

Acknowledgements

Leeds Involving People board, staff and members would like to thank our funders, without whose continued support we would not be able to fulfil our mission, to ensure people are at the heart of health and social care decision making in Leeds.



Leeds Clinical
Commissioning Groups



Leeds
CITY COUNCIL



BARNSELY
Metropolitan Borough Council



CareQuality
Commission

The Leeds Teaching Hospitals



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Please contact us if you would like this in a different format or language.



Annual Report 2014-15



Welcome



Mary Naylor MBE
Chair

Initially we must thank each and every one of you, for your hard work and commitment to enable LIP to undertake all the important activities that we have been involved with. Our staff and members work so hard supporting the objectives set and we would like to thank them.

We have been working hard to develop our new business plan and mission statement, once this has been finalised this will be ratified with members. The LIP Board values and acknowledges the trust you hold in them, to lead the organisation in times of challenge.

This report will demonstrate the extensive areas of work we have been undertaking with your meaningful involvement and strong cooperation.

We have worked hard to seek involvement from all communities in Leeds. This year our work with communities has excelled in the range of activities, and the huge numbers of outreach work undertaken. The quality of data in key topic areas has been outstanding. We hope that this report gives our members trust and confidence within their own lives to be able to self-manage, co-design and act as equal partners in health and social care provision in Leeds.

We value the support from our funders and providers. Our deep thanks to the ongoing support from our NHS CCG's, Leeds City Council and Barnsley MBC who have demonstrated strong commitment to a collective vision to involve people, enabling people to be at heart of their decision making process. Thanks to our Third sector partners for continued support and cooperation.

Building on our lead role within the Better Lives Board, our recent partnership with Citizens and Communities with LCC has demonstrated that the public can work with the private sector. This ensures that the public have influence over major developments in Leeds such as within the Use-Ability Inclusion Group.

We will monitor and report back to members on any improvements to the health and social care services which changed as a result of your input. We will prioritise this and report back to you on this in next year's Annual report.

We offer our commitment to you to continue to offer our care and support to each one of you during this year.



