



LEEDS
**involving
people**

Annual Report 2016



Welcome



Mary Naylor MBE
Chair

As we sit writing this, we reflect on how much involvement has developed in the city of Leeds. Over the past year, we have been so busy working with the Leeds Clinical Commissioning Groups, Leeds City Council, Adult Social Care, and Barnsley Metropolitan Borough Council on involving the people of Leeds/Barnsley in the services they provide.

We couldn't quite believe it when we received the year-end reports, our staff team have engaged with over 5000 Leeds citizens! That just blows us away, and shows such a commitment from commissioners in terms of patient and public involvement. Not only this, but we have designed surveys, analysed data and presented 15 reports following this year's engagement. This really allows us to weave our values through involvement and engagement in Leeds. Co-producing engagement methods with our members, spreading our wings far and wide throughout Leeds to ensure that EVERYONE has a chance to have their say, and ensuring that equality strands are investigated at the analysis stage. Not forgetting the Involvement Groups that we support, these are a thrilling thing to be part of. Seeing our members share their experiences and opinions with commissioners makes us feel so privileged to be doing the work that we do, there is nothing better than sitting back and just watching the conversations flow. We're pleased to say that there are plenty more to come in 2016-17, and lots of exciting new partnerships being developed.

As ever, we thank our members for their continued support in the work that we do. If we could thank all 600-odd of you personally, we would do. You keep Leeds Involving People alive, and continuously remind us of the value of involvement. Thank you for this, and thank you for your continued belief and support in the work that we do.

The support from our funders and providers cannot go unmentioned. Thank you to the ongoing support from our NHS Clinical Commissioning Group, Adult Social Care, Leeds City Council and Barnsley Metropolitan Borough Council, funders whose commitment to involving people has been truly humbling. Without your commitment and vision, involvement in Leeds and Barnsley would not be as innovative and effective as it is. Thank you for asking, and thank you for listening.

All the best for 2016-17, we hope it is as engaging for you as it is set to be for us.



Jagdeep Passan
Chief Executive
Officer

A handwritten signature in black ink, appearing to read 'J Passan'.

Some of this years key successes

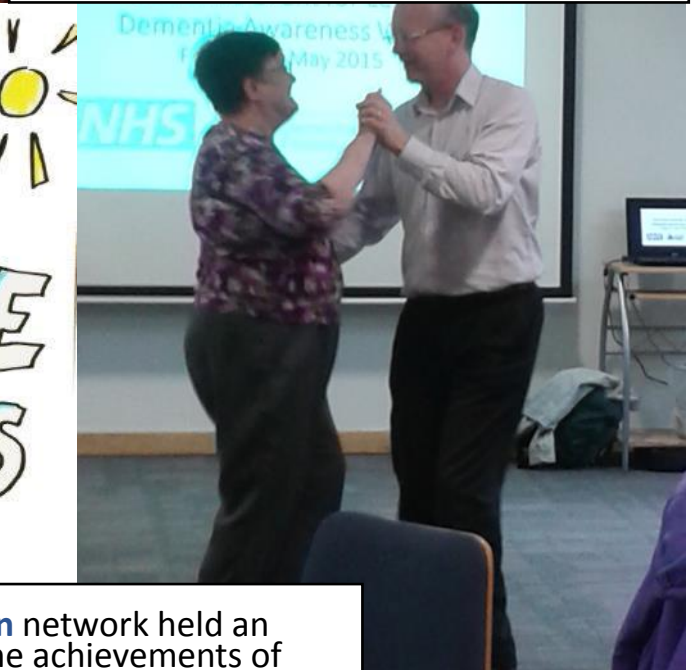
NHS Clinical Commissioning Groups work

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



Dementia

The Living Well with Dementia film that LIP worked on in 2014-15 was signed off at the Dementia Board on 13th May. The film was launched at the Dementia Dance on 22nd May.



Our **Together We Can** network held an event to celebrate the achievements of their first year, meeting over 100 members and being involved at the top of mental health decision making in Leeds.



