

Service Provider Response Form

Project: Supporting people to become active participants in their health and care.

Name of Service: Leeds City Council (Public Health)

Date: 31/03/2021

Proposed suggestions/recommendations by respondents.	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Written Material - Use clear every day language and avoid jargon or acronyms. - Keep messages simple, clear, and concise. - Use pictures or graphics to help explain things more clearly. - Write short paragraphs and use bullet points.	- A 'toolkit' aimed at professionals will be developed. This will outline key considerations for how to 'prepare people for their appointments/consultations' to enable them to be fully engaged in discussions and decisions about their health and care. - We will continue to reinforce this message by embedding in training materials. - Feedback from this work will be shared with system leaders through the Personalised Care Steering Group.	LCC Public Health working with partners across the city.	We are doing this in phases with a soft launch initially, so phase 1 which is the soft launch will be from July to Nov/Dec and we are doing a small evaluation so we should have some insight around then. The next phase will start in the new year.
Communication Ask individuals about any communication needs and preferences and take action to meet these needs.	A 'toolkit' aimed at professionals will be developed. This will outline key considerations for how to 'prepare people for their	LCC Public Health working with partners across the city.	

• Provide alternative methods of communication and information e.g. easy read. • Provide a contact number on the letter to clarify content of communication.	appointments/consultations' to enable them to be fully engaged in discussions and decisions about their health and care. • We will continue to work with the workforce to make sure that they are skilled and trained to have those shared decision making conversation with people. • Feedback from this work will be shared with system leaders through the Personalised Care Steering Group.		
Appointments • Provide clear information on which appointment (annual review, medication review) is being attended. • A jargon free communication on how to prepare what to ask before, during and after an appointment. • Information about rights of access to and who is responsible for booking interpreters.	• A 'toolkit' aimed at professionals will be developed. This will outline key considerations for how to 'prepare people for their appointments/consultations' to enable them to be fully engaged in discussions and decisions about their health and care. • We will continue to work with the workforce to make sure that they are skilled and trained to have those shared decision making conversation with people.	LCC Public Health working with partners across the city.	

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Involvement in care - Offer longer appointments so people can fully discuss their concerns, treatment options and ask questions without feeling rushed. - Health professionals and patients to work as equal partners to make decisions about health and care. - Ensure interpreters are provided for those who have English as a second language e.g. BSL, spoken languages.	- A 'toolkit' aimed at professionals will be developed. This will outline key considerations for how to 'prepare people for their appointments/consultations' to enable them to be fully engaged in discussions and decisions about their health and care. - We will continue to work with partners to ensure that services and support are delivered in a personalised way. - We will continue to work with people with lived experience so that we can ensure that services and support are shaped around them. - We will continue to work with the workforce to make sure that they are skilled and trained to have those shared decision making conversation with people.	LCC Public Health working with partners across the city.	

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Tools and resources - Consider producing materials in a range of accessible formats for example the 'it's OK to ask' leaflet or videos in simple English with subtitles. It should also be made available in the most used community languages. - Promote materials in a wide variety of health settings e.g., GP, pharmacy, clinics, and outpatient departments. - Work with voluntary and community organisations in Leeds to promote the materials to their groups.	- We are planning a comms campaign, working with various teams and organisations, to support people to feel confident and empowered to actively participate in planning and decisions about their health and care. - We will co-produce these materials with people with lived experience. - Feedback from this work will be shared with system leaders through the Personalised Care Steering Group.	LCC Public Health working with partners across the city.	