

In these unprecedented times, we hope this newsletter provides some comfort to you knowing that our board and team are here to provide information, support with signposting, and ensure you all know what to do and where to go.

Having involvement and engagement at the heart of what we do, the LIP team is progressing in changing the way that we work with you during this time.

We have had to cancel meet ups and opportunities to be included and interact with health and social care professionals face-to-face and of course each other as peers. These are challenging times that are impacting one way or another on all our lives, families and peers.

We know and understand that it is very difficult to adapt to being told you must stay indoors, even though this message is to keep us all safe and preserve life. We are embracing other ways to ensure that your views and experiences continue to be shared and heard at this time.

We are trying to stay in contact with you as best we can as a means to be connected, sharing what we are doing and learning how strong and resilient you are, this helps others and us at LIP to be stronger together.

LIP has extended its service over the weekends as a pilot as we believe these are difficult times where you may feel isolated, so you can reach out to us for a chat and share what you are doing. Remember we are all feeling this way—you are not alone!

We are pleased to continue to work with our partners including Healthwatch Leeds, Forum Central, NHS Leeds CCG and Leeds City Council. Inside this newsletter you will see our collective bulletin with important information regarding what is going on in the city. We also say a huge “thank you” to our team for working tirelessly to support you!

Jagdeep Passan (CEO) and Mary Naylor MBE (Chair of Board of Trustees)



“As co-chair of Leeds Better Lives Board, I want to encourage you to stay home, keep safe and protect the NHS and lives. As we aren't able to hold a BLB meeting, LIP will be sharing local people's feelings and what's worrying them. In my role I will feed this information to Adults and Health, collated by LIP as they are talking to citizens.”
- Phil Gleeson, LIP's Vice Chair

Check out #TogetherLeeds on
Twitter for some positive stories!

Coronavirus community and voluntary sector bulletin

This bulletin has been designed to keep you updated on the latest news from the Leeds health and care system, which you can share with your networks.

Now, more than ever, we need to support our communities in the face of this global health emergency. This is where the collective efforts of our colleagues in the community and voluntary sector can make a real difference. Together we're stronger, together we can reduce the impact of coronavirus on our communities and together we can support those who sadly experience the loss of loved ones. #TogetherLeeds

This is the first edition of a weekly bulletin we'll be producing. It concentrates on ensuring we can use your networks and contacts to share some really key pieces of information from the NHS and Leeds City Council. Future editions will look at wider health and wellbeing as the lockdown continues, with a particular focus on those people in the 'shielding' cohort who in effect are housebound for 12 weeks.

We'd welcome your thoughts on future topics, in the meantime please do share these messages through all available channels.

Hannah Davies (Healthwatch Leeds), Jagdeep Passan (Leeds Involving People), Pip Goff (Forum Central)

Stay home. Protect the NHS. Save lives

Everyone must stay at home to help stop the spread of coronavirus. People should only leave the house for very limited purposes:

- shopping for basic necessities, e.g. food and medicine, which must be as infrequent as possible
- one form of exercise a day, e.g. a run, walk, or cycle – alone or with members of your household
- any medical need, including to donate blood, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person
- travelling for work purposes, but only where you cannot work from home

People in the most at risk group, 'shielded' or extremely vulnerable, shouldn't leave the house at all for 12 weeks.

If you have symptoms of coronavirus don't go to a GP, pharmacy or hospital. You need to self-isolate at home and use the NHS 111 service. If your condition doesn't improve or you can't cope with the illness please call NHS 111. For the latest NHS information visit www.nhs.uk/coronavirus

Keep up-to-date with council service changes

Find out how council services are affected and how to get help by visiting www.leeds.gov.uk/coronavirus. This includes support with food, money or work and emergency childcare support as well accessing help if you cannot get out.

Support for extremely vulnerable patients – Leeds City Council helpline

A citywide helpline is available matching people with the support. If you need any help to get food or medication delivered then please call the Leeds City Council helpline on 0113 378 1877. We will do our best to assist you.

This number will be staffed seven days a week during standard office hours. You may also call and leave us a voicemail at any time.

Emergency food response

If someone is finding it difficult to access food due to financial constraints or due to self-isolation they're eligible for help.

To make a referral on behalf of someone please fill out 'Referral for Emergency Food Provision (COVID-19)' form which is available by emailing thriving@leeds.gov.uk. Please provide as much information as possible and return the form to lwss@leeds.gov.uk. You can also contact the Leeds Welfare Support Team on 0113 376 0330.

Citywide volunteering programme

Our colleagues at Voluntary Action Leeds have set up a COVID-19 community volunteer programme with Leeds City Council. This offers a range of ways people can help in a coordinated and safe way during the COVID-19 outbreak. Please encourage people to sign up online, email info@val.org.uk or call on 0113 297 7920.