NHS Clinical Commissioning Groups

Children's Physiotherapy Service

Leeds Involving People (LIP) were commissioned by Leeds South and East Clinical Commissioning Group to support their review of the current provision of Children's Physiotherapy Services by engaging with 100 children and parents accessing services.

Care Closer to Home

LIP gathered, analysed and reported on over 1000 surveys. The project explored whether patients would be willing to have community-based appointments.

Social Prescribing Branding

LIP had two weeks to gather over 100 surveys, arrange and facilitate two focus groups, and report on the branding and name of the new Social Prescribing Service in South and East Leeds.



Children's Contenance Service Review

LIP designed two surveys to review the Children's Contenance Service. One designed for parents/carers, the other designed for the children themselves.

Bereavement Service

LIP conducted a city-wide research project focusing on experiences of bereavement support in Leeds. Over 100 people were engaged with.

Cancer Survivorship and Treatment

LIP designed two surveys investigating the support services that people would like providing to them during and after they have finished their cancer treatment.

Milk Intolerance Service Pathway

The experience-based design process, which allowed patients to highlight their feelings along each stage of the Milk Intolerance Service Pathway, was used. Patients were able to give additional comments, and state where they felt least supported.

Quality Improvement Scheme

LIP spoke to patients after their annual review for their Long-term Health Condition/s to find out how they found their appointment, how they feel about the management of their Long-term Health Condition and if they were formally aware of the Year of Care Review.

Review of the Winter Antibiotics Campaign

Reach of the Winter Antibiotics Campaign across Leeds and within both the Asian and Eastern European community was explored. 1274 surveys were gathered in total.

Leeds North Commissioning Intentions

LIP supported the Leeds North Clinical Commissioning Group with engagement around their Commissioning Intentions, and the City-wide Commissioning Intentions 2016/17.

Unused Medicines

In total 766 patients were engaged with through face-to-face surveys, designed by LIP, about what they do with unused medicines.

Student Access into Urgent Care Services

In total 50 students were engaged with through the City's Universities about what they do if they have an urgent health need.

Extended Opening Hours of West Leeds GP Practices

In total, 326 patients were engaged with to gauge their perspectives of the extended hours provided at selected GP Practices in West Leeds. This involved evening and weekend work to ensure that a wide variety of patients were spoken to.

Patient Experience Survey

138 surveys were gathered in the St James Hospital and Leeds General Infirmary about hospital admission and discharge.

Musculoskeletal (MSK) Service

138 patients were contacted over the phone during a six month period to find out how involved they felt in their MSK appointment.

Care Home Scheme

LIP surveyed residents and visitors in Care Homes about how often they see GPs and Practice Nurses, from the GP Practices that are signed up to the Care Home Scheme.

Self-management of Long-term Health Conditions (LTC)

The LTC Involvement Group established itself this year, and LIP engaged with a further 50 patients from hard-to-reach groups about how they manage their LTCs.

Antibiotics Campaign 2016

LIP worked with community organisations and independently to distribute 7427 leaflets about antibiotic usage, as well 28 talks were delivered with 1605 community members.

Long-term Health Conditions Involvement Group

The Group really established itself this year. They took part in LIP-designed training about effective involvement, training about the Year of Care with Public Health Commissioners and developed their own terms of reference. They play a key part in the commissioning of support provided to those living with LTCs in Leeds, and offer a wide range of expertise from various walks of life.



The **Living Well with Dementia** film that LIP worked on in 2014-15 was signed off at the Dementia Board on 13th May. The film was launched at the Dementia Dance on 22nd May.



Antibiotics campaign for the Leeds North Clinical Commissioning Group

7427 leaflets were distributed and 28 talks carried out with 1605 community members and primary school children as part of the campaign.



