



LEEDS VOICES PROJECT OVERVIEW

23

Engagements supported



98

Engaging Voices Partners



887

Focus groups delivered



4248

People engaged



3322

Questionnaires facilitated



13

Working Voices Partners



£14,184

Invested back into communities



34

Leeds Health Ambassadors



Engaging Voices

Enable their service users to participate in focus groups or complete surveys

Number of Partners

98



Total responses

4031

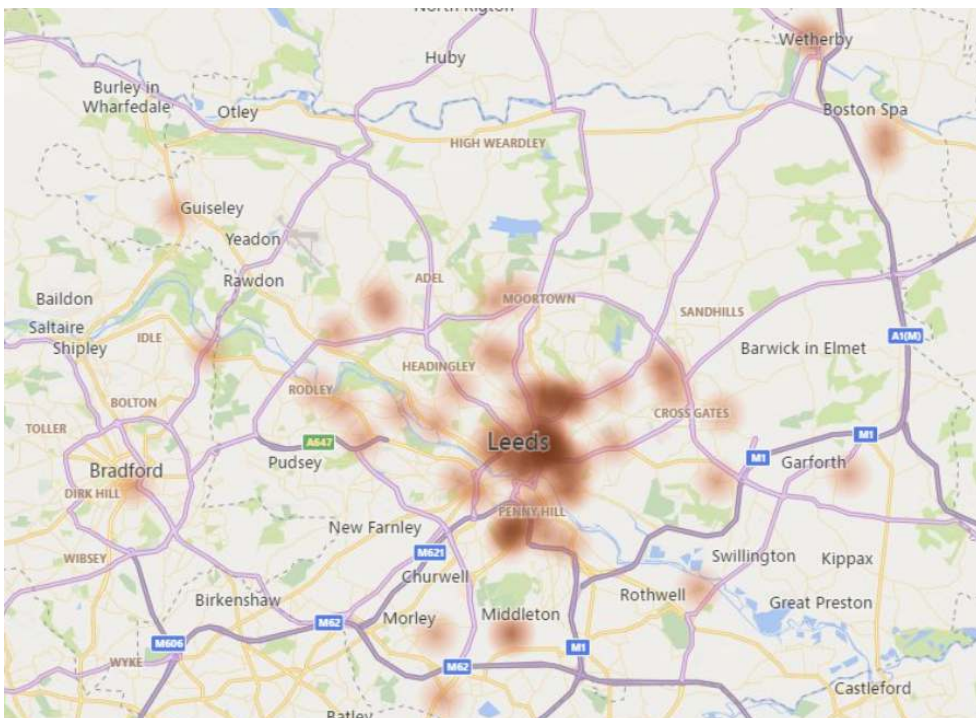


Benefits of Engaging Voices

"Having the opportunity to get involved in what is happening in my city and having a say"

Recommendations for Engaging Voices

"Provides a platform and voice for the service users to contribute and become included"



"The project was really well put together and the members really enjoyed being included in decision making and seeing the direct results of their feedback / input."
Engaging Voices Partner

Widely distributed across Leeds

Working Voices

Provide their employees with opportunities to participate in engagements during working hours

Number of Partners

13

Total Responses

217



Experience of Working Voices

"Great to have a representative attend branch as part of our health and wellbeing events and also to help give our partners a voice"

Recommendations for Working Voices

"Continue to engage local businesses to allow those to discuss the best ways to engage their employees as there are times in the year certainly in our sector where engagement is low due to peak trading"

Benefits of Working Voices

Micro -
volunteering
opportunities
for
employees

Contributes to
businesses CSR
record

Connects the
business and
charity sector

Leeds Health Ambassadors

work closely with Leeds Voices staff to support all aspects of the project

34 Health Ambassadors involved over the life of the project

Positives



100% of volunteers were 'extremely satisfied'

"Working with the lovely team and meeting lots of folks in person and digitally across the city."

"The opportunity to meet others in the community and help the vulnerable in the community"

"The team and the diverse community groups/individuals that I was privileged to meet and listen to"

"talking to members of the community"

"Pre-covid, I was doing what I had hoped to, different settings and meeting lovely people with a great team. During the pandemic they continued contacting and connecting with different groups - adapting the way they did this"



Improvements

Two health ambassadors wanted to have more face-to-face opportunities during engagements with less emphasis on zoom and surveys

Three examples of engagement outcomes



STROKE REHABILITATION ENGAGEMENT

Leeds Voices Summary and Recommendations

We spoke to communities about the effectiveness of the FAST campaign and they said:

"....'droop' or 'drooping' is better because it has more of a meaning already attached to the word when compared to 'weakness'."

Leeds Voices recommendations:

The FAST campaign was unknown to many focus group participants. The imagery could be more powerful and language more accessible.

Act **FAST** and call 999.