Jagdeep Passan
Chief Executive
Officer

Summary of accounts 2014- 2015

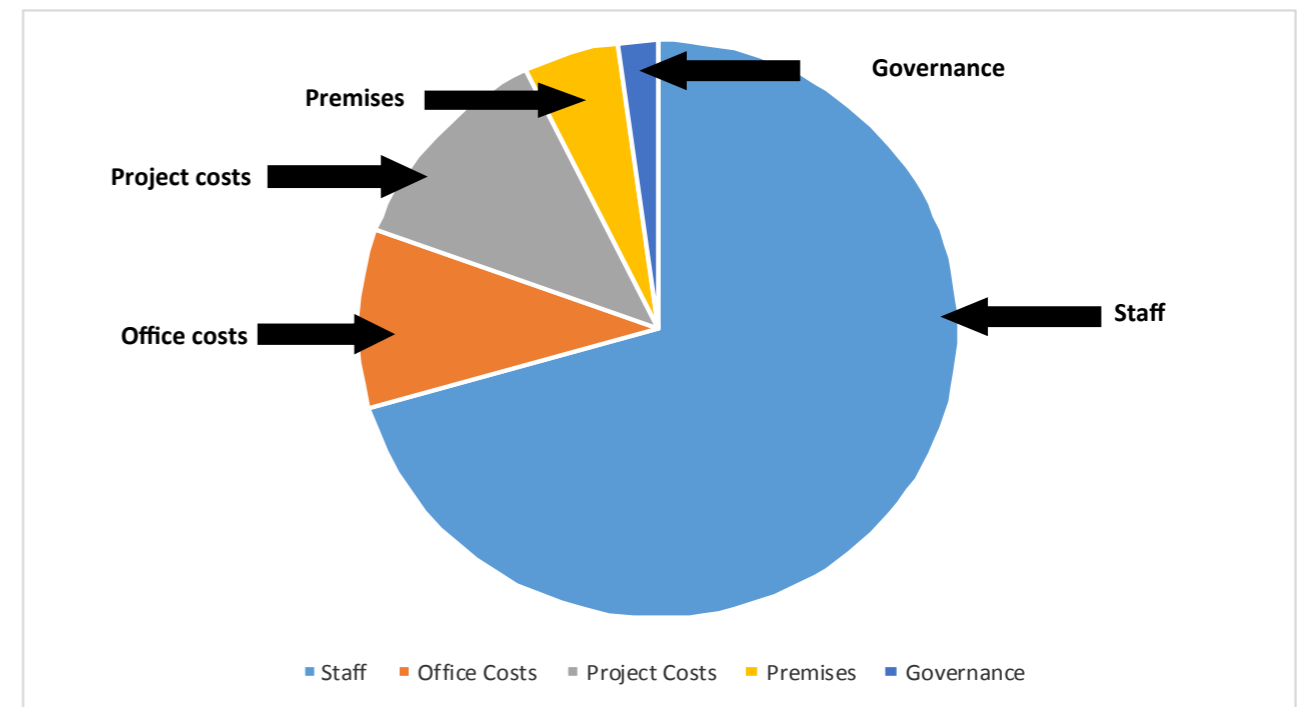
Total Income: £746,305

We continued to receive our core funding from Leeds City Council £64,100 and the 3 Clinical Commissioning Groups £112,268 Mental health £49,345. We also had Service level agreements for Involvement project delivery £81,714. Additionally we received £256,142 income for staffing & project costs for HealthWatch Leeds.

We also received £75,000 income to fund additional staff for the Mental Health project from April 2015 – March 2017.

LIP also received £44,421 of Income for projects which will be undertaken in 2015/2016

Expenditure £661,296



LIP has restricted funds of £123,629

LIP has unrestricted reserves of £155,529 which are designated to ensure that the Charity has 6 months operating costs as recommended by the Charities Commission.

We would like to thank the following companies for their donations:

Asda – Morley store; Aspire Leeds; Class Office Equipment; Irwin Mitchell; Recognition Express; Streamline Taxis – Leeds Taxi Owners Ltd; St Georges Centre, Leeds; Harrogate Teas; The Copier Company; Yoozoom.

Dementia

80 people attended LIP's Dementia Dance including people living with dementia, carers and professionals. Following a gap identified by LIP, a leaflet was produced sharing information about dementia support in Leeds. At the event, attendees were able to contribute to the accessibility of the leaflet and the information shared within it.



At the Dementia Dance filming began for a short film about how people can live well with dementia in Leeds. The film can be viewed at www.youtube.com/watch?v=tNG5ho5KKrM. Thank you to everyone who partook in the film, especially June and Len Rance and Peter Smith from the Tea Cosy Dementia Café, Rothwell.

LIP conducted a community support survey with people living with dementia and their carers. This contributed to the provision of Memory Support Workers in Leeds. Another consultation was carried out, and the name, 'Memory Support Worker' was decided on as the most accessible title for these new staff members.

How to get involved with Leeds Involving People

Leeds Involving People is a member-led charity that represents the independent voice of people through the promotion of effective involvement. We involve the community in the development of health and social care services by ensuring their opinions and concerns are at the centre of the decision making process.



Your city needs you! If you would like to become a member and make a difference, contact Lucy Smith, Project and Finance Administrator

Telephone: 0113 237 4508 or

Email lucy.smith@leedsinvolvement.org.uk

Mobile 07934 936 927

If you are interested in working in partnership with Leeds Involving People to ensure service users are at the heart of decision making, contact Jagdeep Passan.

