



North Central London
Clinical Commissioning Group

Directorate Briefing 2 June 2021

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Introducing: the Learning Hub

- This week, we have launched our brand new Learning Hub sessions.
- These will replace our former lunch and learn sessions and will cover a range of broad topics over the coming months.
- These sessions will cover staff and manager learning, as well as topical awareness sessions.
- Some Learning Hub Sessions will be of more relevance to you and your role than others, but we would encourage you to sign up to all of those that you would like to attend.
- **We are looking for new ideas for sessions!**
- If you have a topic that you think could be covered by a Learning Hub session, or would like to host a session, please get in touch with Courine Stewart, Senior OD Consultant
Lead: Courine.Stewart1@nhs.net
- We are launching the Learning Hub with a focus on people policies and guidance for managers.

Introducing: the Learning Hub

Below is a list of our first confirmed sessions. To sign up for any of the sessions below, please contact Erica Maxwell: Erica.Maxwell@nhs.net

Learning Hub: Appraisals

Suitable for: all staff and managers (maximum of 12 people per session, please register early to avoid disappointment)

- Thursday 10 June, 2pm – 3pm
- Monday 14 June, 11am – 12pm
- Wednesday 23 June, 11am – 12pm
- Tuesday 29 June, 2pm – 3pm

Introducing: the Learning Hub

Learning Hub: Absence Management

Suitable for: managers only (max. 12 people / session, please register early to avoid disappointment)

- Thursday 1 July, 10.30am – 11.30am
- Wednesday 14 July, 3pm – 4pm
- Friday 23 July, 2.30pm – 3.30pm

Learning Hub: Effective 1:1s

Suitable for: managers only (max. 12 people / session, please register early to avoid disappointment)

- Thursday 8 July, 2pm – 3.30pm
- Friday 23 July, 11am – 12pm

We will be announcing more sessions in the coming weeks, when dates and times are confirmed. Please keep an eye out for articles in the Staff newsletter and on the staff intranet.

Time For You Week

- Later this month, we will be holding our first ‘Time for you’ week.
- During this week, we will be further encouraging staff to take time for themselves, building on our recent Keep Active Week.
- Working from home continues to provide some challenges so we will introduce some initiatives for all staff throughout the week.
- Some of the initiatives during this week will include:
 - No meetings to be booked over lunchtime (times tbc).
 - Meetings to be shortened to ensure comfort breaks are possible between meetings – so to start 5 mins later / end 5 mins earlier.
 - Reviewing meeting attendance lists to determine if all attendees are necessary.
 - Restricting emails sent out of hours.
 - Reducing the use of ‘CC’ on emails.
- We are hopeful that these small changes will help you find more time in your day to focus on you.

Speak Up Ambassadors

- The CCG is looking to recruit some staff volunteers to be Speak Up Ambassadors.
- These are key roles which will help the CCG to foster and support a culture where speaking up against wrongdoing is a positive activity which staff are encouraged and supported to do.
- This includes speaking up about bullying, harassment, unlawful discrimination, criminal offences, miscarriages of justice, health and safety concerns, damage to the environment, failure to comply with legal obligations and/or concealment of any of these.
- Speak Up Ambassadors hold a unique role. They support the Freedom To Speak Up Guardians (Ian Porter and Kay Matthews), hold positions of trust and confidence and act as a role model for creating an open, honest and transparent culture which values speaking up.
- Speak Up Ambassadors will be given full training and protected time to enable them to properly carry out their role.

Speak Up Ambassadors

- Recruitment is via an Expression of Interest followed by an interview. The Expression of Interest Form and Role Description are available on the staff intranet:

<https://intranet.northcentrallondonccg.nhs.uk/news/current-vacancies.htm>

- If you are interested in applying for this role, for more information or for an informal discussion please contact Andrew Spicer, Head of Governance and Risk, at andrew.spicer1@nhs.net
- The deadline for Expression of Interest Forms is 5pm on Friday 25 June 2021 to the HR/OD Team at: NCLCCG.OD@nhs.net

Mental Health & Wellbeing Champions

- As part of the CCG's Wellness Programme and to further support our staff, the CCG will be introducing Mental Health & Wellbeing Champions (MHWC) in order that advice and guidance on managing mental health can be provided to staff on an individual basis.
- The MHWCs will have a key role in spotting the signs and symptoms of mental ill health, and provide colleagues with a safe space to start a confidential conversation about their mental health and signpost them to the most appropriate support.
- MHWCs will be trained to listen, reassure, and respond. MHWCs also have a role in supporting positive wellbeing and tackling stigma.
- The MHWC role is a voluntary role and will be undertaken in addition to your role in the CCG.
- In this role, you will be fully supported by first attending Mental Health First Aid (MHFA) training. This training is accredited by Mental Health England.
- The MHFA course will be held online over four half days in July. You must attend all four sessions to complete the certification.

