positive

7

neutral

0

negative

4

Total number of reactive media enquiries:

7

How many enquiries have been responded to on time:

7

A selection of this quarter's media stories:

We have received **positive coverage** for the following:

- Cancer care review nurse appointed for pilot scheme
- Top tips to get the new year off to a healthy start
- Telehealth pilot helps care home residents

We have received **negative coverage** for the following:

- Proposals for gluten free prescribing spark row
- IVF postcode lottery getting worse

Parliamentary queries we've received this quarter:

6

Parliamentary queries requiring a response:

4



4 Campaigns

As part of our efforts to help local people take greater control of their health we have supported or led on a number of health promotion/awareness campaigns. These featured a mix of CCG campaigns covering our area, and supporting Leeds City Council or our partner CCGs on citywide campaigns, as well as taking part in national awareness initiatives.

CCG campaigns

- Two new animations were developed to raise awareness of asthma and the importance of children using their inhalers as prescribed
- We ran a social media promotion for our did not attend (DNA) campaign to remind people to attend or cancel GP appointments if they no longer need them
- Linked to our DNA campaign we ran a survey that shows GP appointments amongst things Leeds folk likely to forget - keys, birthdays and GP appointments make the top five list of things likely to be forgotten by people in Leeds
- Macmillan care nurse to support Leeds patients in trial project - a new project has begun that will offer 200 Aireborough patients an opportunity to access support through a cancer care review nurse following funding from Macmillan
- Leeds care home benefits from telehealth technology pilot - residents at a Leeds care home are benefitting from a pilot scheme, funded by NHS England as part of the West Yorkshire and Harrogate Acceleration Zone, allowing health and care staff to remotely monitor their health
- GP online services – this allows Leeds residents to book and cancel their GP appointments, order repeat prescriptions, and access parts of their GP record online. It's quick, easy and all information is secure
- Make a pledge to get fit this year – in lead up to National Obesity Awareness Week (9 – 15 January), we encouraged people in Leeds to take the 'How Are You' quiz to check out their lifestyle, and see how they could make simple changes which could make a big difference to their health
- Time to Talk Day (2 February) - Jonny Benjamin, an award-winning mental health campaigner who has received an MBE for his services to mental health and suicide prevention, encouraged people in Leeds to start a conversation about mental health on Time to Talk Day which took place on Thursday 2 February
- World Cancer Day (4 February) – on World Cancer Day, Leeds residents were being urged to take up their NHS cancer screening
- World Bipolar Day (30 March) - Leeds resident Beverley Thornton, who has had bipolar disorder for 31 years, asked Leeds residents to join her in ending stigma around bipolar disorder in the lead up to World Bipolar Day on Thursday 30 March



5 Social media

We use social media to keep people informed of the work we do as well as letting our followers know about other local and national events, campaigns or opportunities that may interest them.

Our social media accounts are a key part of our engagement work and we look to start conversations with members of the public, staff and partners. Equally important is the opportunity to listen to and respond to any concerns or issues including signposting to appropriate support services if required, such as PALS.



**Twitter
followers:**

5302

**Last quarter's
followers:**

5070



**Facebook
likes:**

312

**Last quarter's
likes:**

219

Selection of patient experience posts (from Twitter):

A very emotional documentary by [@DerekTheWeather](#) on [#sepsis](#) - [#sepsis](#) can hapen to anyone pls know the symptoms & seek medical help urgently

Responses:

@[suppressed] Sorry to be thick, is it a form of blood poisoning please?

Our response .[@\[suppressed\]](#) Hi yes [#sepsis](#) is also known as septicaemia or blood poisoning - for further info on [#sepsis](#) pls visit <http://www.nhs.uk/Conditions/Blood-poisoning/Pages/Introduction.aspx> ...

@[suppressed] Thank you.

Our response happy to help

@[suppressed] We lost my young cousin to sepsis, please be aware of the symptoms.

