



## Cross Gates Local Care Partnership Meeting 2<sup>nd</sup> November 2021

### Project Update: Dementia Friendly Cross Gates

On the 21<sup>st</sup> September, the Dementia Friendly Cross Gates working group, with Cross Gates Good Neighbours hosted a in person drop in to share information about local support for people living with dementia, and to raise the profile of making Cross Gates Dementia Friendly. The event went very well. A video snapshot can be found here, shot and edited by Ellie:

<https://www.youtube.com/watch?v=7eYxFC6n7p8>

We are now moving forward with cementing our plans to be dementia friendly by increasing awareness in the local area, starting with gathering who is already dementia friendly, and approaching local businesses and schools to increase their knowledge and awareness, as local people living dementia told us these were areas to improve.

**Action for all:** If you would like to be involved in this group let Kate know.

**Action for all:** if you know about local businesses and support or services in the area which are dementia friendly, please add to [asset list](#) or email Kate

### Project Update: Population Health Management

The working group have identified their first cohort to work with to be carers of people living with dementia. The next steps are therefore to find out what matters to this cohort and then consider what we can design in terms of an intervention. To support this, the PCN are assembling a team to have these conversations with this cohort of people. Part of this conversation may include signposting to support which is already available.

**Action for all:** If you know about support available locally for carers please add to [asset list](#) or email Kate.

### Working group update: Breast Feeding

This new working group is looking at how as an LCP, we better support uptake of breast feeding (BF) with new mums. The group met for the first-time last month, and have been looking at working together with practices, children's centre and community groups to increase the visibility of breast feeding and champion it with new mothers. Although data shows Cross Gates isn't the worst LCP in the city for uptake, there is always more we can do to encourage and support, and the data does reflect a decrease in the pandemic where support wasn't as readily visible and available.

PCN will be developing BF champions, to attend some training and then confidently share best practice and info on BF. KG/Connecting Crossgates looking to start BF café as part of their offer and use the Community Hub too, along with Children's Centre staff to really make this visible in the community.

**Action for all:** If you know about support available locally for new mothers or breast feeding, including breast feeding friendly places, please add to [asset list](#) or email Kate.

### GP Access & Comms

Attached is the previous comms Andrea asked us to share.



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Comms for LCP.docx

Since this was shared, there has been a lot of media coverage of the NHS England winter access contract which includes additional funding for GP access to include an increase in face-to-face appointments.

GP practices in Cross Gates, Leeds and across the country have pushed back to NHS England about this because:

- There's been a significant locum depletion
- Name & Shame part – not a supportive or constructive working culture
- Still battling isolating staff and impact on workforce
- Balance between consultation and appropriate appointment type is working well for a lot of patients, and is what current workforce can provide
- Practices are not clear on the data used for the figures as there has been a lot of work behind the scenes on data reporting and they aren't convinced of the link.

There are some points in the contract PCNs want to accept such as community pharmacy for minor illness and extra security measures in practices, but overall the contract also contradicts previous contracts PCNs still need to deliver on.

In the meantime, and since the last LCP meeting, Cross Gates PCN board have agreed to employ a digital workforce to support communications as practices currently do not have the capacity, or potentially skills, to make best use of their websites and social media. However this is to be recruited to still.

Feedback partners wanted to flag from patient perspectives:

- Can voicemail/ record messages be more about what a patient can do rather than 'do not do this'?
- For many groups of people, ringing at 8am to get an appointment is difficult. Could there be a second chance slot in the afternoon?
- Can call back times have a specified window? Means people will know if they have missed their call or be able to answer it more successfully hopefully.

The PCN have recently appointed a new PCN manager, and access will be one of the first things they look into. There is also a new OOH appointments service being set up at St George's for the city, which is currently struggling with recruitment issues, but the hope is it will start to address some of the citywide demand for post 4pm appointments.

**Action for all: Please share the comms messages above with people you look after in the area, and feedback to practices if you are struggling to find the right information on their websites.**

**Action: Andrea to add to comms attached when found out what is happening in each practice regarding telephone system/call back options; and add any metrics on demand to this so we can share figures to help demonstrate issues.**



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### Community Hub Shop

Cross Gates & Whinmoor Community Hub went live as of Monday 1<sup>st</sup> November, with an official launch event on Thursday 4<sup>th</sup> November. Support for the utilisation of this space has been fantastic, so along with some of the activities Cross Gates Good Neighbours already offered, it means that for the foreseeable, the only bookable time left are Saturday mornings.

As some examples the hub will be holding COVID vaccinations, One You Leeds groups, Strength and Balance classes, Computer lessons, CPR classes, Breast Friends Support group, HSBC support for those who can't online bank, bus pass queries, housing support.

Finally, details for the hub are as follows:

Tel: 07903 639879

Email: [cwcommunityhub@crossgatesgns.org.uk](mailto:cwcommunityhub@crossgatesgns.org.uk)

A huge congratulations from the LCP to Cross Gates Good Neighbours for getting this operational so quickly! And thank you for hosting our LCP meeting today.

**Action for all: Drop off any posters/leaflets you'd like to promote in the shop or contact Claire via above means to discuss how to support.**

### Community Matters Yorkshire

Adele Reynolds-Cooper from Community Matters joined the LCP. She updated that she is attending some knife crime training from St Johns Abulance next week, and will report back on this if of interest to other partners.

Please also find some information on community spaces, as well as a training offer from Community Matters that may be of interest.



Maintaining  
Standards Report.pdf



Local Landscape  
Report-1.pdf



course content  
poster Badge of Excel

### Workshop: Domestic Violence

Sunita Jhamat from the Safer Stronger Communities; Safeguarding & Domestic Violence Team; and Rachel Ainscough, Senior Development Manager in the LCP Development team working with Seacroft LCP came to talk through the approach to tackling Domestic Violence Seacroft LCP have taken.

Cross Gates LCP Strategic Planning Group agreed this would be a good approach for us to learn from and work with Seacroft on, especially as a lot of partners are part of both LCPs.

Please see slides attached.



Seacroft Domestic  
Abuse slides for LCP

**Immediate actions you can take:**



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- Support the White Ribbon event in the community hub, on the 2<sup>nd</sup> December. Ran by the Children's Centre. Purpose of this event is to promote the 16 days and white ribbon campaign and plan to do pledges/white crafts/ fundraising for Leeds women's aid and possibly some craft packs for visitors to take away to do at home.
- Get a place on the MARAC training:  
Places on the next Multi Agency Risk Assessment Conference Briefings(MARACs) are now available to book. Date: **Tuesday 30<sup>th</sup> November 2021 09:30 am**  
Booking Link: <https://www.eventbrite.co.uk/e/multi-agency-risk-assessment-conference-briefingsmaracs-tickets-205632080087>  
Please note: Some of the content of this course is of a sensitive nature. You may wish to use headphones/be in a private space so only those attending the course will be able to hear the themes and topics discussed. Please share this invite to professionals and colleagues who would benefit. For any questions or issues please contact:  
[SaferLeedsSafeguardingandDVTeam@leeds.gov.uk](mailto:SaferLeedsSafeguardingandDVTeam@leeds.gov.uk)

**Action: Agreed this is something to tackle as a LCP. Kate to plan with Sunita and Rachel a training offer for this LCP and space to consider how to work together as an LCP to tackle this.**

### Digest Messages

We are trailing a new, more inbox friendly way of sharing the LCP Digest which is usually attached to the notes from an LCP meeting. Please find the most up to date digest messages at the bottom of our home page on our [website](#).