Email jagdeep.passan@leedsinvolvement.org.uk

Some of this years key successes

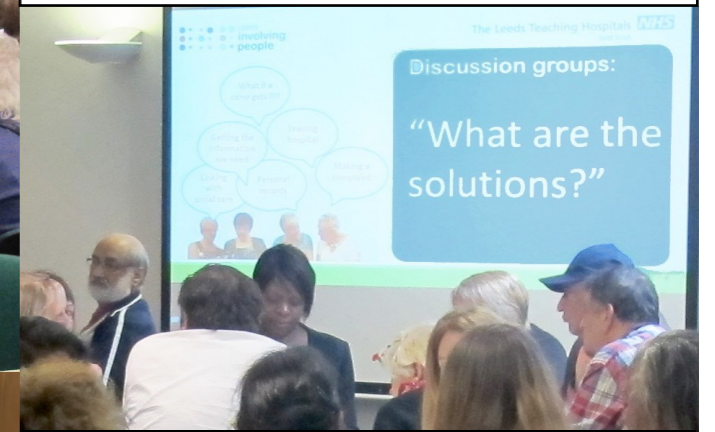
DEAForum

2 Health days held in Barnsley and Leeds. Commissioners of services listened to the needs of the deaf community.



NHS Clinical Commissioning Group work

Through a mixture of interviews, surveys and focus groups, we gave almost 5,000 citizens a say in the development of local NHS services.



Dementia

80 people joined us in our Dementia Dance, which contributed to a new awareness leaflet and video.



Our new **Forum for Health Innovation Technology and Equipment** means the development of community equipment services can be guided by the expertise of people who use the equipment themselves.



Our **Together We Can** network was nominated for a regional NHS Leadership Academy award and selected as a Patient Champion finalist.



Training

Congratulations to the 24 people who completed our CERTA training this year! We also did some bespoke training sessions for the Leeds and Barnsley DEAForums.



Mental Health Involvement

2014-15 was one of the most important years so far for mental health at LIP. Our *Together We Can* network became much wider and stronger, reaching 100 members by March 2015 and with direct member representation on the Mental Health Partnership Board. In this role, members co-authored the Leeds Mental Health Framework 2014-17, which sets out the key priorities for improving mental health support in the city.

I felt welcomed, listened to and part of the team straight away... Being part of this group has improved my confidence and self-worth.

- Together We Can member

In summer 2014, we gathered the views of around 50 people with experience of seeking support in crisis. The report we produced set the tone and values of the city's Crisis Care Concordat, an agreement between NHS commissioners and providers, West Yorkshire Police and Yorkshire Ambulance Service of how best to support people, from prevention to treatment to recovery.



Our *Zip* group, which works to improve the support people get around mental health, drugs and alcohol, made a big contribution to the Dual Diagnosis Capability Framework in partnership with the University of York. The group took those principles forward to design and deliver training to front-line professionals in early 2015.

It's great going out to different groups to get a wider range of views from people in different services.

- ZIP member

Training

The year saw lots of exciting training opportunities. These included supporting and facilitating the Healthwatch team to deliver training to its volunteers, over 40 volunteers were trained in 5 workshops. The Barnsley and Leeds Deaforums also received training in Influencing Health and Adult Social Care Provision, Confidence Building and Stress Management.

We offered our CERTA OCN accredited training to our members and 24 Certificates



were issued and the feedback from the training was very positive! Many of the members that attended the training now feel more confident to play a more active role in being involved and providing feedback to Commissioners about service provision.

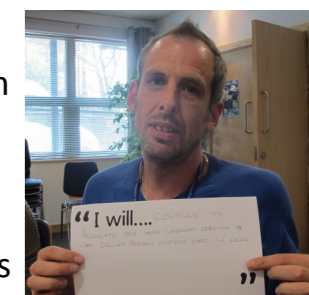
We have some really interesting case studies that were shared with the Care Quality Commission

Inspectors. This could not have been possible without LIP's members sharing their stories. So thanks to the brave and

I have enjoyed learning.

It is important to improve services - LIP member

informative members that shared stories to make changes.