Facial weakness



Arm weakness



Speech problems



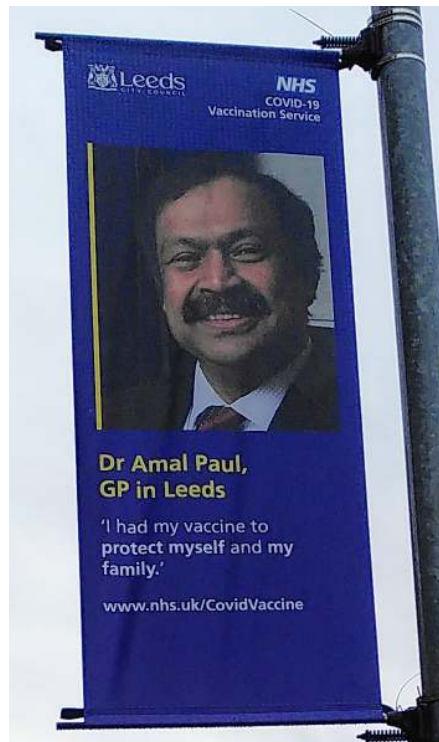
Time to call 999

Discussed at Scrutiny Board

It was agreed by the Board that a local FAST campaign should be initiated in Leeds to take into consideration differences in language and work with other services to make information accessible for all communities of Leeds.

During our winter messages engagement we spoke to communities about what methods health services should use to make sure key winter health messages could reach them.

Below is an example of how one key piece of feedback from this engagement was taken on board and addressed effectively:



Leeds Voices
recommendations:
For images of people
on messages to be
representative of
different
communities

*"More information
on community
mediums"* – people
who are trusted
talking about the
vaccine

We spoke to
communities
in Leeds about
plans to centralise
maternity
services in LGI



Many communities,
particularlry from
inner East Leeds,
expressed concerns
about the impact
these changes
would have



One of our Leeds Health Ambassadors reflected on how powerful they had found the engagement:

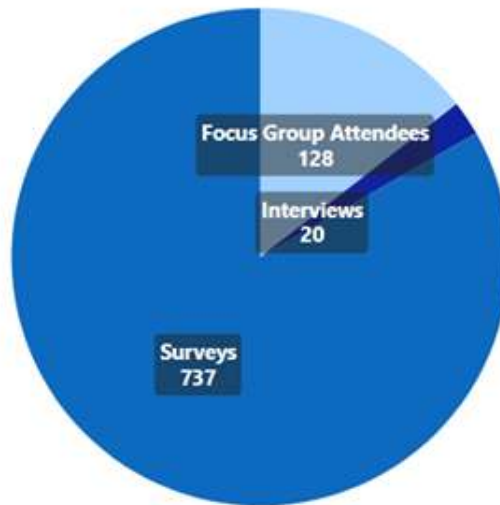
"Hearing from the community who lived near SJUH, it was soon apparent how big the impact would be on having no maternity services there at all for local people if this were to be the outcome from moving the maternity care to the LGI. Leaving some key maternity outpatients/care at SJUH was shown to be important, locally, (which was a particularly diverse and often poorer community, so extra incentives to listen and act on their views)"

