



# Patient Experience & Involvement Newsletter

Monday 3<sup>rd</sup> June 2024

## Virtual opportunities and supporting information for service users, patients, and carers

Welcome to our June edition of Leicestershire Partnership NHS Trust's (LPT) Patient Experience and Involvement Newsletter. We hope the items contained in this newsletter provides you with useful and informative information including introduction to involvement sessions, catch ups, various involvement opportunities and towards the end of the newsletter is a space for you to show and share, and where we provide updates on work you have been involved with and the impact this has had on the Trust.

If you would like to view previous editions of our newsletter, you can find these on our webpage <https://www.leicspart.nhs.uk/involving-you/involving-you/>



### Sign up and stay connected!

You can join our Service User/Carer Network which is open to service users, carers and family members where you can share your lived experiences with us. This will help to inform how we shape our services to fit the changing needs of our local communities.

Please visit our "involving you" page

[www.leicspart.nhs.uk/involvingyou](http://www.leicspart.nhs.uk/involvingyou)

which provides additional information and access to our on line Expression Of Interest form.

# Your Health and Wellbeing

## We need your feedback!

We are reviewing the network offer of Involvement Cafes and catch ups and would really appreciate your feedback. This information will be really useful to shape the offer we can provide moving forward.

Please could we ask you to complete the survey below using the QR code or link. <http://ratenhs.uk/LYF2I3>



## Virtual Cuppa & Catch ups – Walk and Talks

We have fortnightly catch ups where we can check in and see how we are doing. These are informal meet ups where you can discuss your involvement journey/opportunities or just to check in and have a chat, these are either virtually or face to face so we can have a walk and talk (when the weather improves). Please see below for upcoming dates.

**We would be grateful if you can make sure you contact us to confirm you are able to attend prior to these events taking place so we can ensure we are available to facilitate these meet ups.** You can do this by emailing: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or calling 0116 2950818

Date & Time	Where
<b>Virtual Cuppa and Chat</b> Monday 3 <sup>rd</sup> June from 12 to 1pm	<b>Virtually Via MS Teams</b> <b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a>
<b>Virtual Cuppa and Chat</b> Monday 1 <sup>st</sup> July from 12 to 1pm	<b>Virtually Via MS Teams</b> <b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a>



## Face to Face Involvement Cafes

Please come and join us at our next Involvement Café at our new venue - **LPT Recovery College – Mett Centre, Leicester City Centre, Lee Circle LE1 3RF**

There are no agendas for these cafes – these are simply a space for you to come and have a cuppa, and to connect with others around your wellbeing. The involvement cafes are for anyone interested in finding out more about our involvement offer and to connect with others from our involvement network.



We know it can be scary walking into somewhere new - please note that we are happy to arrange to meet you outside if you would like someone to walk in with you. Please do let us know.

Dates of future Cafes are below:

**Monday 17<sup>th</sup> June 10am-12midday – Optional Mindfulness taster session**

**Monday 15<sup>th</sup> July 10am-12midday**

## Involvement Opportunities

We advertise our involvement opportunities through these Newsletters, as well as through our service user and carer involvement network. There are a range of projects you can get involved with from joining our reader panel to provide feedback on documents to larger scale service improvements.



**Leicestershire Partnership**  
NHS Trust

We can do this by:

- Virtually via video calls – Microsoft Teams, and face to face
- Email
- Telephone calls
- Post (freepost address provided)
- Individual involvement, and groups

Over the following pages you will find details of training and development opportunities, as well as new and ongoing involvement workshops and projects at LPT that you are welcome to get involved with.

If anything has sparked your interest, or you have any further questions or queries. You can contact the Patient Experience and Involvement Team via email: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or call 0116 2950818.

### Introduction to Involvement Workshops

Our Introduction to Involvement Workshop is open to new and existing network members. Whether you would like to discuss the latest involvement opportunities available or would just like a refresh or recap, this workshop is for you. The workshop is an informal introduction, with a culture of “no question is a silly question”.

Come along and find out what support, training and self-development is on offer!

