

Involving the people of Leeds in the Covid-19 response

#TeamLeeds

One year on - April 2021

Since the start of the Covid-19 pandemic, the city of Leeds has been working together to support local people. Over the last year the NHS, Leeds City Council and voluntary sector have worked with local people to address the challenges of Covid-19, we call this approach #TeamLeeds.

Introduction to Covid-19

In December 2019 a new disease was identified in Wuhan, China. Within three months the disease had spread across the world and impacted on the lives of every person on the planet.

Here in Leeds, public and voluntary health and social care services have been working together to understand how the pandemic is affecting our residents. We have been listening to people's feedback and working as one health and care system to help and support local people.

This document outlines some of the things people in Leeds have told us since the start of the pandemic and how we have responded.

Covid-19 stats (21 April 2021)

143,887,883

global cases to date

3,062,658

global deaths to date



In Leeds

62,387
cases

1,692
deaths

Over 5,000

people with Covid-19 admitted to Leeds hospitals since the beginning of the pandemic

On 22 April 2021, there were 27 Covid-19 patients in Leeds hospitals, with 3 in critical care - the lowest number for six months.

Leeds population stats

Cancer deaths account for 30% of the life expectancy gap between Leeds and the rest of the country

104

different languages spoken

169

nationalities living in Leeds

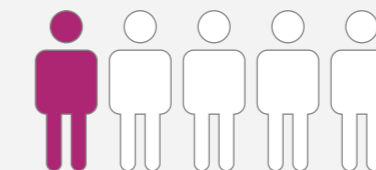
18%

of the population are from an ethnic minority background

106,000

people experience anxiety and depression

1 in 5 children live in poverty



Total estimated population
866,000

26%

of people living in Leeds live in the 10% most deprived areas in the country



How we've been listening to you

#TeamLeeds

Over the last year we have given local people opportunities to share how their lives have been impacted by the virus.

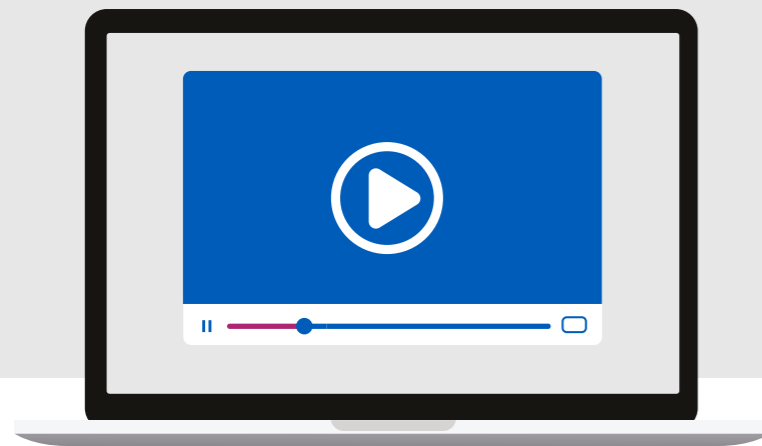
We have been using this information about people's needs, preferences and experiences to shape our response to the pandemic.

We'd like to share with you some of the ways we've been listening to people over the last 12 months.

Forum Central

Forum Central's 'Moving Together Leeds' film:

<https://www.youtube.com/watch?v=M-iEwiqOShE>



Healthwatch

The Healthwatch Leeds weekly check-ins have given people in Leeds an opportunity to share their views on a number of Covid-19-related topics:

<https://healthwatchleeds.co.uk/our-work/weekly-check-ins/>

Leeds Voices

The Leeds Voices winter preparation work has looked at the impact of Covid-19 on a number of diverse communities in Leeds:

<https://www.leedscg.nhs.uk/get-involved/your-views/preparing-for-winter/>

Communities of Interest

The Leeds Communities of Interest Forum meets regularly to hear the voice of people in Leeds:

<https://forumcentral.org.uk/communities-of-interest/>

Leeds People's Voices Group

The Leeds People's Voices Group (PVG) has carried out work to understand the barriers for people who are digitally excluded:

<https://healthwatchleeds.co.uk/covid-19/2020/digitising-leeds/>

Vaccine Feedback

#TeamLeeds is working together to hear and respond to your feedback about the vaccine programme:

<https://www.leedscg.nhs.uk/get-involved/your-views/vaccination-experiences-2021/>

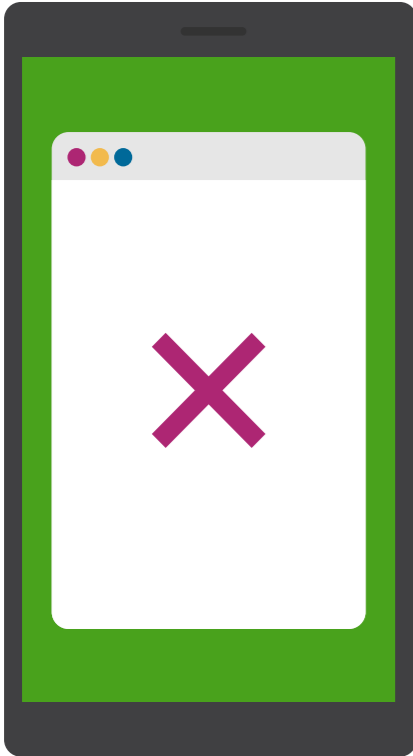
West Yorkshire

We have worked with our colleagues across West Yorkshire to understand the impact of Covid-19 across our region

www.wyhpartnership.co.uk/application/files/8715/9619/1148/Coronavirus_engagement_report_August_2020.PDF

People told us that... 'not everyone can access support and information online' #digitalinclusion

The pandemic has made it more difficult for people who are offline to get the support they need. We want to show you how we are working together to make health and care services in Leeds more accessible to people who can't use or don't have access to technology.



Digital Inclusion



90,000

Leeds residents are offline or lacking in basic digital skills
(100% Digital Leeds)



35%

People with a disability are 35% less likely to have essential digital skills
(NHS England)



47%

47% of those offline are from low income families
Source: Lloyds Bank UK Consumer Digital Index 2019

Tablet Lending Scheme



Together we have funded a project called 100% Digital Leeds. We have trained care home staff to become digital champions. Using our tablet lending scheme, care home staff have supported residents to embrace digital technology and stay in touch with relatives during the pandemic.

"The residents love seeing their families and friends over the video calls, with tears of happiness and often blowing kisses and hugging the iPad for a virtual hug"
Care home worker

leedsdigitalinclusion.wordpress.com/our-work/case-studies/supporting-care-

Learning Disability Video



During the pandemic, learning disability and autism services from across Leeds have joined together to promote digital inclusion. They have released a new video showcasing the opportunities for people to interact online in all sorts of creative ways.

www.youtube.com/watch?v=oa100E1sKZ8

Social Support



GP services in Leeds are using social prescribing to support isolated people to access support online.

"I have really appreciated all of the support Grace and Bex have been able to offer me as I don't have many friends. Getting help to access the internet and lend an iPad has been so amazing. I can now access the groups and also the online council services that before I had to call up and wait for"
Linking Leeds Service user

www.commlinks.co.uk/?service=linking-leeds

Tablet Lending Scheme



Leeds Hospital have launched their 'Talking to Loved Ones' project which distributed iPads to hospital wards so that family could stay in touch while in hospital.

"...mum and dad are self-isolating and the baby is only three weeks old! It made mum and dad's day, he's been on the Paediatric Intensive Care Unit since just after birth so this was really special!"
Ward staff member

<https://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/>



People told us that... 'Information about Covid-19 is not always available in a format they can understand' #diversity

#TeamLeeds

People need to get information in the format they need to make healthy choices about Covid-19. We want to show you how we are providing information to communities who use sign language and whose first language isn't English.