In addition we have had some fabulous students and an apprentice, so thanks to Joseph,

Kyle, Naadi and Robert for all their valuable help and support.

Care Connect

Developing partnership with University of Leeds School of healthcare

Faculty of Medicine and Health

UNIVERSITY OF LEEDS

We held a series of knowledge exchange workshops focusing on our experiences of health research and citizen involvement to identify and explore ways of taking health research involvement beyond the walls of clinical and academic settings into the community. Workshops were co-designed and co-facilitated. We shared knowledge and experiences of patient and public involvement (PPI) / co-production and participation in research from the perspective of researchers and members of the community involved or affected, reflecting on the challenges we encountered and solutions to address these. We also discussed barriers to participation and involvement and how we would like to see PPI or co-production models being applied in future work.

NHS CCG Work

2014-15 was a busy year, with almost **5,000** Leeds residents being engaged with the development of various NHS services and projects.

This included the assessment of the Leeds Care Record pilot within participating GP Practices to monitor patient awareness and perception. Work was also carried out about what people are comfortable with when it comes to their mental health records.



People were engaged with about their uptake of bowel cancer screening kits, and how usage can be encouraged. This was complimented by a number of focus groups discussing the accessibility of the screening kits.

From January to March 2015, LIP were involved in distributing antibiotics awareness leaflets to the people of Leeds. Before the leaflet was distributed to the public, LIP worked with community members to ensure that the information was accessible and relevant to them. The leaflet was also published in six different languages. Focusing on hard to reach communities and areas in Leeds, LIP distributed **9,200** leaflets. Information sessions were also carried out, giving people detailed information about why antibiotics don't work for colds and flu, and how they can be treated effectively.

LIP was involved in consultations around the redesign of the Chronic Pain Service and ENT, Ophthalmology and Hearing Services. LIP has also been involved in consultations around Primary Care opening hours, Urgent Care, Care Homes, Community Intermediate Care Beds, Commissioning Priorities and the Leeds Maternity Strategy. This has been done through surveys, interviews and focus groups.

Forum for Health Innovation Technology and Equipment

FHITE was created in October 2014, from the Equipment group, to the newly named group. This stands for the "Forum for Health Innovation Technology and Equipment".

The terms of reference state that the forum exists to give members a voice, and to bring any problems to the group. The group will then ensure the problems are raised, followed up, and resolved. The expanded terms of reference include providing an arena for members to raise ideas, and aid the development and consultation on LCES. Other areas of expansion included the equipment with the LIHH and ALL.

Members have met several times over the year, having heard from Telecare, ALL and also from training officers at Leeds Community Equipment Stores.

Looking forward into next year, activities will include meetings with developers and suppliers. The group have new members to join and share their views. The future is bright, the future is Fhite.

DEAForum Barnsley

The Deaforum meets every month in an accessible venue, where Deaf people can sign or say the issues that affect them. The Deaforum members have been asked to represent Deaf issues across health, social care and other core services.

Barnsley Metropolitan Borough Council (BMBC)

In November, members of the Deaf community were invited to have their say about the new plans for the town centre. They were given a tour of the town centre with details of the proposed changes giving feedback from a Deaf perspective.

Mystery Shopping Deaforum members were part of the mystery shopping activity giving feedback from a Deaf perspective on city centre shops and Experience Barnsley.

DEAP meeting Representatives for the Deaforum regularly attend the multiagency forum focussing solely on Deaf issues. The Future of Accessible Services for Deaf people policy, Deaf Access principles was discussed using a variety of formats in the Deaforum before they gave their approval. The aim is for the policy to be embedded into the organisations service planning`.



Deaforum Leeds

Focus on 'Complaints' Event

Deaforum members attended the event in July 2014, the second partnership event between LIP and LTHT. The members were informed about the complaints procedures for Adult Social Care and LTHT and were able to highlight barriers faced by the Deaf community.