#### Overview of the Introduction to Involvement workshop:

- Working together as equal partners
- Involvement framework
- Involvement charter
- Confidentiality agreement
- Skills/Experience/Needs and Interest form
- Involvement opportunities
- Wellbeing support, training and development we can offer you
- Recognising and rewarding your contribution



**Involvement Packs** We will send out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

Dates of Introduction to Involvement workshop:

- **Tuesday 4<sup>th</sup> June 2024 1pm to 2.30pm**
- **Tuesday 12<sup>th</sup> August 2024 10.30am to 12midday**

**The workshop is delivered by MS Teams;** the MS Teams link will be shared via email a week before the workshop is due to take place. Please contact the Patient Experience and Involvement Team if you wish to join these sessions.

**Are you interested in getting involved with Quality Improvement (QI)? Or learning more about it? Or are you already involved in QI & would like support?**



### **Come along to our QI Share and Learn Space**

We now have a virtual space where network members interested in QI or already supporting QI projects can come together as a QI Group. This is a monthly space is where we:

- Learn and share from each other
- Develop quality improvement skills and understanding
- Discuss projects you are involved/interested in
- Discuss new opportunities to get involved, supporting staff with their QI projects
- Peer support

There is a mixture of attendees from the involvement network, some completely new to QI, some with little involvement experience and others that are regularly involved in QI. We can also match you to projects that may be of interest.

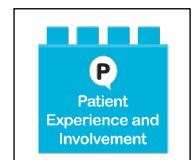
The following sessions are planned online via MS Teams as follows:

- **Thursday 20<sup>th</sup> June 2024 1:30-3pm**
- **Thursday 18<sup>th</sup> July 2024 1:30-3pm**
- **Thursday 15<sup>th</sup> August 1:30-3pm**

If you would like to attend or for further information, please contact the Patient Experience and Involvement Team: email [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or call us on 0116 2950818

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### **Introduction to Quality Improvement for Involvement Network Members**



Quality Improvement, what is it and how can you get involved?

Here in LPT, the Trust has been working on creating a Quality Improvement (QI) strategy for some time which is referred to as We Improve Q. This strategy is the Trust approach to QI which is essentially how we improve services and the experiences and outcomes for patients.

This session is an introduction to QI and informs you about our Trust strategy, QI methodology including Plan, Do, Study, Act (PDSA) and Experienced Based Co-Design (EBCD), and how you can get involved and support projects with improving services.

These sessions are 1-1/2 hours long via MS Teams, and the next one is planned for:

- **Wednesday 10<sup>th</sup> July 2024 11-12:30pm**

Let us know if you would like to attend the introduction to QI session, and or any of the QI share and learn spaces via email: [LPT.Patient.Experience@nhs.net](mailto:LPT.Patient.Experience@nhs.net) or call 011 295 0818

## Do you have experience of accessing Adult Mental Health services or supported someone to access these services?

We are looking for people to join various co-production groups where you will work alongside staff, as well as those with lived experience and carers to support service development.

The purpose of the co-production groups is to ensure that patients, carers and staff work in partnership in order to make improvements to services, ensuring that your voices are heard. The groups will meet regularly to look at patient and carer experience and decide on areas for staff to focus with regards to improvement and sharing good practice. Improvement ideas will also be brought to these groups from a patient and carer perspective along with recommendations. These are new groups, so we would like your help to shape them. Please see below the different service areas for these newly formed groups:

- **Acute and Psychiatric Intensive Care Unit (PICU)**
- **Rehabilitation services**
- **Mental health services for older people 65+**
- **Urgent care**
- **PIER/AO and PAUSE:** This psychosis pathway includes **Psychosis Intervention & Early Recovery (PIER)** this service offers help to people aged 14 – 64 years who are experiencing first symptoms of psychosis, as well as providing help to their families. **Assertive Outreach (AO)** service has been specifically set up to work in partnership with people with long-standing mental health needs which are 'psychotic' in nature. **Psychological Awareness of Unusual Sensory Experience (PAUSE)**, is a new service.
- **Maternal mental health services, perinatal:** This service is for those experiencing difficulties following a traumatic birth experience or baby loss, or are struggling with severe anxiety about their pregnancy or upcoming birth and would like additional support.



