




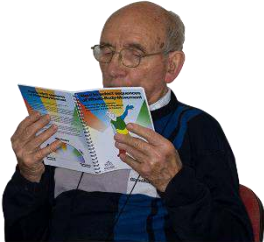
# Preparing For Winter







Engagement Report  
January 2021



# What is this information about?

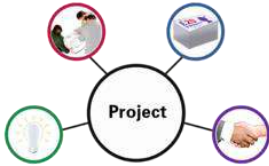
	<p>This information is for people who live in Leeds.</p>
	<p>It tells you about the NHS Leeds Clinical Commissioning Group and what they do to tell people about health and keeping well over winter.</p>
	<p>It is the NHS Leeds Clinical Commissioning Group's job to plan and buy most of the health services for people in Leeds.</p>
	<p>It is important that they share information so that people know:</p> <ul style="list-style-type: none"><li>• How to access the right service, in the right way at the right time</li><li>• How to look after themselves and their friends and family</li></ul>

# What has been happening?

 <p>The image shows a man in a dark suit and pink tie holding a white document with a green 'UPDATE' label. To his left is a graphic of a coronavirus particle with the text 'corona virus COVID-19'.</p>	<p>Because of the COVID-19 pandemic NHS services have had to change and update the information that they share with people.</p>
 <p>The image features the 'healthwatch Leeds' logo at the top. Below it, a woman in a light blue top is talking on a telephone.</p>	<p>Healthwatch Leeds has been doing some weekly 'Check-Ins' with people to find out how things are going.</p>
 <p>The image shows a man in a blue jacket scratching his head, with a thought bubble above him, indicating confusion or a realization.</p>	<p>They found out that some communities in Leeds were not getting the messages they needed to make decisions about their health.</p>
 <p>The image shows a man in a blue shirt and cap giving a thumbs up. Behind him are several large, colorful arrows pointing in different directions.</p>	<p>It is really important that the NHS shares the right information with all local people so that they can keep themselves safe and well.</p>



It also means that people can support the NHS to keep services going over the wintertime.







The 'Preparing for Winter Engagement Project' was set up to try and help with some of this.



The aim of the project was to:

- Support NHS Leeds Clinical Commissioning Group to involve people in their work
- Share information with people about what to do over winter to keep well
- Support different communities in Leeds whose voices are often not heard by professionals who work in health

# What did the Preparing for Winter Engagement Project do?

	<p>Leeds Voices ran the Preparing for Winter Engagement Project.</p> <p>Leeds Voices do work to make sure that local people and communities have their say on changes to services in Leeds.</p>
	<p>Leeds Voices ran 6 online groups and they had 2 one to one interviews with people.</p>
	<p>They also sent out a survey and had 20 responses back.</p>
	<p>They spoke to 12 different organisations that speak on behalf of groups of people from different communities.</p>



The online groups were set up for:

- People with a learning disability and their carers
- Black African communities
- People with English as a second language



It was important that people from these communities could meet and speak as a group.



Sometimes their views are not always heard or listened to.





Some people do not have access to the internet and technology which means that they have difficulty finding out up to date information.



Some people do not believe the messages that are being sent out to them.

# What did we find out?

	<p>There were 65 people who took part in the groups.</p> <p>They were all asked the same 7 questions about:</p> <ul style="list-style-type: none"><li>• The Flu jab</li><li>• COVID 19</li><li>• Using NHS services</li><li>• Whether or not they would have the COVID vaccine (this question was asked to 6 groups before Christmas 2020).</li></ul>
	<p>People said that they were receiving messages sent by the GPs and schools.</p> <p>The messages were hard to understand unless they were translated or read out to them.</p>



Some messages shown in the group meetings were easy for people to understand, but they had not seen these messages before.



Some messages shown in the group could be changed so that they could be understood by different communities.



In different communities messages are mostly shared by phone using Whatsapp, either with a picture or through verbal messages.



Some people do not believe all of the messages that are being sent.

It would be good if in the future messages are sent by the people that are trusted in local communities. For example community leaders.



# What do we think should happen next?

	<p>Make sure that the messages that are sent out to people are aimed at different people and communities so that everyone is included.</p>
	<p>Tell people where to find information online so that they can get more information in ways that they understand.</p>
	<p>Share and use the easy read information that is already available.</p>
	<p>Make contact with the different Community Organisations across Leeds.</p>
	<p>Make messages easier to understand.</p>



Use examples in messages to describe things.

This will help people understand the message that is being shared and how it relates to them.

## How will this information be used?



NHS Leeds Clinical Commissioning Group will use this information to make sure that as many people as possible in Leeds are able to find the information they need to know about health and keeping well.