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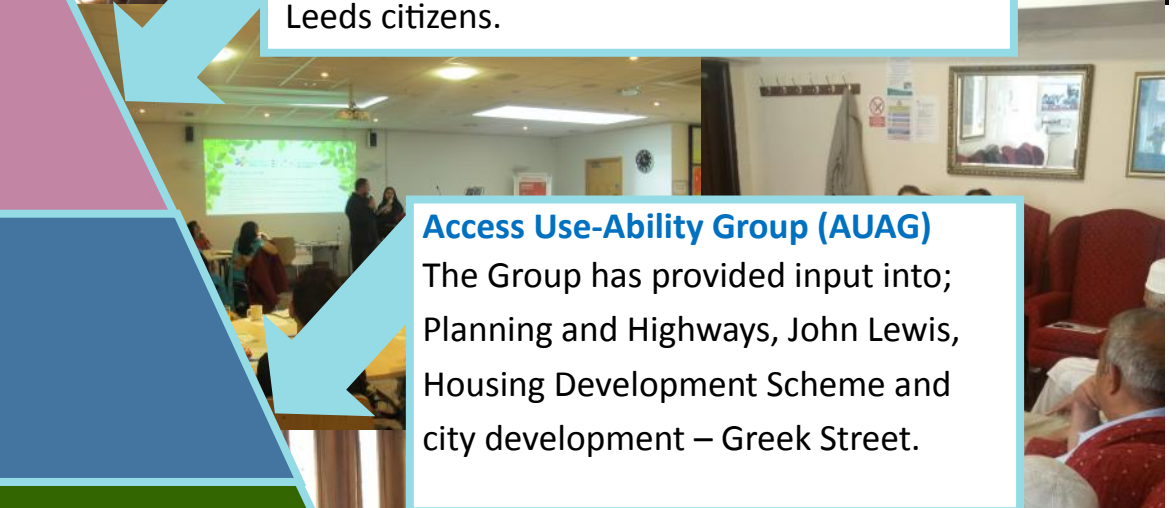
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Zip spoke at the Putting People First: Developing Best Cultures for Practice Conference on Thursday 18th June.



NHS Clinical Commissioning Group
During the year 2015 -16, Leeds Involving People carried out engagement with 5089 Leeds citizens.



Access Use-Ability Group (AUAG)
The Group has provided input into; Planning and Highways, John Lewis, Housing Development Scheme and city development – Greek Street.



Leeds Adult Social Care

Making it Real

LIP attended the Making it Real meetings and contributed to discussions about accessible information in preparation for the implementation of the Accessible Information Standard.

Dementia

The third Dementia Dance arranged and hosted by Leeds Involving People took place on 22nd May. Around 80 people living with Dementia, carers and professionals attended. A table-top activity also took place about access barriers and enablers, and what the tagline could be for Dementia Friendly Leeds.

Local Account

Each year, ASC produces its Local Account. A member of LIP staff and the Vice-Chair were involved in the editing of the document to ensure that the language and format was accessible. LIP supported a member to provide a case study about their journey through ASC services. This was published in the Local Account.

FHITE (Forum for Health Innovation Technology and Equipment)

This year has been an empowering one for the FHITE. Their remit has grown past reporting issues with equipment, and they are now involved in the development of sessions with the ALL-INN project (Assisted Living Leeds innovation). Forum members have been working with manufacturers, ensuring that future equipment is fit for purpose. Group members attended LCES (Leeds Community Equipment Service) meetings and shared their views in the planning and developing of the service.

Leeds Deaforum

The Leeds DeaForum has focused on recruiting new members and publicising themselves further. Monthly meetings have involved a number of speakers from different organisations attending to gather the views of the Deaf and Hard of Hearing community.

Social Care Community Forum for Race Equality (SCCFRE)

LIP provides administrative support, and recruits to the SCCFRE. The topics that were presented/discussed at the Community Forums included the following: Carers Leeds, Children & Young People (LCC), LTH hospital food, Time to Shine (LOPF), ASC Charging Review, EU Conference, Race Card Review, Leeds Community Foundation and Medicine Usage (Graham Prestwich, Leeds North CCG).

Fairer Charging

LIP were asked to set up a Steering Group to look at the charging system of ASC services. Members with experience of ASC services were recruited to the Steering Group, and attended six meetings throughout the year.