If this is of interest please do get in touch with the Patient Experience and Involvement Team via email: [LPT.Patient.Experience@nhs.net](mailto:LPT.Patient.Experience@nhs.net) or call **0116 2950 818** to express your interest





## Would you like to join a group to assess quality standards and identify areas for improvement within Leicestershire Partnership NHS Trust (LPT) Inpatient Settings?

### We are looking for PLACE (Patient Led Assessment in the Care Environment) patient and carer assessors

You will support the PLACE team in their capacity as an expert with lived experience, this is a collaborative process, and the PLACE team will include both staff and service user/carers representatives.



You will visit different LPT sites across Leicester, Leicestershire and Rutland, for example going into hospitals to assess how the environment supports the provision of clinical care, assessing such things such as the environment, quality of food, condition of buildings etc. To note training will be provided in August with PLACE assessments taking place in September 2024.

For more information and to express your interest, please click on the following link which contains a more detailed outline of this opportunity and an expression of interest form.

<https://www.leicspart.nhs.uk/wp-content/uploads/2024/04/Patient-Rep-Role-Description-PLACE-v6-28.03.24.docx>

We have arranged a PLACE information session on **Wednesday 26<sup>th</sup> June 11:30-12:30 via MS teams** with PLACE training taking place on **15<sup>th</sup> August 2024, timings to be confirmed.**

Please make contact with [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) for further information

### Providing a Patient Perspective at Staff Recruitment Panels

We currently have a small group of in-house trained network members who provide a patient perspective at LPT staff recruitment panels, however, we would like to increase the numbers within this group. Therefore we will be again running two in house recruitment training Sessions which will cover the following:



- NHS Recruitment and selection process
- Job Description and Person Specification
- Interview questions/presentation/Scenarios
- Value Based Questions
- Different types of involvement in the Recruitment Process
- Confidentiality and equal opportunities
- Do's and don'ts for interviewing
- Recording the interview/Scoring

Session dates are as follows: **Monday 24<sup>th</sup> June from 12.30 -1.30pm/Thursday 25 July from 1:00 – 2:00 pm**

If this is of interest to you, please make contact with the team via email:

[lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or Telephone: **0116 295 0818** or if you would like more information on what being a recruitment panel member involves.

## Are you interested in influencing the use of as required Medication at the Bradgate Unit?

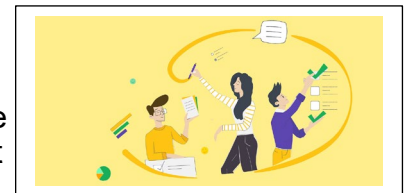


We are looking to ensure that our use of oral as required medication for mental health purposes is fit for purpose; ensuring the right agents are available at the right time with as little long term consequences as possible.

We have a working group of pharmacists, medics, nurses and psychologist but it would be really good if we could have a member of our network who has assessed these types of services to join this working group. This project is being led by Anthony Oxley – Head of Pharmacy.

If this is of interest to you, please express your interest with the team via email: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or Telephone: **0116 295 0818** who will advise on next steps.

## Please give your views in the Maternal Mental Health Service patient information survey



The Maternal Mental Health Service is considering changing its name and developing a new look and feel for its printed leaflets and patient information.

We'd appreciate your help to make this decision. Our service is a psychology led, trauma-informed service that supports women and birthing people with moderate to severe difficulties related to birth trauma, baby loss, and fear of pregnancy and/or birth.

We'd like your feedback to ensure we create products that will meet the needs of people who use our services.

### How to give your views

Scan the QR code with your smartphone camera or Copy and paste the link on your preferred online browser to take part in the short survey.