Session 1: Monday 5 July (9.30am – 1.30pm)

Session 3: Wednesday 14 July (1.00pm – 4.00pm)

Session 2: Wednesday 7 July (9.30am – 1.30pm)

Session 4: Monday 19 July (1.00pm – 4.00pm)

Mental Health & Wellbeing Champions

The course covers:

- ✓ What is mental health?
- ✓ Suicide
- ✓ Anxiety and depression
- ✓ Psychosis

Attendees will learn how to:

- ✓ Spot the early signs of a mental health problem
- ✓ Feel confident about helping someone experiencing a mental health problem
- ✓ Provide help on a first aid basis
- ✓ Help prevent someone from hurting themselves or others
- ✓ Help stop a mental illness from getting worse
- ✓ Help someone recover faster
- ✓ Guide someone towards the right support
- ✓ Reduce the stigma of mental health problems

Mental Health & Wellbeing Champions

How to get involved

- Places on the Mental Health First Aid course are limited.
- If you are interested in becoming a Mental Health & Wellbeing Champion please complete the Expression of Interest form and send to the HR/OD Team (NCLCCG.OD@nhs.net) by **5pm on Wednesday 16 June 2021**.
- Informal discussions with staff that have submitted an expression of interest to become a MHWC will take place during w/c 21 June 2021.
- If you have any questions about the Champions, please contact Courine Stewart:
courine.stewart1@nhs.net
- The Expression of Interest Form and Role Description are available on the staff intranet:
<https://intranet.northcentrallondonccg.nhs.uk/news/current-vacancies.htm>

MP / Councillor enquiries – new process

- We have introduced a new process to manage MP and Councillor enquiries and complaints as of **1 June 2021**.
- All MP / Councillor enquiries and complaints will be managed centrally by the CCG Complaints Team.
- **Action for you:** if you receive an enquiry or complaint from an MP or Councillor (or their office) directly or via any shared mailboxes, please send it on to nclccg.complaints@nhs.net as soon as possible.
- The Team will make sure it is logged and tracked to completion. This will ensure that we are responding promptly and consistently to MPs and that we are not duplicating work across the CCG.
- The Team supporting this new process are Brett Vallance, Jan Williams and Maria Daly.
- Importantly, Directorate staff will continue to provide content for many of our responses, so your awareness of the process and help in responding to requests for information will be much appreciated.

Complaints – reminder

- If you receive a complaint directly, please send the complaint to nclccg.complaints@nhs.net where it will be logged and tracked to completion.
- The Complaints Team (Brett Vallance, Jan Williams and Maria Daly) are manning this mailbox and are overseeing the process. The team help guide Investigating Officers, Heads of Services and others, through the process that needs to be followed. A ‘response template’ is being developed which will give clearer guidance to Investigating Officers, assisting them in drafting the complaint response.
- We will also be running Complaints training sessions, as part of the ‘Learning Hub’, which all staff are encouraged to attend.
- Importantly, Directorate staff will provide the content for many of our responses, so your awareness of the process will be key. Directors and Senior Managers are also asked to provide support to the Investigating Officers to ensure that the CCG can learn from complaints received and give feedback to improve the services that we commission.
- Please continue to familiarise yourself with the policy, [which can be found on the Intranet](#), and if you have any questions, please contact a member of the Complaints Team, who will be happy to help.

Enquiries – reminder

- NCL CCG now has a dedicated enquiries mailbox: nclccg.enquiries@nhs.net
- This is a public facing mailbox for residents, stakeholders and any other members of the public to contact the CCG.
- The enquiries mailbox is manned on a rota basis, Monday-Friday, by the following staff: Jan Williams, Kadiatu Bashiru and Maria Daly.
- This new mailbox replaces all legacy CCG enquiries mailboxes, which have been auto forwarded to this new mailbox, before being eventually closed.
- If you receive a general enquiry directly, please send it onto nclccg.enquiries@nhs.net where it will be acknowledged and passed onto the relevant team for response.
- If you have any questions, please contact a member of the team (Jan, Kadiatu or Maria), who will be happy to help.

River Park House

- Last week, we were given notice to vacate the Haringey office – River Park House – as our landlords, Haringey Council, have advised that they will no longer be using the site as an office.
- We are expected to be moved out by the middle of October 2021 at the latest.
- As we are doing for the Enfield office, we will undertake an options appraisal in the coming months and all Haringey staff will be kept updated as this progresses.
- Staff that we believe are contractually based from the Haringey office should have received an email about this last week.
- If you did not receive the email and are based in Haringey, please do contact Vicky victoria.creamer@nhs.net to ensure you receive the regular updates.
- We would like to assure staff based in both the Haringey and Enfield offices that depending on the outcome of the options appraisal, there may be a formal consultation, in line with employment contracts.
- Many thanks to those staff that completed the recent Return to Office and Ways of Working survey. We are now reviewing your responses and will build this into our planning.

In Conversation / Ask EMT: new dates

We can now confirm dates for the next In Conversation event, and also some additional 'Ask EMT' sessions, following the success of the first one last week.