Non-English speakers in Leeds

4.5% 

of people in Leeds live in a household where nobody speaks English

1 in 3 

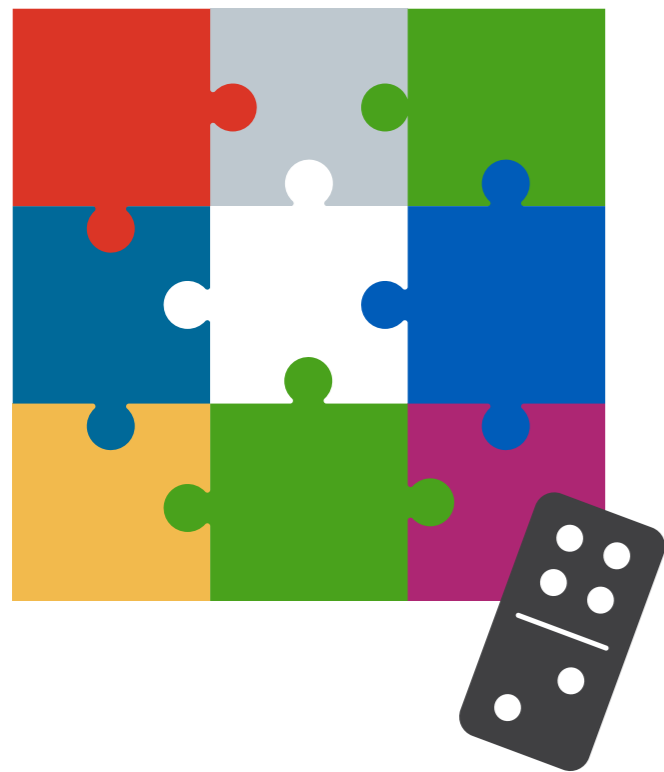
people who don't speak English well have poor health (compared to 1 in 10 people who speak good English)

104 

different languages spoken in Leeds

500 

people a year use British Sign Language services in Leeds GP practices



Translated Videos

The NHS, public health and the voluntary sector have come together to provide information about Covid-19 in a wide variety of different languages. We are really grateful to our health and care professionals who have recorded video messages in their own time to give people the information they need about Covid-19.

<https://www.leedscg.nhs.uk/health/coronavirus/coronavirus-advice-in-community-languages/>

Translated Information

We have translated key Covid-19 messages in the twelve priority languages in Leeds.

<https://www.leeds.gov.uk/coronavirus/messages-to-share>

Sign Language Video

The NHS in Leeds has produced a sign language video about the Covid-19 vaccination for people who are deaf or hard of hearing.

<https://www.youtube.com/watch?v=5p8wZETbtTw>

Deaf Awareness Video

Leeds Hospitals have worked with deaf and hard of hearing patients to produce a video for staff. The video raises awareness of the needs of deaf people so that staff can provide better care during the pandemic

<https://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/patient-experience/deaf-community/>

Online Events

We have held a series of public Facebook Live events where health experts and local religious leaders answer questions about Covid-19 and the vaccine.

www.yorkshireeveningpost.co.uk/health/coronavirus/qari-asim-mbe-to-hold-facebook-live-session-on-having-covid-19-vaccine-during-ramadan-with-experts-3177717



People told us that... 'it has been difficult to manage their mental health during the pandemic' #mentalhealth

If you're finding things hard emotionally right now, you're not alone. Taking care of your mind as well as your body is really important. You may feel worried or anxious about your finances, your health or those close to you. Perhaps you feel bored, frustrated or lonely. We want to show you how we are supporting people with their mental health at this difficult time.



Mental health in Leeds

4.5%



106,000 people who, every year in Leeds experience anxiety and depression

1 in 3



50,000 people in Leeds have moderate to severe mental health problems

40%



Up to 40% of GP work is associated with mental health

Social Support



GP services in Leeds are using social prescribing services to support people who are experiencing social isolation and suicidal thoughts during the pandemic.

"I was linked into the Armley Community Coffee Morning Group. It was nice to be able to pass on my experiences to someone else who is experiencing the same things as me. It was nice to know you are not alone."

Linking Leeds service user

www.commlinks.co.uk/?service=linking-leeds

Mental Health Courses



The Leeds Recovery College offers free courses that help people in Leeds stay mentally and physically well. During the pandemic, The mental health trust in Leeds adapted many of their courses to run online so that people can continue to get the support they need.

"Leeds Recovery College online proved that feeling supported and connected is what really matters, wherever that takes place"

Recovery college co-facilitator

www.leedsandyorkpft.nhs.uk/advice-support/leeds-recovery-college/

Letter to Secondary School Pupils

Young people in Leeds asked senior leaders in the city to write to all secondary school students about mental health. A letter went out to every pupil in February to say how proud the city is of how they have coped during the pandemic. The letter also included information on mental health services in the city.