@[suppressed] My mum hid her pain cause she didn't want to "make a fuss". GP made a home visit and didn't spot it. She died the next day.

Our response Sorry to hear about your mum. We're trying to raise awareness of [#sepsis](#) not only w/ members of public but also health professionals

@[suppressed] Yes my experience showed that more education of health professionals, especially GPs, is definitely needed.

@[suppressed] that's assuming you get through triage

@[suppressed] Luckily my good friend just survived this, but only just. More awareness could have meant he didn't suffer so much. Beware

Our response Agree, we need raise awareness of [#sepsis](#) w/ colleagues at work, friends and family

Most successful tweets:

The Sepsis Game. Spot it, treat it, beat it. Educational and fun [@UKSepsisTrust](#). Play/share with friends/colleagues <http://s15927110.onlinehome-server.info/Development/SepsisGameGeneral/focus-game-admin-SepsisGameGeneral/iPad/index.html> ...



Excellent posters and leaflets [@telfordccg](#) on your rights & responsibilities under NHS constitution available here: <http://www.telfordccg.nhs.uk/news/195-your-rights-and-responsibilities> ...

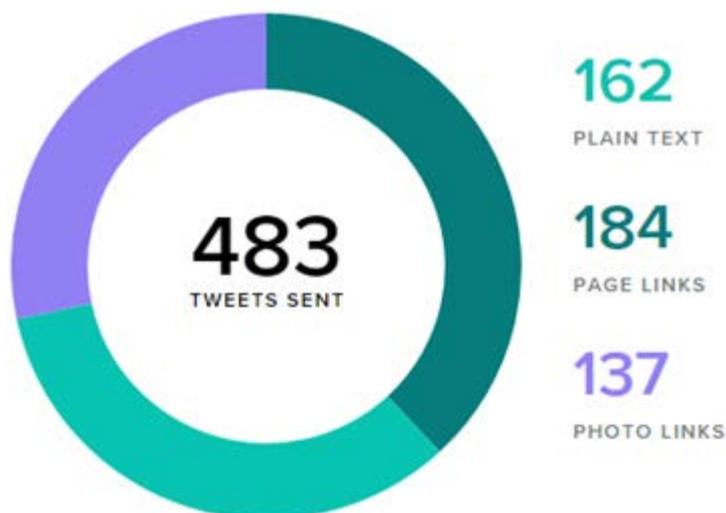
You & Your NHS: Your Responsibilities

- Treat NHS staff and other patients with respect
- Provide accurate information about yourself
- Keep appointments
- Follow prescribed course of treatment
- Participate in health programmes such as screening and vaccination
- Ensure those closest to you are aware of your wishes about organ donation
- Give feedback, both good and bad





Additional Twitter statistics



Total engagements:

 **10,076**
Total Engagements

This is the number of times a user interacted with a tweet. This includes retweets, replies, follows, likes, links, hashtags and embedded media. **This is a decrease on the previous quarter which was 20,402.**

Posts and conversations:

The number of messages we received decreased by 26.1%, in comparison to last quarter's.

Audience engagement:

The number of engagements decreased by 50.4%, in comparison to last quarter's where the number of engagements had increased by 68.8%.



6 Website

The statistics for this quarter continue to show a steady rise in the number of unique visitors accessing the site (www.leedswestccg.nhs.uk) and an increase in the number of people accessing the site through Safari which is the main operating system for Apple devices – iPhones and iPads. This shows the importance of ensuring the site uses the latest responsive design technology.

Unique
page visits:

13,658

Top three
operating
systems
used to
access site:

Chrome

Safari

Internet
explorer

Top three
pages:

1
Minor
injury

2
About
us

3
Contact
us

Top three
searches:

1
Leeds West
CCG

2
Leeds west
CCG board

3
Leeds
CCG



7 Films

We are always looking to expand the range of films we produce so that they feature a mix of patient information messages. Additionally, we are using films to accompany any engagement activity so that people understand more about why they are being asked for their views, and patients' stories so that we can capture the experiences of local patients who have used any of our commissioned services.