[bit.ly/lptmaternalmentalhealthsurvey](https://bit.ly/lptmaternalmentalhealthsurvey)



## Supporting information

### Website launches to bring Joy to people across Leicester, Leicestershire and Rutland

Joy a free health and wellbeing support website, has been launched to support people living and working in Leicester, Leicestershire, and Rutland (LLR). Funded by the local NHS, Joy combines services provided by the NHS, local authorities, and the voluntary and community sector all in one place.

Joy will offer a diverse range of categories tailored to meet individuals' needs. From fitness and art classes to carer support, diabetes self-help groups, food banks, counselling, and Age UK services, the exciting new website will provide a comprehensive array of services. These services are designed to bolster the communities of Leicester, Leicestershire, and Rutland, setting Joy apart as a unique and engaging non-clinical health and wellbeing support service.

The Joy website operates on the concept of 'social prescribing,' a method that connects people to a variety of local activities, groups and services in their community to meet their practical, social and emotional needs that affect their health and wellbeing. This approach is an effective and holistic way of addressing people's needs, acknowledging that their health and wellbeing are largely influenced by social, economic, and environmental factors. By adopting social prescribing, Joy aims to provide a more comprehensive and effective support system for the community. As part of the website's launch, GP practices across LLR have also been connected to Joy, making it easier and more effective for them to socially prescribe.

Joy is a free website for everyone to use and will be available at: [www.LLRjoy.com](http://www.LLRjoy.com) just follow the link, add your postcode, and start searching for local services.



## Activities



### Recovery College Summer Term 2024

The Recovery College are very excited to share their Summer Term 2024 Prospectus with you.

The Leicestershire Recovery College offers a wide range of recovery-focussed educational courses and workshops. During the upcoming Summer Term, the college is excited to be offering multiple face-to-face courses alongside a range of online courses, with new and returning courses and workshops available!

If you would like to receive this prospectus by email, or by post, please contact: 0116 295 1196, or email; [LPT.Recoverycollege@nhs.net](mailto:LPT.Recoverycollege@nhs.net), or you can reply to this email. We would also appreciate your feedback about their new designs, and what they offer at the college.

You can find an electronic version of the Summer 2024 prospectus via the following link:

<https://shorturl.at/mFJU6>

## Non LPT Opportunities

### The NHS Constitution 10 Year Review

The Department of Health and Social Care has launched their 10-year review of the NHS Constitution. The NHS constitution sets out the principles, values, rights and pledges underpinning the NHS as a comprehensive health service, free at the point of use for all who need it.



The NHS Constitution empowers patients, health and social carer staff and the public to know and exercise their rights in order to help drive improvements in quality, efficiency and responsiveness throughout the NHS.

Department of Health and Social Care are seeking views on how best to change the NHS Constitution. To complete the consultation survey (as an individual or on behalf of your organisation), please visit: <https://consultations.dhsc.gov.uk/en/660d21db9ecc4223dd0174bf>

The consultation period will close at **11.59pm on 25 June 2024**.

Further information about the consultation can be found here:  
[NHS Constitution: 10 year review - GOV.UK \(www.gov.uk\)](https://www.gov.uk)



## Useful Contacts

 <h1>Mental Health</h1> <p>Where to find the right support in Leicester, Leicestershire &amp; Rutland for you or someone you care about</p>	<h2>Urgent</h2> <p>I need help with my mental health now</p>	<p>Call the Mental Health Central Access Point Freephone <b>0808 800 3302</b>, 24 hours a day, seven days a week.*</p> <p>Call NHS 111 for physical, medical and mental health issues.</p> <p>Visit a Neighbourhood Mental Health Café. Full list of venues on our website: <a href="http://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes">www.leicspart.nhs.uk/service/neighbourhood-mh-cafes</a></p> <p>* Please note, this service can be busy at certain times and you may have to wait for your call to be answered.</p>
<h2>Non-Urgent</h2> <p>I need support for my mental health</p> <p>Contact your GP Practice from 8am-6.30pm, Monday to Friday.</p> <p>Call <b>0330 094 5595</b> for VitaMinds (talking therapy service).</p>	<h2>Emergency</h2> <p>I have a health emergency</p>	<p>Call <b>999</b> if there is a threat to life.</p>



**Advice and Support Agencies – Overview and contact details** - Please find a list of support agencies available to all members of the public both regionally and nationally:  
<http://tinyurl.com/52444wx5>

## Neighbourhood Mental Health Cafés

Neighbourhood Mental Health Cafés provide immediate support for 18+ who are struggling with their mental health. They offer a variety of support including a listening ear, someone to offload to, support with coping techniques, signposting to additional support. There are cafes throughout Leicester, Leicestershire & Rutland, they are all open access, no need to book an appointment.

