

What difference has it made?

Looking after You LS25&LS26 Local Care Partnership (LCP) report

Date: June 2022

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
Explore what extra support people need in order to be more positively motivated to adopt a healthier lifestyle to tackle obesity (e.g. use of health coaching).	- Primary Care Network (PCN) Health and Wellbeing team are recruiting Occupational Therapists, Dieticians, and Health and Wellbeing Coaches. They will look at recommendations from this report to feed into their work and job descriptions, to be verified by LCP partners. - Physical Activity dials – to be used as a tool by LCP Partners to have conversations to encourage behaviour change around being active (Primary Care Network, Social Prescribers, Third Sector). Training available. - Active Leeds– have a digital offer of support available to help people be more active without being in a gym class and are looking to create an ambassador programme so that people can see people like them being active and encourage uptake. - Active Leeds are also looking to pilot a targeted incentive programme to encourage use of Active Leeds services in the area. The results from this report will help identify populations to target in this and			Two Health and wellbeing coaches have started in post and have used the information from the report to shape the service. Two Occupational therapists have been in post since April 22 and are receiving referrals. Still not planning to advertise for a dietician. Health and wellbeing coaches, social prescribers, and health care assistants have been trained in use of Physical Activity Dials. Offer of training still

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
	types of incentives will be coproduced with local people. Actions: 1. Collaboratively work up suitable role job descriptions for Health and Wellbeing team, avoiding duplication. 2. Use information from this report to help prioritise workload for Health and Wellbeing team. 3. Run Training on physical activity dials for LCP partners 4. Communicate Active Leeds digital offer locally, including any information about local incentives to use Active Leeds services	PCN PCN Active Leeds Active Leeds	October 2021 January 2022 Sept 2021 October 2021	available for any other professionals. Active Leeds Kippax Leisure Centre (currently closed) due to carbon work. Rothwell leisure centre—now open and fully operational. They are increasing target activities according to needs and wishes of population. (linking with health and wellbeing coaches in area to find out this information). Active Leeds are going for Age Friendly Status, with Rothwell Leisure Centre as the first site. Active Leeds have commissioned 'Your Back Yard' to offer

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
				virtual home-based exercises. <u>To do:</u> Continue communications with partners and the public on all of above
Look at ways of improving access to local sports and leisure facilities	- Leeds City Council will start to remobilise services from 29th March 2021 within the LS25/LS26 area in accordance with the government roadmap. The main facilities to reopen are Rothwell Leisure Centre, Kippax Leisure Centre and Garforth Leisure Centre. School activities and disability activities have already resumed. The return of all activities is subject to the government roadmap and government COVID guidelines. AL activities are COVID safe and follow the guidelines agreed between Department Culture Media and Sport (DCMS) and the Chartered Institute of the Management of Sport and Physical Activity (CIMSPA). More information about AL and AL making a comeback can be found on our website https://active.leeds.gov.uk/ - AL Ambassador programme as described above, is something AL are looking to develop to encourage uptake of AL services. Seeing people 'like me' in			Active Leeds: Have restarted activities at Rothwell and have found if they aren't in exactly the same format (eg. date and time) as previously, people have not been returning. Continuing to identify need for certain classes, e.g. Kippax Strength and Balance classes. Active Leeds are looking to develop different classes based

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
	gyms and doing physical activity is a known way to improve access to facilities. • Potential for PCN Health and Wellbeing team to work out of leisure centres to improve access. • Offer for people who have deconditioned over lockdown at Garforth and Rothwell leisure centres Actions: 1. Improve communication about what's out there for people to access in this area, and marry up low-cost opportunities, using Co-Operate website (directory of activities and booking facility). 2. Map as an LCP what sports and leisure facilities are in the area and analyse if there are missing activities/services once things have fully reopened. 3. Use the information gained from action above to influence commissioning of new services or facilities or to link with current providers locally to see if there are groups that could fill this local need.	LCP LCP LCP	Jan 22 Jan 22 Jan 22	on what people telling them. They are also seeing cost of living impacting on people's ability to join in classes. Gap: Children's & Young people – LCP looking into this as a lot of partners are highlighting this as a gap. Co-operate, Mapping and Microgrants Received five bids into the Microgrant fund, of which three were successful. Part of condition of grant was to use Co-operate. Not the outreach or uptake we anticipated, as we wanted to use this exercise to