All our films, where people have given permission to share, can be accessed on YouTube:

www.youtube.com/nhsleedswestccg

Number of new films:



Total viewing totals for films:



Most watched films this quarter:

1. Patient story for Governing Body **not available publicly (83 views)
2. How medication reviews help patients like Doris (73 views)
3. An introduction to the Patient Empowerment Project (55 views)



8 Engagement

**Number
of live
engagements
/consultations:**

1

**Number
of individuals
attending
our events:**

113

**Number
of individuals
signed up
to network:**

491

**Number of
community and
voluntary sector
organisations
signed up to our
network:**

226

**Number of
patient
champions:**

44

**Projects
patient
champions
involved in:**

16



Patient Assurance Group (PAG)

The PAG meets monthly and in the last quarter its membership has grown to **13 (+1)**. Our group represents **eight** GP practices in west Leeds as well as Healthwatch Leeds and Hospital Alert. Over the last three months **six** main agenda items have been discussed over two meetings. A third meeting in March was due to be held but was cancelled due to not being quorum.

Proposed closure of Holt Park - having been consulted on this proposal previously, the PAG received an update from the practice manager of Abbey Grange medical practice, and Kirsty Turner, associate director of primary care for NHS Leeds West CCG. PAG members were informed of the processes involved in consulting with the patients affected by the proposed closure.

Chronic pain - one of the PAG members brought up this subject as they were concerned about receiving an update in October 2016 on a chronic pain engagement that had taken place in 2014. He was concerned with the quality of the update and felt it was missing a lot of feedback and felt more of a financial report. From this discussion, the action log used by the PAG was updated to outline any project updates when made available and ensure that updates were pursued when necessary.

New Models of Care - Dr Chris Mills, clinical lead on primary care transformation, delivered a presentation to the PAG members on 'New Models of Care' (NMoC). The discussion was used to understand NMoC and to develop and share ideas for NMoC to discuss how they should continue to be developed.

Sustainability and Transformation Plan (STP) - Angie Pullen gave a presentation explaining what was known about the STP, how it is structured and what it aims to do.

Stroke engagement - PAG members were informed about the stroke engagement that Healthwatch were leading on behalf of the West Yorkshire and Harrogate STP. Members were informed how we are sharing the survey where appropriate. PAG members have asked to see the report once it is completed.

Changing the way we prescribe in Leeds engagement - PAG members were invited to attend NHS Leeds North CCG's PAG where the engagement plan for the proposed changes to prescribing engagement was being discussed. The engagement looks at proposed changes to gluten-free foods, branded medicines and over-the-counter medicines. All PAG members were briefed and given the opportunity to contribute. Following the NHS Leeds North CCG PAG, our PAG members have been provided with regular updates to keep them informed of progress.

PAG Recruitment and Citywide PAG - there have been ongoing attempts to recruit new members to the PAG. This includes using patient champion training and communications (such as the electronic newsletter E-Ngage) to raise awareness of the PAG and how people could be involved. As there is a move towards developing a citywide PAG, recruitment to local PAGs have now been put on hold whilst the development of the citywide PAG is completed.



Community involvement network

We now have **491** members on our patient, carer and public network - an increase of **12,324** of network members are 'Engage only', this means that they are signed up to the network but only receive the Engage magazine and E-Engage newsletter. We currently have **226** members of our voluntary, community and faith sector network - (no change). Once updating records is complete, we can focus on building network memberships with both individual members of the public and voluntary, community and faith sector (VCF) organisations.

Using the database we have been able to send out information on behalf of VCF organisations to update members on topics and events. We sent out our March edition of the Engage magazine to all our members. We have now developed an electronic newsletter, E-Engage, that is distributed once a month and pulls together any interesting stories, opportunities or updates from across the city. It goes out to all the Leeds CCGs network members.

