

West Yorkshire

VOICE

Making a difference in health and care

West Yorkshire Voice Member Pack

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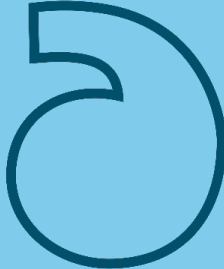
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Background to West Yorkshire Voice

Here is a little bit of background to why West Yorkshire Voice was created and what we would like to achieve with your input.

 "I hope this work celebrates the human side to the health and social care systems, to help promote decisions to be person/patient driven and not system/service driven." 

What is West Yorkshire Voice?

At West Yorkshire Voice, we connect the voices of local people across West Yorkshire to the region's senior decision makers in healthcare.

This is an exciting way for you to work with the NHS in West Yorkshire to shape decisions about how local healthcare is planned and delivered. What we learn from speaking to people, we feed directly back to those who can make changes.

We want you to be West Yorkshire Voice.



Why was it created?

West Yorkshire Health and Care Partnership and NHS West Yorkshire Integrated Care Board want to understand what matters to local people and communities.

They want to know where people think services can be improved and what's working well. This is so they can deliver care and support that meets the needs of our diverse population.

To make sure the voice of people is central to its work, the Partnership asked Healthwatch to develop 'West Yorkshire Voice' to feed directly into decisions made about health and care.



What is the purpose of West Yorkshire Voice?

- To bring the real voice of people with lived experience and unpaid carers to decision-making.
- To give an opportunity to those who may not normally be involved and include the voices of those with the greatest health inequalities.
- To enable and support diverse involvement and representation.
- To form a key part of how health and care services, through the NHS West Yorkshire Integrated Care Board, are held to account by the people of West Yorkshire.



How do we have an impact?

As we have been asked to do this work by healthcare decision-makers, everything we learn from you, gets fed back. We act as a champion for the public voice, promoting the importance of including and involving lived experience perspectives in all healthcare decision making.

West Yorkshire Voice has already made a difference in the work of health and care services in our area. It will continue to develop in partnership with local people to make sure it is accessible, inclusive, and reflective of our communities.



Your Membership

As a member, you will now receive our quarterly newsletter and regular mail outs around involvement opportunities.

We value and appreciate you giving up your time and sharing your experience and so we want you to do this in the way that is best for you.

Ways to be involved:

Individual conversations:

- You or your group can have individual conversations with our West Yorkshire Voice Coordinator. This can be in an accessible location for you and at a time that suits you.
- You can share your experiences of interacting with health and care services and tell us what is important to you.

Events:

- We host and join events (in person and online) with different ways for you to give your feedback and contribute your ideas.
- You can attend events and share perspectives of your own, people you care for or support.
- You can speak to us before or after an event to share views to be fed into the event and overall topic.

Surveys:

- We will share any surveys and questionnaires to support the work of the West Yorkshire Integrated Care Board, Healthwatch and other partners.
- Complete these based on your own experience as well as anyone you care for or support.
- Share with your family, friends, and networks.

Working groups:

- For some pieces of work there will be ongoing consultations, events and working groups set up.
- We want to encourage ongoing involvement in decision making from those with lived experience.



Tell us what is important to you:

We would like West Yorkshire Voice to be a two-way conversation.

We will ask you for your perspectives on topics led by the NHS but also want to hear about what is important to you.

Inform our focus:

- Tell us what you think the network should focus on based on your experiences.
- We will do regular engagement with people and groups to see what matters to you. This help us share good practice and raise common challenges people are facing to the Integrated Care Board. You can also get in touch to have a chat about what matters to you.

Get involved in multiple ways:

Many people who join West Yorkshire Voice might have multiple ways in which they can share their perspective and that of others.

I have ADHD & I am partially deaf

I care for my mum who has dementia

I work for a charity supporting people seeking sanctuary



Every perspective is valid, and we want to hear as many perspectives as possible.

I am a member of my local patient participation group

I am a support worker for people with down's syndrome

I am waiting for an autism assessment for my child



I'm a member of an antenatal group

I have mobility challenges

I'm a faith leader in my community

Ways for your voice to make a difference:

Feeding into reports:

- We regularly write 'insight reports' around key themes that people have identified, and we collect information from a combination of the above involvements.
- We provide briefing papers to the Integrated Care Board meetings from collecting your perspectives.

Feedback on changes:

- You can tell us whether things have changed and if so, whether it has improved things.
- This creates a feedback loop that we can use to regularly feedback to decision makers.

What you can expect from us:

- Regular updates and feedback loop: We commit to feeding back to you on how your feedback has been used and what has changed.
- Expenses and reward: Nobody should be out of pocket when involved so we pay expenses. Recognition and reward can be offered in a range of ways depending on involvement.
- Openness to feedback and change: We want the network to function well for those that it serves and so we are open to different ways of working.

What we encourage from you:

- Access and support: Let us know if you have any access/ involvement needs or adjustments so that we can make changes.
- Lead the conversation: We encourage conversations about what is important to you and challenges you are facing.
- Continue the conversations: We want your conversations with us and your communities to be ongoing. If things change or don't change, it's important that we know about it.

Involving groups and networks

The aim of West Yorkshire Voice is to reflect the diverse population and communities from across West Yorkshire.

We want to link in with all the great work already taking place in local areas, but not duplicate what is already underway. We want to do this by linking in with existing community groups, organisations, networks and other relevant partners.

Examples of Groups

**Third
sector/
charity org**



**Community
Group**

**Existing
network
e.g. Leeds Older
Peoples Forum**

**Patient
Participation
Group**



**Volunteer
Groups**



**Coproduction/
People's
Voices Groups**

Involving your group

Helping us reach diverse voices and engage local people.

You could:

- Share insights about what you are hearing from the communities you support and/ or represent.
- Share our information with your groups and communities to offer engagement and involvement activities. e.g. our newsletter or mail outs.
- Support us to understand how to make engagement opportunities for your communities accessible and meaningful.
- Support us to visit a group of people that you represent and chat to them about what is important to them within healthcare access.

How we can support your group

Promoting the work you are doing:

- You can tell us about any health and care involvement or engagement activities you are running, and we can promote your activity on a local or West Yorkshire wide level.
- You can share any relevant reports or resources that you have produced or that you want to promote to raise awareness of the issues faced by the communities that you support.

Contact information

Thank you for taking the time to read this information.

We look forward to having you as part of West Yorkshire Voice.

You can get in touch with us on:

- info@westyorkshirehealthwatch.co.uk
- 0113 898 0035
- 07496 403 341

West Yorkshire VOICE

Making a difference in health and care



healthwatch
working together in West Yorkshire

West Yorkshire
Health and Care Partnership