Leeds GP practices still open but access has changed

From now on, you'll notice differences in primary care. For example, your GP surgery will now want to speak to you on the phone or online. GP practices in the city have moved the majority of their appointments to telephone or video consultations. Face-to-face appointments are still offered where absolutely necessary with patients being advised accordingly. In addition, any practices that previously provided same-day walk-in appointments have suspended this option.

Coronavirus community and voluntary sector bulletin

Important update on referrals for anyone registered with a Leeds GP

As part of the response to coronavirus (COVID-19), GP practices in Leeds will no longer be referring people for routine hospital appointments with only urgent referrals being offered.

This means GPs in Leeds can't refer for the following hospital services, and all waiting lists are now closed.

- Outpatient appointments
- Diagnostic tests for most conditions – GPs will let people know if there are any tests that still need to be carried out
- Non-urgent sight impairment issues – support will continue to be provided for urgent issues

Support will continue to be provided for anyone needing help in an emergency such as a life or limb threatening illness or injury.

Visiting suspended at city's hospitals

Leeds Teaching Hospitals NHS Trust has suspended visiting times across all its hospitals. There are some exceptions:

- the patient is receiving end of life care
- the visitor is a birthing partner accompanying a woman in labour

At Leeds Children's Hospital, only one parent or appropriate adult can be with their child at any given time, and currently no other children will be able to visit.

Leeds and York Partnership NHS Foundation Trust has also suspended visiting times across all its hospitals.

For those with family outside Leeds, similar restrictions are likely to be in force across hospitals in England.

Avoid over ordering and stockpiling medicines

We're urging patients not to over order their repeat prescriptions and to order as you'd normally do. Please don't ask for an increased supply of medicines, only order one month at a time, unless you've been advised differently by your healthcare professional.



HWL are going to be checking in with you once a week to see how things are for you. Fill in their form here: <https://www.surveymonkey.co.uk/r/HWLcheckin>

LIP's 25-Year Anniversary

Once we have recovered from COVID-19, we will be hosting a celebration of 25 years of LIP! If you are interested in being involved in creating plans for this day, get in touch. Let us know your ideas, and we will work with you to make it a brilliant day!



STAY AT HOME 

**PROTECT
THE NHS**

 **save
lives**

We are consulting in Harehills! How would you like Harehills' High Streets to look? Let us and Leeds City Council know here: <https://bit.ly/3bSZgWT>

What have we been doing?

We are happy to share some positive news in these challenging times!



Mental Health Collaborative—NHS Leeds CCG

Together We Can/Leeds Involving People are excited to tell you that our partners are further recognising that lived experience must be central to all decision-making.

Despite the strange times we are living in, NHS Leeds CCG's Mental Health Commissioners have requested that LIP ensure we take a lead role in developing the lived experience contribution to their new vision for the developing and commissioning of Mental Health Services in Leeds. This is called **The Mental Health Collaborative**. This approach will ensure that the development, measurement and success of services is led by the experience of people who use these services, their families, their carers and frontline staff.

We look forward to working alongside the CCG in the coming months to build the collaborative model as well as building our team. Watch this space for more news! **Join our virtual Together We Can meeting on 27th April at 1:30pm for more information.**

"In Leeds we believe that our greatest strength and our most important asset is our people." -
Leeds City Council's Best Council Plan
2019/20—2020/21

Connecting Leeds—LCC and partners



LIP has continued its work with Leeds City Council and their partners as the engagement specialist for the Connecting Leeds project. We have worked on various projects including the Fink Hill Junction improvements, and ensuring citizens of Leeds receive the correct information about temporary bus stop changes!

Keep your eye on <https://leedstransport.commonplace.is/> for updates on current schemes.

Women's Leeds City Listening Project—LCC

61 women shared their solutions to the issues they face across Leeds. There were a number of common themes – public transport was definitely a concern and the bus network across Leeds featured highly with women discussing the reliability of buses and not feeling safe at bus stops. They also cited that more equality and diversity training is needed for bus drivers especially working with BAME communities and people with disabilities.

We heard how they feel there are some barriers to women reaching higher-skilled and higher-paid roles as they do have other commitments. Participants wanted to see more opportunities and investment for women in job roles in the council and across the city. We found out that some members of the communities of Leeds felt there are not enough activities for children and teenagers. We also heard about the difficulties of living on benefits and how the voluntary sector had come to the rescue of these women e.g. provision of food hampers and debt relief orders. They felt that there could be away of lending out revision guides to help women on a budget who's children were undertaking exams. There was so much more and we are hoping to get the finished report as soon as possible.

We would like to thank these brilliant women for sharing their stories!