The central network is close to being finalised. The data maintenance team are in the final stages of pulling the three local networks into the central database. Currently, the central database is at **1818** members. Most of these members are new, pulling together memberships from data collection from the past couple of years, including 'three things' and 'Leeds Rhinos' engagement events run by NHS Leeds North CCG. A joint memorandum of understanding and guidance has been produced so the network can be used effectively. The memorandum of understanding has been agreed by the three CCGs and the guidance that has been created will be shared shortly.

We have been able to raise awareness of citywide surveys and workshops, including:

- Patient champion training sessions
- Peer support sessions
- PAG
- Stroke survey
- Changing the way we prescribe in Leeds
- Engagement events hosted by partners in the engagement hub; NHS Leeds North CCG, NHS Leeds South and East CCG, Leeds and York Partnership NHS Foundation Trust (LYPFT) and Leeds Teaching Hospitals NHS Trust (LTHT)
- Event opportunities
- Charity initiatives

Patient Reader Group

We've worked with our reader group to seek guidance on patient information including:

- Leeds Teaching Hospitals NHS Trust outpatient letter
- Bariatric pathway information
- Cancer care review survey
- Patient reader group guidance

Engage magazine

In March we produced our ninth edition of our quarterly magazine, Engage. The magazine featured three articles written by local people and organisations.

A printed copy has been posted to all our network members. You can read the latest Engage magazine on our website here: www.leedswestccg.nhs.uk/engage



Patient champions

We want to involve our patients throughout the commissioning process. In order to do this we recruit patient champions to our commissioning steering groups who provide an objective viewpoint. These volunteers make sure that we engage in the right ways and with the right people and help ensure that feedback is used at each stage of the commissioning process. More information is available on our patient champion page here:

www.leedswestccg.nhs.uk/get-involved/how/patient-champion-programme/

The success of the programme depends on the level of support given to our volunteers. Given the popularity of the programme we have had to restrict the number of patient champions being recruited to new projects. However, we have now opened up the peer support and training to people from across the city.

a) Involvement in steering groups

We currently have **44 (+10)** patient champions on the programme, **12 (+2)** of whom are actively involved in **12 (-1)** different projects

- Patient empowerment project – one patient champion
- Chronic pain service redesign – two patient champions
- Childhood obesity project – one patient champion
- Right care project – two patient champions
- Breast diagnostics – one patient champion
- Care homes – one patient champion
- Community gynaecology – two patient champions
- Supported self-management – one patient champion
- Primary care – one patient champion
- ACE (accelerate, co-ordinate, evaluate) cancer programme – two patient champions
- Wound management – one patient champion
- Community beds – two patient champions

In previous updates we have reported on the number of meetings attended by our patient champion volunteers. Due to capacity issue we have been unable to gather this information during this quarter.

b) Peer support meetings

Over the last three months we have continued to hold our peer support meetings for our patient champions. This meeting gives our patient champions an opportunity to share ideas and best practice. We held **three** meetings this quarter attended by a total of **40 (+22)** patient champions and **two** staff. You can read the notes from our meetings here: www.leedswestccg.nhs.uk/get-involved/how/patient-champion-programme/patient-champion-support/

Themes at the peer support group included:

- The development of a citywide PAG
- Developing meaningful GP patient participation groups (PPGs)
- Supporting sharing best practice between patient champions
- Supporting PPGs to develop peer support groups
- Developing a consistent approach to patient assurance
- Communicating change with the wider public



c) Patient champion training

In the last three months we had **seven (+3)** patient champions training sessions. **48 (+35)** patients and **eight** staff have attended our training between January and March 2017:

- 'Being an effective patient champion' – **9** patients and **3** staff (3 cancelled. 2 DNA)
- 'Mental Health – Anti-stigma' – **cancelled due to low numbers**
- 'Co-production' – **8** patients and **3** staff (1 cancelled. 1 DNA)
- 'PPGs'. **12** patients (**3** cancelled. 1 DNA)
- 'Knowing your community' – **7** patients and **1** staff (2 cancelled. 1 DNA)
- 'Introducing the NHS' **cancelled due to low numbers**
- 'Social media – Theory'. **5** patients and **1** staff (4 cancelled)
- 'Social Media – Practical'. **3** patients and **2** staff (3 cancelled)
- 'Leeds Hospital – Structure and Governance' – **6** patients. (6 cancelled. 3 DNA)

You can read evaluations of the sessions here: www.leedswestccg.nhs.uk/get-involved/how/patient-champion-programme/patient-champion-training/

The training is available to patient champions and staff across the city:

- Attendees from the NHS Leeds West CCG area 15
- Attendees from the NHS Leeds North CCG area 11
- Attendees from the NHS South and East CCG area 18
- No information 4
- Staff 8

192 patients and staff have now attended training sessions and **100%** have said they would recommend the training to other patients.

At the end of December we released our **latest training calendar** which can be viewed here: www.leedswestccg.nhs.uk/get-involved/how/patient-champion/patient-champion-training/. Our training is now delivered by NHS organisations across the city and this year features five new training sessions.

d) Representation at other events and activities

Over the last three months **0 (-5)** patient champions have represented the CCGs in Leeds at events/activities:

e) Learning lunch

No learning lunch has been delivered in this quarter.

Supporting our patient participation groups

The engagement team is keen to improve links between GP practice patient participation groups (PPGs) and the PAG. We have committed to attend one PPG meeting at each of our member practices each year. Over the last three months we have attended **8 (+2)** PPG meetings.

- Abbey Medical Practice
- Armley Medical Practice
- Fountain Medical Centre
- Manor Park (x2)
- Morley Health Centre
- Winsor House
- Rutland Lodge



Ongoing commissioning support

- a. We are developing an engagement plan for the **gynaecology review** and have recruited two patient champions for this project.
- b. We are developing an engagement plan for the **Leeds ACE** (Accelerate, Coordinate and Evaluate) non-specific symptoms pathway. We have recruited two patient champions for this project.
- c. We have developed an engagement plan for the '**Changing the way we prescribe in Leeds**' proposal. This has been taken to the PAGs in Leeds and the formal engagement started on 1 March. It will continue for three months; the pause taking place during the pre-election period means the engagement will be extended until the end of June.

We continue to **support the following projects** through engagement support and/or supervision of patient champions:

- Childhood obesity
- Chronic pain
- Patient Empowerment Project
- Right care project
- Breast diagnostics
- Childhood asthma project
- Care homes project
- Supported self-management project
- COPD
- Primary care transformation project
- Wound care management project
- Community gynaecology
- ACE
- Community Beds

Citywide working

As we start to work closer together we will share some examples of how we are working more closely with our colleagues at the other CCGs.

- Worked with our colleagues at the other CCGs and providers to develop a citywide 'Engagement Hub' including training and peer support
- Shared PPG tools with our colleagues at the other CCGs
- Work with the other CCGs to develop a citywide engagement planning tool.
- Started developing a citywide strategy for working with PPGs

Future work

Over the next few months our team will be working on the projects outlined below.

a. Patient Assurance Group (PAG)

- Members will be consulted in developing a citywide, joint assurance process. There are plans to develop a focus group in the coming months to involve current PAG members help cultivate what citywide assurance might look like. They will be consulted on documentation (such as Terms of Reference) for a citywide PAG.

b. Patient champion programme

- Recruit patient champions to essential commissioning projects
- Continue to provide peer supervision meeting for patient champions
- Continue to administrate, develop and deliver the 10 patient champion training sessions



We are working with Leeds Teaching Hospitals NHS Trust (LTHT) to develop a joint approach to patient champions and volunteering. Over the next three months this will involve:

- Developing a partnership agreement
- Developing a joint set of principles for engagement work

c. Commissioning support

Over the next three months we will continue to support our commissioning team. This will involve recruiting patient champions to key steering groups. We will also continue to support individual projects to develop engagement plans, carry out engagement activities and write engagement reports.

