

**Patient and Public Engagement Committee 2020/2021**

<b>Date of Meeting:</b>	09 July 2020
<b>Agenda Item:</b>	2.4
<b>Subject:</b>	HMR Circle Update
<b>Reporting Officer:</b>	Mark Wynn
<b>Aim of Paper:</b>	Inform group about HMR Circle's activities during the lockdown

Governance route prior to PPEC	Meeting Date	Objective/Outcome
Governing Body	Select date of meeting.	Click to Select
Audit Committee	Select date of meeting.	Click to Select
Strategic Place Board	Select date of meeting.	Click to Select
Integrated Commissioning Board	Select date of meeting.	Click to Select
Locality Engagement Group	Select date of meeting.	Click to Select
Patient and Public Engagement Committee	Select date of meeting.	Click to Select
Quality and Safeguarding Committee	Select date of meeting.	Click to Select
Remuneration Committee	Select date of meeting.	Click to Select
Clinical and Professional Advisory Panel	Select date of meeting.	Click to Select
Primary Care Commissioning Committee	Select date of meeting.	Click to Select
Information Governance Management Group	Select date of meeting.	Click to Select
Other	Click here to enter text.	

<b>Patient and Public Engagement Committee Resolution Required:</b>	For Information Only
<b>Recommendation</b>	Members are asked to note the contents of the report

Link to Strategic Objectives	Contributes to: (Select Yes or No)
<b>SO1:</b> To be a high performing CCG, deliver our statutory duties and use our available resources innovatively to deliver the best outcomes for our population.	No
<b>SO2:</b> To deliver on the outcomes of the Locality Plan in respect of <b>Prevention and Access</b> (Prevention and Self Care)	No
<b>SO3:</b> To deliver on the outcomes of the Locality Plan in respect of <b>Neighbourhoods &amp; Primary Care</b> (Getting help in the Community)	No
<b>SO4:</b> To deliver on the outcomes of the Locality Plan in respect of <b>In Hospital - Planned</b> (Getting more help)	No
<b>SO5:</b> To deliver on the outcomes of the Locality Plan in respect of <b>In Hospital - Urgent Care</b> (Getting more help)	No
<b>SO6:</b> To deliver on the outcomes of the Locality Plan in respect of <b>Children, young people and families</b>	No
<b>SO7:</b> To deliver on the outcomes of the Locality Plan in respect of <b>Mental Health</b>	No

<b>Risk Level:</b> (To be reviewed in line with Risk Policy)	Not Applicable
<b>Comments</b> (Document should detail how the risk will be mitigated)	N/a

<b>Content Approval/Sign Off:</b>	
<b>The contents of this paper have been reviewed and approved by:</b>	Not applicable
<b>Clinical Content signed off by:</b>	Not applicable
<b>Financial content signed off by:</b>	Not applicable

	<b>Completed:</b>
Clinical Engagement taken place	Not Applicable
Patient and Public Involvement	Not Applicable
Patient Data Impact Assessment	Not Applicable
Equality Analysis / Human Rights Assessment completed	Not Applicable

### **Executive Summary**

The below informs the Committee about HMR Circle's activities during the lockdown.



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### HMR Circle and the Volunteer Drivers Service Covid-19 Response Update

With the situation around Coronavirus Covid-19 we had to suspend all HMR Circle activities, including the transportation of passengers by our Volunteer Drivers Service.

We had to re-purpose our offer to help keep people connected and also to continue to provide the best possible service during the pandemic.

- We changed the Volunteer Drivers Service from a passenger service to a collection and delivery of prescriptions, emergency food parcels and standard shopping as well as the collection and delivery of PPE equipment to local doctors and care homes. We have completed over 600 transports requests for this new/repurposed service. Working with local agencies we have had our Volunteer Drivers added to the Key Worker list so they access the Covid testing site at Spotland Stadium. We have also provided PPE including masks, hand sanitiser, gloves, face screens as well as branded Hi-Vis Vests and lanyards.
- We undertook to telephone call all the Members of HMR Circle and the Volunteer Drivers Service, which is approaching 850 people. Each person has had at least two welfare calls from the team.
- We have moved to a weekly eNewsletter which goes out to 1500 email addresses with all the latest news and background information about HMR Circle and the Volunteer Drivers Service.
- Using the Circuit eNewsletter we surveyed Members about the response of HMR Circle and the VDS and they rated us as 9.06 out of 10 (Full survey results in the link below).
- We created Boredom Buster which alternates between being a downloadable/printable magazine and hard copies which are sent to all the Members of HMR Circle and the Volunteer Drivers Service.
- Working with partners we created Circles Connected, a Facebook Page with daily changing content ranging from medication, music, comedy and craft through to nostalgia, cooking, travel ideas and even tap-dancing classes!
- We have created a weekly online quiz, every Monday at 7pm which has been averaging over 25 teams each week. The HMR Circle Quiz Time is hosted by one of our Members (Martin) who writes and hosts the quiz himself.