NCL CCG: In Conversation

- The next NCL CCG In Conversation event will be held on Thursday 22 July at 10am.
- We will share more information about the session nearer the time, but would encourage all staff that can attend, to dial in.
- We have taken feedback on board from the previous session and expect to offer more interactivity at the next event.
- All staff should have received a calendar invite for this session last week. If you didn't, please email: nclccg.communications@nhs.net

In Conversation / Ask EMT: new dates

Ask EMT

- The next confirmed dates are:
 - Wednesday 23 June, 11.05am – 11.45am
 - Wednesday 15 September, 11.15am – 11.55am
 - Wednesday 13 October, 11.15am – 11.55am
 - Wednesday 8 December, 11.15am – 11.55am
- As these sessions are intended only for those staff that specifically want to come along to ask a question of EMT, calendar invites are not being circulated.
- You can access the MS Teams invites on the staff intranet:
<https://intranet.northcentrallondonccg.nhs.uk/working/ask-emt.htm>
- Please feel free to add these links / dates to your Outlook calendar.



NCL ICS System Development Plan update

- Thank you to everyone who came along last Thursday to the NCL ICS System Development briefing as part of the listening phase of the transition planning. We had over 200 people attend.
- We heard of some brilliant examples of integrated working as well as some helpful reflections for us to build into our local plan. We also talked about the importance of enablers in working together as a system.
- Some reflections from the session are summarised on the next slide – these will help inform our system planning.
- We will continue to host similar sessions for staff throughout the development of the ICS.
- These will be aligned with milestones within the programme, with the next session to be held in July. Invitations will be circulated when a date has been confirmed.
- For those colleagues who weren't able to attend, [the slides are now available on the staff intranet](#).
- Key actions for staff to support next steps:
 - If you would like to become a champion/Key Link person with the programme, on behalf of your team, please email northcentrallondonics@nhs.net
 - We are looking for examples of good practice across the system. If you have any examples of integrated working that you can share, please contact the team northcentrallondonics@nhs.net



Key reflections to inform our planning

How do we map the resources to need?

Where do providers sit in the ICS?

Are the levels of resources in the right place / organisations?

We need system finance strategy following changes to national tariff

How do we ensure shared data is available?

We need a shared timeline with partners?

How do we value and support workforce meaningfully, as they are the key enabler?

Is there scope to plan and review pooled budgets as a system?

We need to build on local good practice

How do we ensure joint accountability and transparency?

What does the national employment commitment actually mean?

Has the multi-geographical nature of the ICS been taken into account?

Roadmap to transition

May June July Aug Sept Oct Nov Dec Jan Feb Mar April '22

Listening and planning phase

- **Staff and partner engagement in developing the ICS system development plan**
- National guidance issued (over summer)

Implement new ways of working

- NCL ICS operating in shadow governance form
- Engage with stakeholders to embed NCL ICS Vision
- Work to implement NCL system development plan

Design phase

- Shadow ICS Governance developed in line with legislation
- New ways of working developed in line with system development plan

Embedding new ways of working

Continue to develop system capabilities to deliver on core ICS vision of a population health based- approach to reducing inequalities, improving access and increasing efficiencies

How to get involved...

- Join the upcoming drop in session and listening sessions (more information in newsletter)
- Email any questions to: northcentrallondonics@nhs.net
- Share any good system working examples to northcentrallondonics@nhs.net
- Contribute to system development planning through team discussions...

This is based on what we know now – but could change based on national timelines...

Carers Week: 7 – 13 June

Making Caring Visible and Valued

- Carers offer care and support to family members or friends who have a disability or illness.
- Carers Week aims to raise awareness of caring, and the importance of the contribution carers make to their families and communities, as well as the challenges they face.
- Raising awareness will also help people identify themselves as carers and offer them support.
- The Care Act 2014 gives the right to all carers to have a Carers Assessment by a local authority social worker, who can offer options for support or respite.
- Each Borough in NCL has activities for carers week run by the local carers centre or the local authority.
- Activities are mostly being run online and people can book via the websites. Information about events is at: <https://www.carersweek.org/?cmp=activity>
- We will share information on the staff intranet later this week that highlights the events taking place in each borough.

Carers Week: 7 – 13 June

Making Caring Visible and Valued

- Some of the confirmed activities include:
 - Islington has talks on dementia and learning disabilities, as well as yoga and a virtual cuppa.
 - Enfield has an online community Fayre with talks and meet ups with other carers
 - Barnet has interactive workshops to help carers speak up for themselves and to learn relaxation techniques
 - Haringey has sessions on information to help carers and a virtual cream tea
 - Camden has a talk by novelist Kate Mosse and palliative care doctor and writer Rachel Clarke at the Wellcome Collection and an interactive dementia friendly concert being livestreamed from Hampstead Parish Church.
- Keep an eye out for more information in the Staff News this week.