BME Day services

LIP were tasked with organising five consultation events throughout the city to engage with the BME community about the review of Apna Day Centre and Frederick Hurdle Day Centre. The events took place in February and March. Through its own engagement, LIP completed 100 surveys in the community, publicised the consultation and attended six community consultation events chaired by David Miles.

Homecare Reference Group

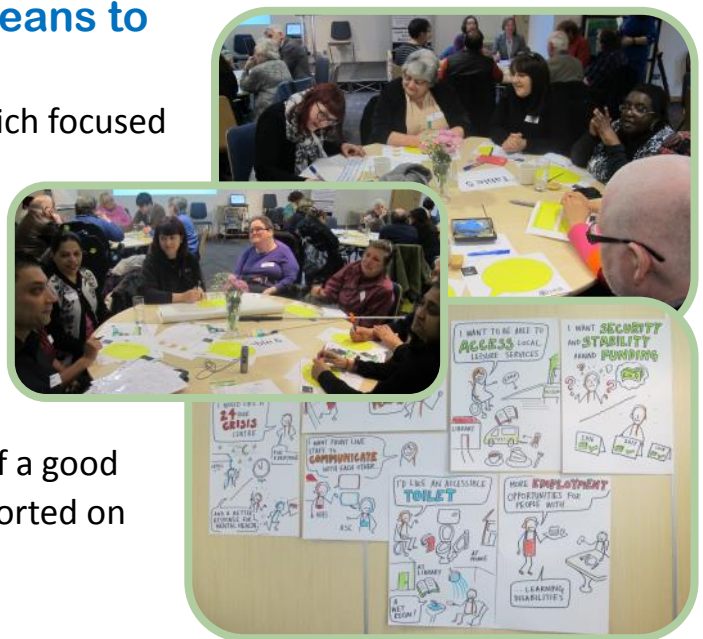
LIP members receiving Homecare, or caring for someone who is in receipt of Homecare were recruited for the Reference Group. The purpose of the Reference Group was to look at the procurement procedure.

Access and Use-Ability Group (AUAG)

The Group has provided input into: Planning and Highways, John Lewis, Housing Development Scheme and city development – Greek Street. This has included: visiting sites (John Lewis, Shared Spaces – York), Chief Planners attending meetings to consult with the Group and Group members attending city development meetings.

Better Lives Board – ‘What it Means to you’ Event

LIP were tasked with holding an event which focused on users of ASC services discussing what they considered a good life to look like. The event was arranged by LIP and held in February. Table discussions were facilitated by LIP and ASC staff members. ‘I statements’ and group discussions were used by attendees to share their visions of a good life. The findings from the event were reported on and presented at the Better Lives Board.



Disabled Facilities Grants

This is partnership-funded scheme where people receive funding to their private or council homes to ensure they are accessible. Members put a letter to LIP, which was discussed with James Rogers, sharing their concerns about the procurement.

Barnsley Metropolitan Borough Council; Barnsley Deaforum

The Barnsley DeaForum co-produced a Deaf Social Care Event with Barnsley ASC, delivered Deaf Awareness Training to the NHS, produced a Barnsley Metropolitan Borough Council BSL video for their website, and the Deaf Club saw 50 attendees at their Christmas meal with continued monthly meetings.

Mental Health

2015– 2016 was another great year on the mental health front, in July 2015 Together We Can held an event to celebrate the achievements of their first year, meeting over 100 members and being involved at the top of mental health decision making in Leeds. Together We Can also held a fantastic Winter Warmer Event in November 2015.

ZIP gets a mention in Professor Liz Hughes article in the latest issue of the Advances in Dual Diagnosis journal: linkis.com/emeraldinsight.com/BpnEu

ZIP also spoke at the Putting People first: Developing Best Cultures for Practice Conference on Thursday 18th June 2015 at Leeds Beckett University.