LIP consultation Members were supported to complete the NHS urgent care survey, encouraged to join their GP patient assurance group and be included in other involvement opportunities.

Better Lives Board Two Deaforum members have represented Deaf issues at the Better Lives Board. Terry Harton gave some feedback *"At first, I have found it hard to follow as I didn't understand the jargon they were using at the Better Lives Board meeting. However, with the help from Leeds Involving People, I got loads of support and I found the next meeting easier to follow"*.

West Yorkshire Police The Deaforum has an established partnership with the Police. They visit the Deaforum on a regular basis and showcased a new piece of communication software for their work with the Deaf community.



Co-authoring the Leeds Mental Health Framework 2014-17
 Our *Together We Can* network is an equal partner of the city's Mental Health Strategic Partnership Board and co-author of the overall plan for improving mental health in Leeds. In the winter of 2014, members had a major role in a series of *Leeds Mental Health Alliance*, which identified key projects to put the Framework into action.



Independent Access & Use-Ability Group
 LIP is the independent chair of a vital cross-sector partnership, which gives citizens continuous and meaningful input into the major city development projects. The group brought expert citizen insight to the development of the Victoria Gate centre, with full support of Councillors. This is now expanding corporately across the council.



Empower

Care Quality Commission Adult Social Care Coproduction Group
 LIP members are active participants in a group to involve people in local plans for the monitoring and inspection of adult social care services.

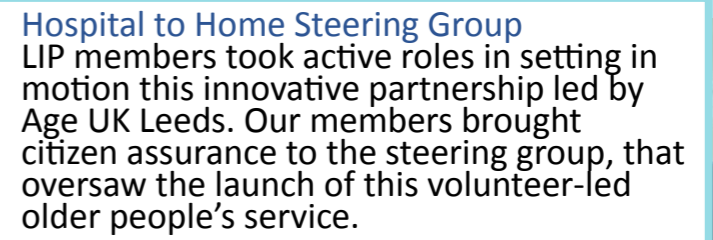


Collaborate

Hospital to Home Steering Group
 LIP members took active roles in setting in motion this innovative partnership led by Age UK Leeds. Our members brought citizen assurance to the steering group, that oversaw the launch of this volunteer-led older people's service.



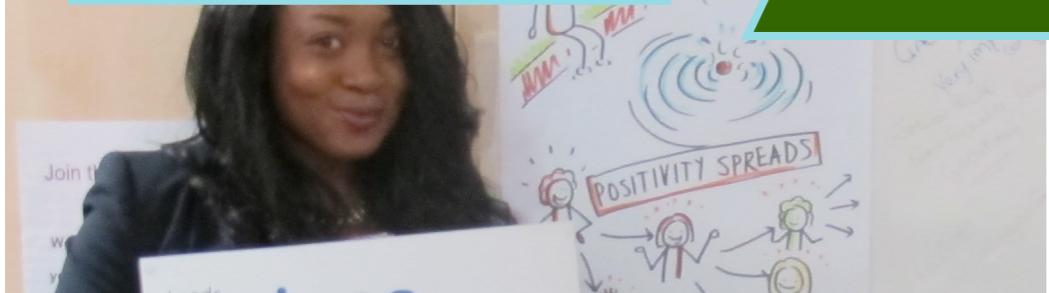
Involve



Consult

Leeds Care Record
 LIP conducted 370 surveys and four focus groups on the new *Leeds Care Record*, a system to help health professionals quickly and securely share vital patient information. This is especially useful in emergencies but also means there is less need to go over history again and again when referred to a new service. By making conversations inclusive and accessible, we were able to give the NHS a clear picture of what sort of information people want - and do not want - to be shared.

Antibiotics Awareness
 LIP designed and delivered a far-reaching campaign to inform people about the over-use of antibiotics. This included door-to-door leafleting in target areas, open meetings and linking up with schools and communities. The campaign reached almost 10,000 people in total.



Inform