You can find out more about the cafes, and there locations via the following link: <https://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes/>



## Youth Advisory Board (YAB) update

Georgia Richardson is YAB's new Chair and Lived experience partner and is starting to pull together the monthly updates with support. Thank you, Georgia.



**Child and Adolescent Mental Health Services (CAMHS) Sensory workshop** – Sarina, an Occupational Therapist from Outpatient CAMHS, came to ask YAB thoughts on an upcoming workshop, during the meeting Sarina utilised the mentimeter website - and received lots of feedback to the questions and presentation. Sarina has been encouraged to return closer to the time when the workshop will roll out, to see how YAB's thoughts and ideas will be incorporated into the final product.

**Interim Director of Nursing** James attended the Youth Advisory board to meet YAB members and see what the board do. James shared his own inspiring lived experience and journey of getting to where he is now. Multiple members of the YAB hope to work in healthcare in the future, it was helpful for members to answer their questions, YAB members appreciated the honesty and participation shared.

**CAMHS Trans, non-binary and Intersex awareness videos** – Emma attended the YAB, asking for feedback on audio recordings and scripts for the development of trans awareness videos. YAB was grateful the team had included young people's voices in this work, and used respectful and inclusive language. The YAB are keen for Emma to bring the videos back to a YAB meeting when visuals are incorporated to see a more final product. The development for the videos have been ongoing and the YAB have supported throughout.

**CAMHS Estates survey** YAB have previously helped to design a survey with the service to understand feedback on the Estates used for CAMHS patients and families. Gemma attended YAB to share helpful feedback and has already supported changes being made to improve experiences for patients. Gemma has also engaged with YAB to support shaping interview questions to be asked on new staff interview panel's to ensure young people's voices are heard and included. A session in June has been blocked out for YAB to brainstorm this and come up with a series of questions and preferred responses to share with the service.

**Virtual Reality Headsets in Health for YP** Hannah and Phillip from Health Innovation East Midlands attended the YAB to present a project they are working on to explore the therapeutic, immersive medical device used to alleviate pain and anxiety. Members of the YAB provided a variety of feedback around the utilisation of Virtual Reality Headsets during medical procedures. The team provided the YAB with vouchers as a thank you for their engagement and involvement and are keen to return in the future to update the YAB with any further developments to this work.

The YAB will take a break for a week in May half term and return to meet weekly until the start of the school summer holidays.

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## Involvement in Quality Improvement Update

A massive well done and congratulations to Azar Richardson (Involvement network member) and Katherine Hawker (Speech and Language Therapist) who's collaborative QI project poster has been selected for a poster presentation at the 2024 British Academy of Childhood Disability (BACD) annual scientific meeting.

This was one of last years fellowship projects where involvement network members had been matched to collaboratively work with staff on their QI projects. Looking at



'Increasing the use of Multisensory People Play by Speech and Language Therapy Staff, with children with Profound and Multiple Learning Disabilities.

Good Luck!

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## Recruitment Panels – Providing a Patient Perspective

May was a steady month for recruitment, with the following interviews provided with a patient representative as follows:



- Clinical Psychologist County East Treatment and Recovery Team
- Principal Clinical Psychologist Melton Community Mental Health Team

If you would like to become involved with providing a patient perspective in recruitment panels, please see advert in the earlier part of this newsletter for dates of in house training sessions available to you.

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## Feedback – Reader Panel Update

The panel have been kept busy during May.