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- We have also created the Online HMR Circle Lunch Club-Club, which takes place most Fridays at 12.30pm where people post pictures of their lunch and then give their friends a call.
- In parallel to the Lunch Club-Club we have also created the HMR Circle Zoom Lunch Club-Club Live where we have a 'Zoom' Meeting with HMR Circle & VDS Members and give updates and information as well as simply having a chat.

Using the Zoom Lunch Club-Club LIVE we celebrated our 8<sup>th</sup> birthday as an organization with an online event as well as creating a celebration video and graphics.

- Working with a variety of partners including the University of Manchester, GM Ageing Hub and the LRC we posted out to approximately 850 people copies of the Staying Well at Home booklet produced by the University of Manchester. We also distributed a further 250 copies to the people who we delivered prescriptions to.
- Thanks to a donation of Mosaic Craft Kits from Jamboree Arts, we were able to distribute 50 pf these packs free of charge to older people who were isolating.
- Again, working with the GM Ageing Hub, we have another 100 Craft Packs we will be distributing in the next couple of weeks.
- Thanks to donations from Members of HMR Circle and the Volunteer Drivers Service we have created a lending library of books which we are safely sharing with Members. Thanks to additional donations we have now added DVD's to the lending library.
- Working strictly within the parameters of the latest Government Advice we have started a series of experimental walks, limited to 5 participants and a walk leader. The walks allow for people to be able to take exercise and have an element of social connection that has been missing for the last three months.
- In conjunction with Adult Care and taking advice from Dr. Chris Duffy and the Community Transport Association we have been able to bring a limited passenger service back for the Members of the Volunteer Drivers Service. Currently limited to medical appointments only this service is vital post corona.



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- The online publication Talking About My Generation has covered our work twice during the lockdown with features on our Services as well on how we have adapted during the lockdown.
- Our Practical Service has refocused on helping people to access their gardens during lockdown so they can safely get some form of exercise whilst limiting their potential contact with others. In particular, we been installing handrailing to steps and slopes as well as mowing lawns and cutting back hedges etc. to ease garden access.
- Working with partners we have built a group who are looking to build a digital library for people who don't have access to a computer. The digital library will look to loan out computers and give instruction to those who are restricted with access to the Internet or have limited IT skills.
- During the pandemic we have revamped and improved our website to give more information and news to people and organisations.
- We have used the lockdown to ensure the long-term financial sustainability of the organization, accessing new funds, build on existing partnerships as well as creating new ones. Rather than shrinking, the organization will be looking to recruit new staff Members and increase our offerings.
- We are launching an online befriending pilot with a Turkish Asylum Seeker/Refugee organization. This will see volunteers have weekly chats with Turkish Asylum Seeker families based around Greater Manchester to help improve English skills and also to assist in reducing isolation among the participants. We have also maintained and developed links with BAME groups across the area and are looking at various projects, post Covid.
- We have published a report with Manchester Metropolitan University through their Q-Steps programme on the benefits of volunteering with HMR Circle and the Volunteer Drivers Service. We have also recruited a new student placement for this coming educational year to research how HMR Circle and the VDS work with partners, funders and other bodies.

Link to Circles Connected Facebook Page

<https://www.facebook.com/groups/221207395743916/>

Link to the report from MMU into Volunteering with HMR Circle

<https://drive.google.com/file/d/1HWhK--FTFBLPscCsPo9X6DWGHXBO76ss/view>

Link to Circuit the weekly eNewsletter from HMR Circle



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<https://mailchi.mp/7d284a944907/new-zoom-meeting-free-craft-kits-new-boredom-buster-more>

Link to article about HMR Circle in Talking About my Generation

<https://talkingaboutmygeneration.co.uk/the-new-rochdale-pioneers-a-social-club-for-the-over-50s-attracts-international-attention/>

Link to our weekly online quiz

<https://myquiz.org/i/454404>

Link to our Boredom Buster

[https://drive.google.com/file/d/1MBLCGPXnlqzNKY5VhrNHN2fr07470f\\_L/view](https://drive.google.com/file/d/1MBLCGPXnlqzNKY5VhrNHN2fr07470f_L/view)

Link to our Lending Library

<https://drive.google.com/file/d/1paob2ym5bdraFagT814Re8jwBpEPP7EA/view>

Link to the HMR Circle Lunch Club-Club event

<https://www.facebook.com/events/710287106457338/>

Link to Staying Well at Home Booklet

<https://www.greatermanchester-ca.gov.uk/media/2959/keeping-well-at-home-dv02-gm-11th-may-2020.pdf>

Link to HMR Circle Covid Response Survey

[https://docs.google.com/document/d/1NFSux6lVwOrh2FO\\_76mGkHEcZx5PSuRAP8DiG2KQyTk/edit](https://docs.google.com/document/d/1NFSux6lVwOrh2FO_76mGkHEcZx5PSuRAP8DiG2KQyTk/edit)

Mark Wynn

**Mark Wynn**  
**Director**