"I have "borrowed" the quote for the title of this editorial from a consultation meeting I had with Zip Group in Leeds, UK (a service user led expert reference group for dual diagnosis in the city of Leeds). They talked openly about the challenges they faced in getting help"

- Professor Liz Hughes, "Hope not heart-sink: is stigma the main barrier to help and recovery for people with Dual Diagnosis"

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

Email lucy.smith@leedsinvolvement.org.uk

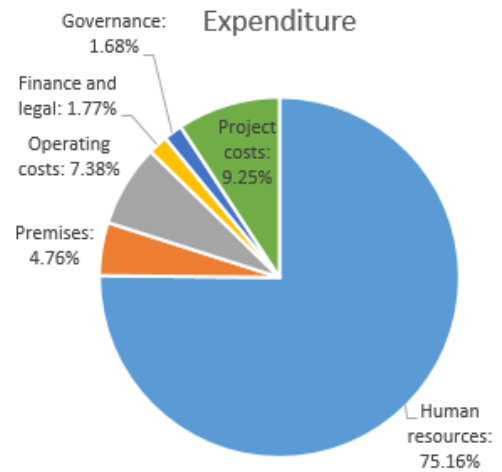
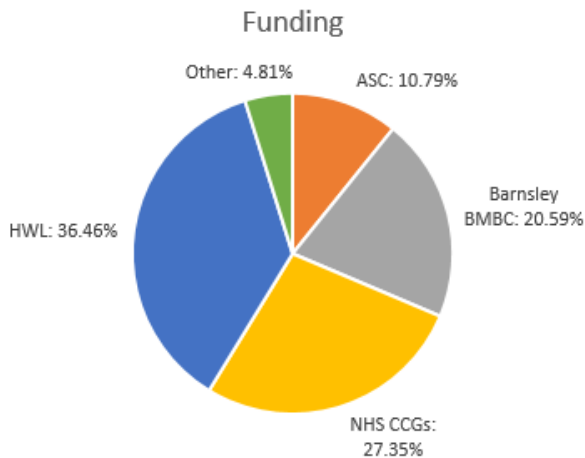
Mobile 07934 936 927

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, CEO -

Email jagdeep.passan@leedsinvolvement.org.uk

Telephone 0113 237 4508

Summary of accounts 2015- 2016



Leeds Involving People were given funds at the end of 2014-2015 to undertake project work in 2015-2016. This amounted to £62,505 so in 2015-2016 LIP made an operating loss of £21,115.65.

At the start of the financial year 2015/2016 the board had agreed that LIP would use £20,000 of its reserves to continue with operations at their current level. During the year we made a staff post redundant to ensure that we would not incur any more cost above the £20,000 agreed by the board.

LIP currently have assets of £195536.72, as in 2015/2016 most of the funds are reserved for work that is currently being undertaken in 2016/2017 financial year and to cover existing liabilities.

Expenditure	
Human resources	£474,481.90
Project costs	£58,355.08
Premises	£30,085.39
Operating costs	£46,563.24
Finance and legal	£11,139.55
Governance	£10,602
Total expenditure	£631,227.16

Funding	
Adult Social Care	£58,748.01
Barnsley BMBC	£112,202.92
HWL	£198,636.50
NHS CCGs	£149,014
Other income	£26,205.99
Total income	£547,606.51

Leeds Involving People's new mission statement and objectives

"Leeds Involving People link decision-makers and communities. We give a voice to residents and support the improvement of health, social care and community services."

- LIP is the recognised champion of a citywide culture of community involvement.
- LIP will continue to develop bespoke involvement models to influence the decision making process at all levels.
- LIP will build upon their extensive reach within all communities connecting expertise with opportunities.
- LIP will ensure that service users, patients, carers and the public, are involved in the design and delivery of health social care and community services.
- LIP will ensure that vulnerable and marginalised groups have access to quality services and are equal in influencing their design and delivery.
- LIP is a member-led, transparent, effective and well governed organisation.

Acknowledgements:

Leeds Involving People's Board of Trustees, 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**



BARNSELY
Metropolitan Borough Council



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