Breakdown of Numbers Per Year

2018



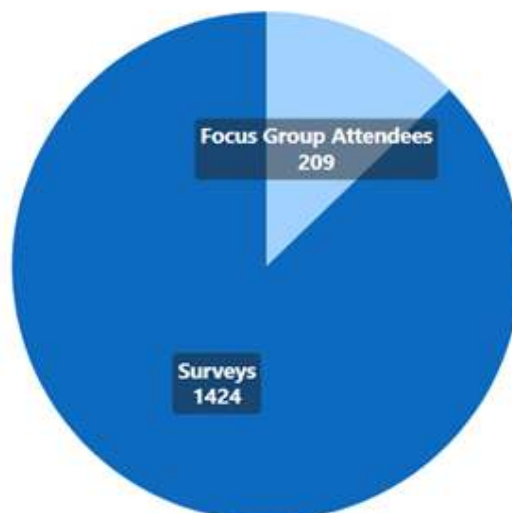
Engagement Numbers



2019



Engagement Numbers

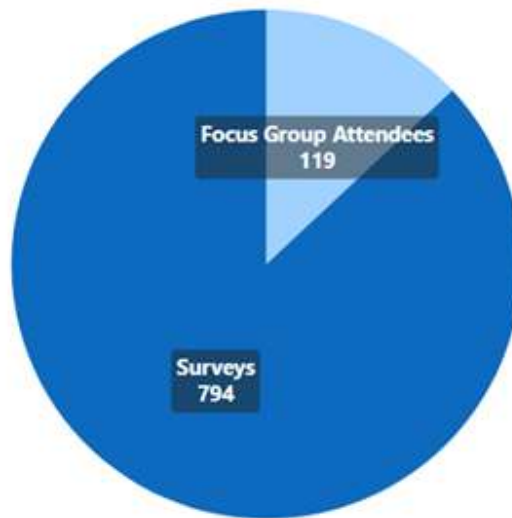


Numbers Per Year

2020



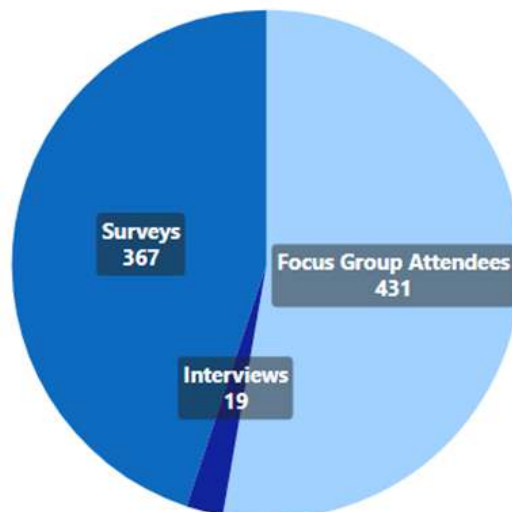
Engagement Numbers



2021



Engagement Numbers



Total Engagement Numbers

4248

Total

887

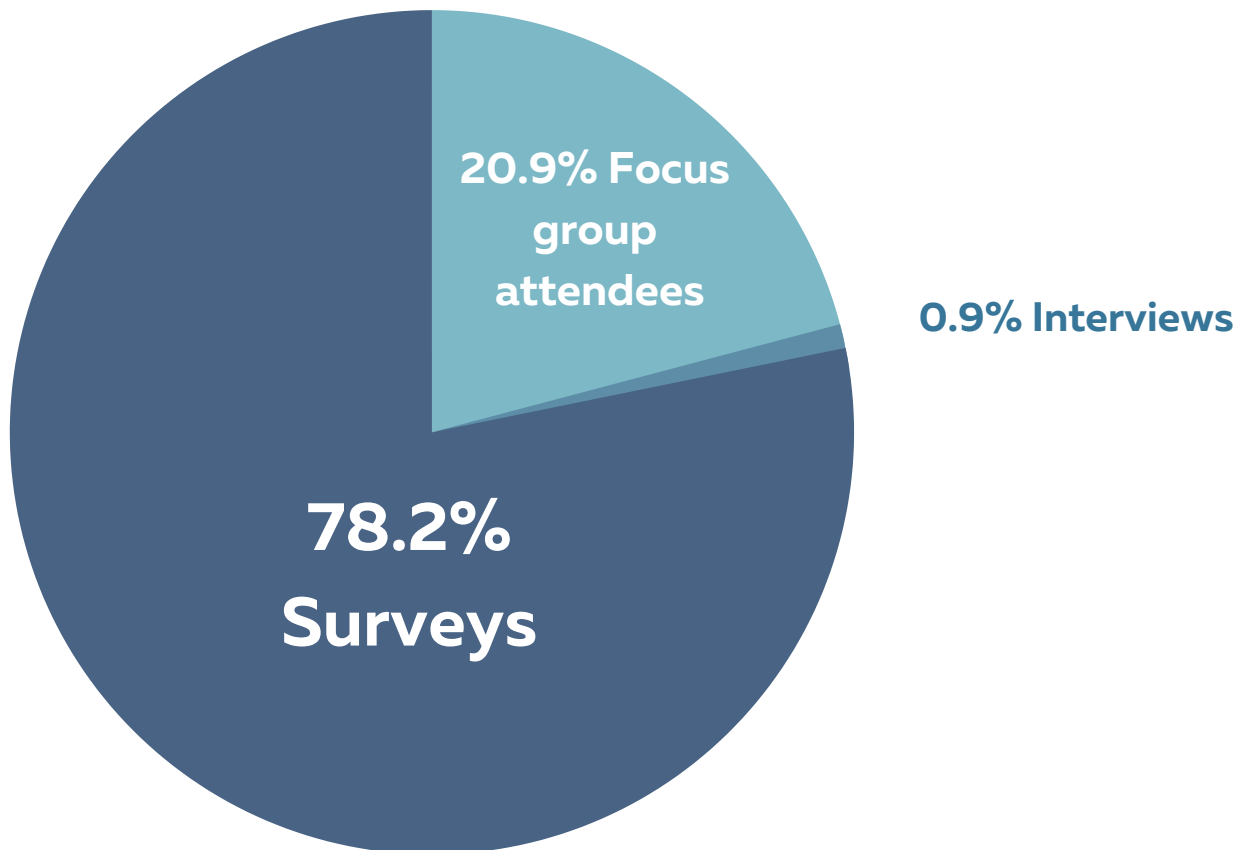
Focus Group Attendees

3322

Surveys

39

Interviews



It has been a huge pleasure to reach out to so many different communities and help them have their voices heard on important health issues.

We're really proud of the work we have produced and hope that this model of work will continue for many more years and increase the connection between health services and communities in the city!

And finally, to all our members...



Thank you!

For all the phone calls, for all the surveys completed, for the date arranging, for the meetings attended, for the opinions given, for all the effort you have put in so that your community, your service users, your people, contribute to changes to health care services in Leeds.

Your contributions have made a difference!



Leeds Voices Staff



Leeds Voices are

Claire Graham - Project Coordinator

Helen Farrell - Project Worker (Volunteers)

Geeta Lota - Project Worker

Iona Lyons - Project Worker

Tessa Francis - Project Worker

Connor-Craig-Jackson - Admin and Research Assistant

December 2021