Services generating information for patients/carers really value the feedback they receive from the panel – always commenting on the valuable insights the panel provide from a patient/carer perspective. This month has seen individual members of the panel offering to work more closely with services to improve the information they provide. The services involved have been very grateful to accept the offers of extra input.



A huge thank you to our reader panel who do an amazing job to raise the questions that our services may not realise are important to the people using/affected by them. Your experiences provide invaluable insight.

**We are always looking to recruit more members to the panel** – if you, or anyone you know would like to review and comment on our patient information before it is published please email:

[lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net).

Information is circulated via email, with a given deadline for comments. If you have time to review it/a particular interest in the subject matter then your comments will be most welcome, but there is no absolute time commitment – whatever you can do will be appreciated.

**If you are already an existing member of the panel** – we'd be really interested in hearing your suggestions on how we can further develop the group, just let us know.

A huge thank you to the **Talk and Listen Group** a team of people with a learning disability who meet once a month. Part of what they do is to look at easy read information which has been developed by the Trust and provide their feedback on what they have understood from it together with suggestions on how it can be improved.

**Information reviewed this month by the reader panel:**

**Mental health services nutrition and dietetic service - needs assessment questionnaire:**

This questionnaire will be used by our nutrition and dietetic service within our mental health services. Their aim is to support individuals who feel ready to make some dietary and lifestyle changes by:

- improving their knowledge of nutrition
- increasing their confidence and readiness to make some healthy lifestyle changes.

It is hoped that this work will help to improve patient health outcomes by supporting patients to lose weight or reduce excessive weight gain.

### **Continence service – two letters and a leaflet about pelvic floor exercises**

One letter advising on self-help and the other advising on the way forward (including self help) following initial in-clinic assessment. The pelvic floor exercise leaflet will be completed by our nurse specialists with the patients to provide an individualised plan so that they can continue their regime at home. They will then be reassessed in clinic after 12 weeks.

### **Moving forward and keeping well leaflet**

This leaflet, developed by our Acute Psychology and Psychological Therapies Service will be given during a cross-ward group focussing on helping people to move on following discharge from the ward. The leaflet aims to increase the confidence of those being discharged, allowing them to think through future scenarios they may find challenging and to take time to think how they would like to react to them, together with the support they may wish to access.

### **Children's speech and language therapy service – easier to understand appointment letters for families who's second spoken language is English**

The panel are in the process of reviewing four options developed by the service because the standard letters have led to missed appointments and interpreters have told us that families will often use translator apps to look at appointment letters, hence the need for a simplified information sheet being included with the standard letter.

### **Community integrated neurology and stroke service (CINSS) - What matters most form**

This form will be sent to patients with their initial appointment letter to try to find out:

- what is most important to the patient,
- what goals they may wish to work on,
- any small steps they may have taken towards this goal, or could start to take towards this goal prior to their initial therapy assessment.

This allows the therapists in the service to have information prior to their first visit so they can try to make their care/input as person-centred as possible. The form also promotes self-management by prompting the patient to start thinking about what small steps they may be able to take to work towards their goals independently or with support from their family/carers.

Following comments from the reader panel (to make sure it is right), this form will be made into an easy read version for people with cognitive/communication challenges.

### **Easy read leaflet – What happens when someone dies in hospital**

This leaflet was developed by our bereavement support service to explain quite complex information in easy read (pictures and short sentences) about what happens when someone you care about dies in hospital. The Talk and Listen Group reviewed the leaflet and had some really good ideas about how the information could be improved.

Thanks again to everyone who has taken the time to make things better for the people who use or are affected by our services

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### **We would also love to hear about your involvement journey during this time:**

- Would you like to share how you have found your involvement journey so far?
- What involvement projects have you been involved with?
- Would you like to feedback to us so we can share your involvement experiences in future editions of this newsletter?
- Your feedback on the projects/activities you have been involved with will help us to inform others at the beginning of their involvement journey.

We are happy to arrange one to one session with you to explore what service areas you are particularly interested in so we can match you to projects that fit your needs and interests.

Please contact us if you have any questions/suggestions

[lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net)

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