Leeds DEAForum / Barnsley Deaf Community

Due to COVID-19, we are pleased to share an alternative way of working for our Deaf community. Our brilliant staff members Khalid Ashraf and Maka Camm will be available to speak with Deaf citizens in order to signpost / refer them to services, as well as a social catch-up! Get in touch to book your 30-minute slot.

In Leeds, the local authority has set up with SignLive to allow Deaf customers to contact them if they are struggling, and Barnsley's local authority has set up an Emergency Contact Centre which can be contacted via Sign Video!



In addition to this, Barnsley Deaf Community are fast-approaching their 10th anniversary, so we would love to hear your ideas about how we can celebrate this!

What have we been doing?



Get Set Leeds—Public Health, LCC

GET
SET
LEEDS.

We undertook this project on behalf of Public Health – Leeds City Council where we spoke to over 700 people across the city from November to December 2019 regarding Get Set Leeds. Get Set Leeds is a partnership of people from all over the city who want to play a part in making Leeds more active.

“The team at Leeds Involving People worked really hard to support Public Health, supporting our work to connect with people from seldom heard communities as part of a citywide conversation about physical activity. ... The work was key to ensuring we reached our target ...” - The Get Set Leeds Team

LIP AGM 2019

LIP held its Annual General Meeting in November 2019 where over 100 people attended and lots of passionate and inspiring conversations happened regarding many topics such as Universal Credit, Deaf access to services and mental health. Our members are amazing! See some of our favourite pictures from the day.



Some Highlights!



Mary Naylor MBE (LIP Chair) and Lord Mayor Cllr Eileen Taylor



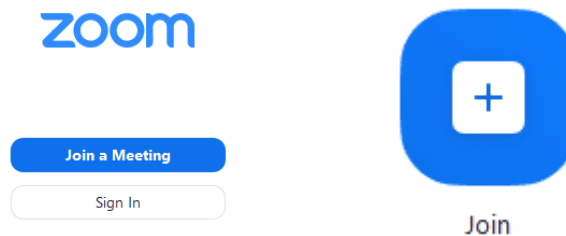
LIP staff raising awareness of our work at a local mosque



BDC members enjoying their Christmas Meal

Using Zoom—Online Meetings

1. Visit www.zoom.us.
2. Join a meeting using one of the following.
 - Click “Join a meeting” if you want to join without signing in.
 - Sign in to Zoom then click “Join”.



3. Enter the meeting ID number and your display name.

- If you're signed in, change your name if you don't want your default name to appear.
- If you're not signed in, enter a display name.

Join a Meeting

Meeting ID or Personal Link Name

Grant MacLaren

☐ Do not connect to audio

☐ Turn off my video

4. Select if you would like to connect audio and/or video and click Join.

A Huge Thank You!



Mick Ward is Chief Officer, Transformation and Innovation, for the Adults and Health Directorate for Leeds City Council, and as he retires, we would like to say a huge “thank you” for everything he has done for LIP and Leeds citizens and hope we can continue to work together to make Leeds the Best City in the UK!

“All I can say about Mick Ward is, ‘How do we replace all his experience, compassion, honesty, and integrity? Leeds through and through’. Thank you, Mick, for everything you have done for and continue do for Leeds and its citizens.” - Phil Gleeson, LIP’s Vice Chair



SCCFRE say farewell to Mick

Thank You For Reading

Top tips

YOUR DOORSTEP YOUR DECISION

If you feel pressured,
ask the person to leave.

FRIENDS AND FAMILY ARE BEST

Support from
trusted friends, family or
neighbours is ideal. Be vigilant
for strangers offering services at the
door that may want to take
advantage.

NO SNAP DECISIONS

Take time to talk to someone
you trust before you make any
decisions.

DO THE CHECKS

You can check ID badges and
contact associations to check
membership registrations yourself.
Call the telephone number of the
organisation, obtain this number
yourself, not from the person at the
door.

APRIL 2020

Thank you for reading the latest LIP newsletter—we give thanks to our partners for their ongoing support on behalf of the LIP Board!



Leeds
CITY COUNCIL



Leeds
Clinical Commissioning Group



Digital



“Advonet”
Providing Independent Advocacy



Leeds and York Partnership
NHS Foundation Trust



UNIVERSITY OF LEEDS



POLICE



Barnsley Hospital
NHS Foundation Trust



**South Yorkshire
Fire & Rescue**
WORKING FOR A SAFER SOUTH YORKSHIRE



BARNSELEY
Metropolitan Borough Council



**Women's Counselling
and Therapy Service**



Barnsley College
Together We Achieve



West Yorkshire
Combined
Authority



Leeds Recovery College



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JustGiving: <https://www.justgiving.com/leedsip>