People told us that... 'they have concerns about the safety of the Covid-19 vaccine' #covidvaccine

The vaccines approved for use in the UK have met strict standards of safety, quality and effectiveness set out by the independent Medicines and Healthcare products Regulatory Agency (MHRA). We want to show you how we are reassuring communities in Leeds that the Covid-19 vaccine is safe and is our best defence against Covid-19.

Covid-19 Vaccine

40,000

40,000 volunteers helped to test the Pfizer-BioNTech vaccine

Pfizer

For the Pfizer trial, participants included **9.6% Black**, **26.1% Hispanic or Latino** and **3.4% Asian**

O/AZ

For the Oxford/AstraZeneca vaccine **10.1% of trial recipients were Black** and **3.5% Asian**

Vaccine Information



Together we have developed a frequently asked questions (FAQ) document that answers all your questions about the vaccine.

<https://www.leedsccg.nhs.uk/health/coronavirus/covid-19-vaccine/frequently-asked-questions/>

Vaccine Video



We have worked with leaders from diverse communities to produce videos to reassure local people about the safety of the vaccine.

"When you use 2 white staff and they come into a black or Asian community to tell people it's fine to have the Covid-19 jab, the communities don't want to hear it"

Community member

www.youtube.com/watch?v=cR5OX4TxzY4

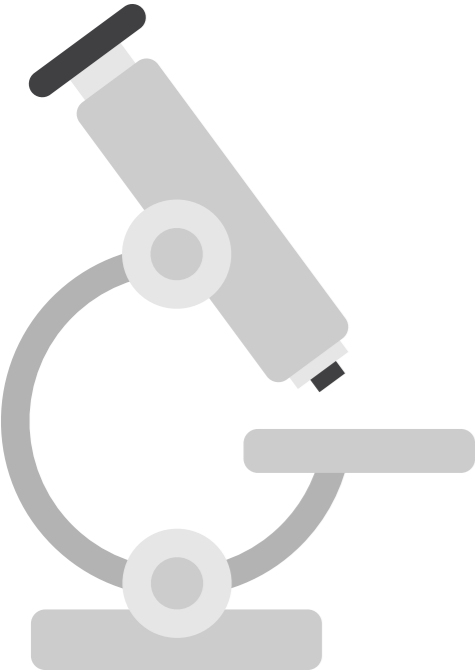
Vaccination Bus

The NHS, Leeds City Council and the voluntary sector are working together on the vaccination bus programme in Leeds. The bus visits diverse communities in Leeds so that local people can talk about any concerns and get their vaccine.

"I think I have been lucky to be close to this bus and have my first vaccine before I start full time work. Ten out of ten!"

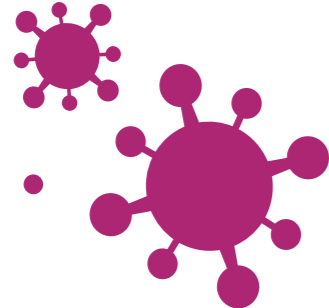
Community member, Chapeltown

southleedslife.com/covid-19-vaccine-team-get-locals-on-board-the-bus-in-beeston/



The COVID-19 vaccine has undergone rigorous tests, including clinical trials that are globally recognised as having the highest safety standards.

People told us that... 'they have felt very lonely during the pandemic' #socialisolation



Social Isolation

7/10



people have a friend who is lonely

92%



of us find it difficult to tell people that we feel lonely

Lonely people

are more likely to develop heart disease



20-30% increase



Preliminary studies suggest loneliness has increased between 20-30% since the start of the pandemic



Social Support Grants



We have funded a wide range of projects that are supporting people in Leeds through the pandemic

<https://forumcentral.org.uk/communities-of-interest/#outbreakgrants>



Over £250,000 in grants



Over 150 grants given out

Social Support



During the pandemic Leeds Involving People (LIP) have set up 'LIP Social' to support people who are socially isolated. LIP Social has enabled people across the city to share experiences and access additional support.

"I write to say how much I appreciate LIP support and the encouragement I have got from the Zoom meetings during lockdown"

Community member

www.facebook.com/LIP2020

Social Support



Leigh View Medical Practice Patient Participation Group (PPG) volunteers have been calling hundreds of isolated patients over the last year. They have given local people an opportunity to talk and practical support.