- Continue to provide engagement support and advice to commissioning projects
- Produce an update for the ophthalmology engagement
- Continue to provide support and advice to primary care colleagues on the Accessible Information Standard
- Deliver an engagement learning lunch for staff

d. Volunteer away day

Following the successful citywide volunteer away day we will be planning a similar event for 2017.

e. Supporting our PPGs

There will be some significant changes to primary care over the next year. We will support these changes by organising patient participation group (PPG) events so that we can empower patients to get more involved in the transformation of primary care. We will also support member practices and their PPGs explore the federated model.

- Continue to develop the engagement plan for engagement in primary care based on feedback from PAG members.
- Support the development of the federated PPGs.
- Look at developing a citywide PPG leaflet that practices can use to promote their PPG.
- Continue to attend PPGs to support them develop meaningful engagement.
- Condense our patient champion training and deliver this at PPG groups.
- Develop an 'easy read' set of ground rules that can be made available to all PPGs.
- Support PPGs in Leeds to promote 'PPG awareness week in June'

f. Developing the patient and carer network

- Merge the three existing community networks into one central, citywide network.
- Roll out the memorandum of understanding and network guidance to all relevant staff.
- Continue to encourage patients and members of the public to join up to central network members to continue to expand the membership and increase involvement and participation.
- Encourage all PPG members to be members on network.
- Continue to send out the E-Engage newsletter and encourage contributions from network members, the voluntary sector and engagement hub partners.
- Continue to raise awareness of the network and positive work it can do.



9 Communications team email

Total number of emails:

1043

Total number requiring action:

124

10 Internal communications

Total number of e-bulletins:

13

Average number of unique opens:

97

Total number of extranet users

568

Top three most visited sections:

HR
Corporate Policies



11 Coming up in the next quarter

In the next quarter, we'll be working with a range of community groups to develop resources that will help spread our message around antibiotics awareness. After the General Election, we'll be restarting our engagement around our proposals to change the way prescribe certain medications. Finally we'll be asking people to share the three things they can do to help their local NHS.



1

Seriously resistant

We're pleased that our 'seriously resistant' antibiotic awareness campaign has been shortlisted for the Antibiotic Guardians Award. Over the coming months we'll be working with a number of community groups to co-produce resources that are appropriate for the target audiences. We'll also be working with colleagues regionally to share resources so that others can use the materials to promote the key messages.



2

Changes to the way we prescribe

Due to the pre election period we've had to pause our consultation on our proposals to make changes to the way we prescribe medicines for certain conditions including gluten free food. Our engagement to date has received well over 2,000 responses and we hope to continue our efforts to hear the views of all our diverse communities. We'll also look to guidance being drawn up by NHS England.



3

Three things

We'll be helping to bring NHS Leeds South and East CCG's three things campaign to the rest of the city. The campaign asks local people what three things they could do to help their local NHS. So far people have spoken about a number of things including how they could ensure they attend their appointments, take their medication as required and only use accident and emergency if appropriate .



12 Equality and Diversity

Our new approach to the NHS Equality Delivery System engagement and assessment of grades

During January we reviewed and refreshed the evidence for the NHS Equality Delivery System (EDS) Goal Three “Empowered, engaged and well-supported staff” and Goal Four “Inclusive Leadership at all Levels”. The third EDS Engagement/Assessment Workshop 2016/17 for Goal Three and Four was held on 27 February.

The workshop, attended by representatives from all six NHS organisations, in addition to the Chief Executive Officer of Voluntary Action Leeds and Leeds Involving People, Healthwatch Leeds, Forum Central and Leeds City Council, was once again very successful; with a number of key areas for improvement being identified for future workshops. The equality leads, together with colleagues from each of the six NHS organisations and “trusted partners” will continue to work in partnership with the aim of improving performance in.