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
				encourage uptake of Co-operate website as a local asset map. Conversations across the city are showing mapping of local small support/activities is more difficult and needs a city-wide solution. Information from microgrants indicates there isn't a gap in service, it just isn't free or known about/advertised well enough etc.
Look at introducing more local and accessible fitness activities and groups. Consideration should also be	- Activities are now available digitally and locally. The Active Leeds app has a range of activities supporting mechanisms that can be performed online. These are either free or a £1 per stream. (more info at https://active.leeds.gov.uk/) - Conversations about physical activity between LCP partners and people, supported by the use of Physical Activity Dials, will be analysed to show any			See above – we will continue with ongoing communications about activities we're aware of. Planning on developing a Communications strategy for LCP.

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
given to targeting activities at particular groups who may face additional barriers to participation (e.g. beginners, older and disabled people or those with long-term health conditions, and also families)	gaps in provision identified by local people. This along with a range of other consultation exercises happening locally and nationally about how people want to carry out activities in groups in line with COVID restrictions will be able to highlight current gaps in local provision. - Garforth NET, Rothwell Live at Home MHA and The Fair Exchange all have a wealth of local activities restarting to help with older people and reconditioning, and with health conditions such as respiratory issues. They are also aware of other groups that may be more suitable for families in the area (or at least were before COVID). Actions: 1. Improve communication, publicity, and connectivity about what's out there to support people and avoid duplication, via Co-operate website.	LCP	Jan 22	
Consider initiatives to promote more cycling and walking, such as safer and better maintained	Active Travel project in Garforth and Rothwell, is a coproduction project looking at supporting local behaviour change to promote cycling, walking or even scooting short local journeys instead of using the car. Recommendations from this project should suggest initiatives to try in the area.			Through the Active Travel project, solutions to promote more cycling and walking were coproduced in summer 2021 with local residents. One of these (booklet of local walks)

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
cycling and walking routes.	- Kippax Parish Council Booklet – Kippax parish council produced a booklet of local walking routes last autumn. This was delivered to all households in Kippax, but can also be found online here. - There is also work happening in the area in regards to the climate emergency, and Garforth is one of the pilot community hubs working on this. There is a link here in regard to walking and cycling for environmental reasons, which have a knock on impact on health and wellbeing. - There are also a number of Neighbourhood Planning forums locally who set out infrastructural plans which look to improve cycling and walking routes. Actions: - Follow recommendations from Active Travel project (which should be available from October 21). Recommendations will also be shared with local councillors to use to evidence a change in local infrastructure needs to have better cycling and walking routes. - Publish a similar booklet to Kippax Parish Council but for Rothwell area - Maintain links and encourage local participation with local climate emergency work and	LCP LCP LCP	March 22 Dec 22 Ongoing	is currently being printed. Walks will be promoted by the health and wellbeing coaches at local GP surgeries and available on the free 'Love Exploring' app. Developing links with RSPB to host cycle hubs.

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
	neighbourhood planning forums to work together to promote walking and cycling.			
Look at local free or low-cost support to lose weight that is accessible virtually or by phone both during the day and outside office hours.	- One You Leeds (OYL) remote weight management service is currently running online, will be returning into community hubs this year, face to face. - As an LCP, we are aware we know about lots of local support to lose weight, which maybe the public do not. As well as this, since the pandemic, a lot of support groups have not been able to function in ways people want etc. We discussed potentially, the LCP might be able to create a repository, both physical and online, to show local resources, be an opportunity for local area to advertise opportunities and be analysed to identify what's still missing which we as an LCP might then be able to look at developing. - As mentioned earlier in this plan, the PCN are looking to recruit a team to support health and wellbeing in this area, including a dietician and health and wellbeing coaches. Part of their remit will be to support people who want to lose weight in a way that suits their needs. Referrals will be made to this team via GPs, and identify cohorts of patients who may need the support of this team in order to prevent serious issues in the future (e.g. Type 2 diabetes).			LCP linked into community events to promote relevant services, such as One You Leeds and health and wellbeing coaches. Funding around weight management services now under consultation from CCG, but LCP are still promoting general Public Health messaging, and support of PCN health and wellbeing coaches. Looking to continue from Diabetes Comms plan to have an LCP wide comms plan for all awareness weeks/days that relate to losing weight and being active.