"I live on my own and have been quite lonely over the last year. I have really looked forward to my phonecalls from the volunteers at Leigh View."

Leigh View patient

<http://leighviewpatientsclub.co.uk/>

Shielding Support



We have worked together to support thousands of clinically extremely vulnerable people who have been isolated during the pandemic.

<https://www.leeds.gov.uk/coronavirus/advice-for-shielded-residents>



37,781 support calls made or received



702,252 text messages sent from the Shielding Support Team



The last year has been really difficult for everyone living in our city.

We know many people are worried about their jobs and their health. We know that people are desperate to start moving around normally and spending time with their friends and family. We know that health and care staff are tired after working so hard for so long.

In Leeds we will find the solutions together. We will continue to work as one health and care system to fight the virus and support local people. Stay up-to-date with #TeamLeeds here:

www.healthwatchleeds.co.uk/advice-and-info/covid-19-coronavirus-information-and-advice/

In January Leeds began the biggest vaccination programme we have ever seen. With your help we have now vaccinated over half a million of our most vulnerable people.

 **500,000 Vaccinations**

You can share your feedback on our vaccination programme here:
www.leedsccg.nhs.uk/get-involved/your-views/vaccination-experiences-2021/

Our staff can't do this alone and we need your help too. You can support us by:



Following the latest Covid-19 guidance:

www.gov.uk/coronavirus



Checking the validity of information you read/share:

www.dcmsblog.uk/check-before-you-share-toolkit/



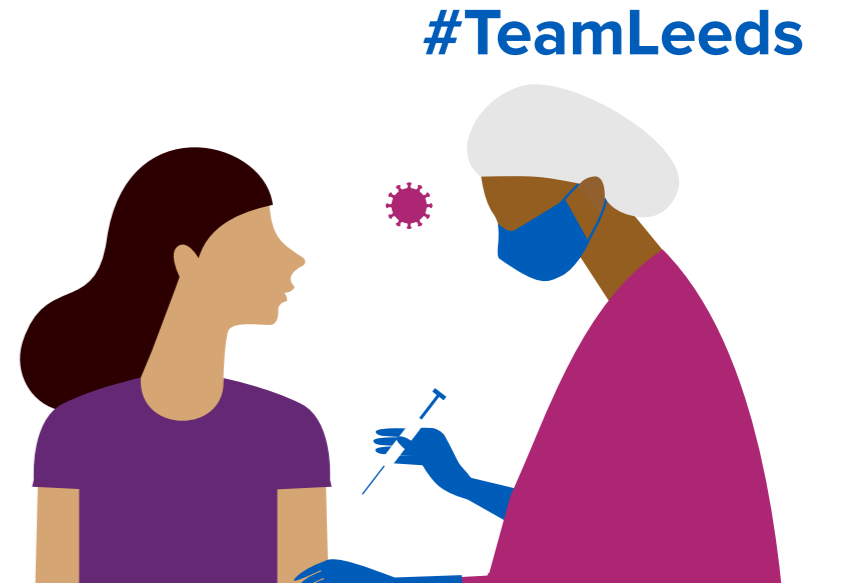
Following local NHS and Leeds City Council social media accounts and helping us share the key messages

[@nhsleeds](https://twitter.com/nhsleeds) [@leedsCC_News](https://twitter.com/leedsCC_News)
[@leedscouncil](https://twitter.com/leedscouncil)



Signposting community members to reliable and accurate Covid-19 resources:

www.leedsccg.nhs.uk/health/coronavirus/



Over the next few months we will continue to vaccinate people in Leeds and kickstart our recovery from the pandemic.

We couldn't do this without you, our staff or our volunteers, who have given up their own time to make Leeds a safer place to live, **Thank You.**

300+



Over 300 volunteers a week supporting our vaccination programme

2000+



Over 2000 volunteer hours every week

Let's keep talking. If you have something to say about the pandemic or the health and care services you use, we would love to hear from you. Join in the conversation on social media using #TeamLeeds and #LeedsMakingHistory or contact Healthwatch Leeds on:

Telephone: 0113 898 0035

Textphone: 07551 12289

Email: info@healthwatchleeds.co.uk



If you need this document in a different format please contact Healthwatch Leeds