In addition we also gave staff the opportunity to get involved in the assessment process. We held an engagement workshop on 9 February, where members of staff who attended were able to discuss the evidence we have for Goal Three and Four. They had the opportunity to share their experiences in respect of the outcomes and highlight any potential areas for improvement.

Work is currently underway to revise and refresh our evidence for Goal One “Better health outcomes for all” for our 2017/18 assessment. The workshop for Goal One is planned for June 2017.

Equality Impact Assessment and engagement plan and update templates

Working across all three Leeds CCGs we have finalised the equality analysis and engagement plan template and developed a draft assessment of equality impact and engagement update template.

Patient leader training

We reviewed and revised our training session “Knowing your communities” for our patient leader programme. The aim of the training is to help patient champions promote the voice of our diverse communities and seldom heard groups.

A training session, which was well attended, was delivered on 30 January. Training sessions will continue to run throughout 2017.

Any qualified provider (AQP) assessments

During February assessments were carried out on all the tender submissions for dermatology and BCC (skin tumour) services.

Patient Insight Working Group

Our equality lead continues to be an active member of the Patient Insight Working Group to ensure that improvements are made on the collection and analysis of equality monitoring data in relation to patient experience.



Leeds CCGs equality and diversity steering group

The Leeds CCGs equality and diversity steering group meetings continue to be held bi-monthly. They provide the opportunity for all members to share their current knowledge of the equality agenda; discuss ideas for sharing good practice; consider future development opportunities and potential challenges within each CCG in relation to the equality agenda.

Ongoing support, advice and assistance is provided to our equality and diversity champions by our equality lead with the aim of further embedding equality across our organisation.

Key discussions and areas of work continue to include; the integration of the Equality Impact Assessment template within the engagement planning template and engagement update template; references to equality monitoring within provider contracts; and Leeds CCGs equality objectives 2017 to 2021.

NHS Leeds Equality Leads Forum

As members of the Leeds NHS Equality Forum, we continue to work in partnership with all NHS organisations in Leeds. We work to ensure that there is a joined up approach to addressing inequalities experienced by some of our diverse communities in relation to health outcomes and access to, and experience of healthcare

The main focus of the Leeds NHS Equality Leads Forum during January and February was the planning and hosting of the engagement and assessment workshop for Goal Three and Four of the NHS EDS.

Leeds Equality Network

Our equality lead continues to chair and work with members of the Leeds Equality Network, which brings together public sector organisations across Leeds and third sector partners.

Leeds Equality Network members continue to organise attendance at the Leeds Migrant Community Network (MCN) meetings. Other key topics/areas of work include; the Compact for Leeds; PATH and apprenticeships; staff networks; LGBT mapping exercise that has taken place in Leeds; and co-ordinating and sharing key events and dates across all organisations.

Regional Equality Leads Network

We continue to be a member of the Yorkshire and Humber Regional Equality Leads Network

Key areas of work currently include: Community Languages Information Standard; the NHS Workforce Disability Equality Standard; planning for the workforce equality showcase event; gender pay gap reporting; Accessible Information Standard; reducing bullying and harassment in the workplace; employing people with learning disabilities; and the national equality and diversity e-learning training.

Accessible Information Standard

The Leeds cross CCG Accessible Information Standard (AIS) group continues to meet bi-monthly to ensure that we have a consistent approach to the implementation of the standard across all GP practices and all commissioned healthcare in Leeds.

Membership of the group includes representatives from all primary care teams, contract managers and quality managers.

A good practice checklist for the AIS has been developed and incorporated within the annual performance reports the NHS provider trusts submit each year to the CCGs. Once a process is agreed, the checklist will be circulated to all GP practices and other commissioned healthcare for completion.

Communications, engagement and equality and diversity

Quarterly review

This leaflet can be made available in other formats,
including large print, audio or other languages.

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