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
	Actions: 1. Promote OYL offer locally and team up with other leaflet drops 2. Encourage local groups and services to advertise their groups online at Co-operate, and then analyse the gaps in provision 3. Ensure any physical copies of support leaflets can be accessed easily for those who do not have access to online resources, especially at point of contact with any LCP partners who people have approached for information and advice to lose weight.	OYL LCP LCP	Ongoing Ongoing Ongoing	Repository turned out to not be feasible. Physical copies of support leaflets are being distributed by health and wellbeing coaches, shared at community events and via GP surgeries.
More local support for mental health, new parents and older people.	• GP Extended Access and Healthy Minds services will be activated in this area, starting with 10 hours. Referrals for Healthy Mind Services are made via GPs appointments or receptionists and Linking Leeds • All practices will have an identified mental health clinical lead and the PCN will be recruiting to the role of Mental Health Practitioner. This means that there will be more mental health support and qualified mental health professionals available from GP Practices. • There are also 3 Primary Care mental health workers, who are looking to use Multi-Disciplinary Team (MDT) approach to work together and with other professionals to best support local people.			Healthy Minds contract is now providing mental health support and sessions in the local area. Older People – Garforth NET & Rothwell MHA restarted face to face groups and are reporting higher demand than ever before for their groups and activities.

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
	- There are a number of support groups run by local organisations such as The Fair Exchange, Garforth NET & Rothwell Live at Home MHA for older people. Although not always labelled as 'mental health support groups, groups do support the mental health of people. Over the pandemic, some older people have been finding online support harder than phone or face to face. This means there will be more available support in the local area as soon as these groups are able to meet face-to-face in a safe way. - As an LCP we do need to improve our knowledge and reach into support and services for children's and families (and subsequently new parents). New parents will be told what support is available to them by their Health Visitor. This might be more clinical or not always local. However, local organisations mentioned in the above point do have knowledge of 'mum groups' in the area, and again, these types of groups may not be as visible or available within current COVID restrictions. Actions: - Establish Mental Health MDT and include non PCN services, support groups and orgs in the area when established	Primary Care MH Team LCP	March 22 Ongoing	

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
	2. Encourage local support groups to upload their group information onto Co-operate website to show wealth of support available in one place.			
Better access to GP appointments and ensuring that going forward, people have a choice of face to face and digital/phone appointments.	- GP practices are reporting unprecedented capacity issues as we move out of COVID. People have avoided contacting their GP meaning they are now presenting with more complex issues and at a higher rate of demand. GP practices need to also ensure the safety of their patients, so need to safely manage the number of people in a waiting room to allow for sufficient social distancing. - To meet this demand, there will be an increase in GP appointments, both online and face to face, as road map allows. Extended access appointments will be available at weekends at Gibson Lane and New Cross surgeries, and during week from July. - There is a national push for online access and telephone triage to make sure face to face appointments with a GP are used when needed. - The Primary Care Team is also expanding to include roles such as pharmacists, dieticians, mental health practitioners etc. Having these roles in place mean that GP practices can refer people to the professional that can best support their need rather than seeing a GP.			Practices are working really hard to offer a variety of appointments to suit need including extended access appointments (evenings and weekends) of which they have more than in other PCN areas due to high demand. PCN monthly newsletter (circulated to professionals and public) explains current available support. PCN looking at how best to share this locally and make it more user-friendly.

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you said you would take)	Who you said would be responsible	When you said it would be implemented by	June 2022: What has changed, or what do you anticipate will change?
	- Although there is a push nationally to use digital means, we need to continually check ourselves to not exclude people who don't use digital – be that in accessing appointments or knowing what's happening at practices. Actions: 1. Training for e-consult promoted to all patients to ensure those who want to use this, are confident in doing so. Support for this available from Age UK Leeds and Digital Leeds team. 2. Communications via online and newsletters – sharing updates with whole patient population so they are aware of what's happening 'behind closed doors' of their GP surgeries, what they can expect and why when they contact for an appointment, and the wider Primary Care team who can support people more appropriately than a GP.	PCN PCN & PPG	March 2022 Ongoing	
Please use this row to describe any other actions you propose to take as a result of the report.	We will be using this as the basis of the LCPs work plan for 2021-22. We recognise that this plan really highlights the three main issues people are facing coming out of COVID: weight and fitness; mental health; and access to primary care. We may add to this plan over the next year.			