



# Patient Experience & Involvement Newsletter

Tuesday 7<sup>th</sup> May 2024

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

Welcome to our May 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> Tuesday 7 <sup>th</sup> May 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 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>



## 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 20<sup>th</sup> May 10am-12midday**

**Monday 17<sup>th</sup> June 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:

- Video calls – Microsoft Teams
- 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 16<sup>th</sup> May 2024 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 25<sup>th</sup> May 2024 1.20-3pm**

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





## Do you want to become a panel member and help us with DAISY Award nominations?



The DAISY Award (Diseases Attacking the Immune System) is a recognition program that honours and celebrates the compassionate care nurses provide every day. The trust launched the DAISY award in May 2023. Members of the public, patients, carers, family and all visitors can nominate and share their story as to why a nurse is special.

We have previously had two panel members with lived experience, and we are looking for 2 new members. The purpose of the panel is to review the nominations using DAISY criteria, along with our Trust values and choose a winner. We would like the panel to include an expert by experience, people who have recent personal experience of using or caring for someone who uses LPT services to ensure that the patient voice is represented and reflected in the decisions made by the panel. Panels take place once a month for 1 hour – this is mainly done virtually unless there a meeting is required to discuss joint highest scores.

If you would like further information or this is of interest, please contact the Patient Experience and Involvement Team via email: [LPT.Patient.Experience@nhs.net](mailto:LPT.Patient.Experience@nhs.net) or call 011 295 0818

## 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 and the PLACE assessments will take place in September.

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 will also be holding an informal information session for anyone wanting to find out further details or to ask any questions, this will be online via MS Teams, **Friday May 24<sup>th</sup> 1-2pm** - please contact us if you would like to attend.

If you would like to attend the information session on **May 24<sup>th</sup>** or you have any further queries, please contact the Patient Experience and Involvement Team: [LPT.Patient.Experience@nhs.net](mailto:LPT.Patient.Experience@nhs.net) or call: **0116 2950818**

## 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:

**Wednesday 29<sup>th</sup> May from 1-2pm**

**Monday 24<sup>th</sup> June from 12.30 -1.30pm**

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.

## Neuropsychology Service

### Become a member of the Equality, Diversity and Inclusion Steering Group

Would you like to become a member of this steering group?



The Steering group will explore how the Neuropsychology Service practices in respect to upholding Equality, Diversity and Inclusion (EDI) when working with people with neurological conditions and their families/carers e.g., conditions relating to brain injury, brain tumour, stroke as well as progressive conditions such as multiple sclerosis, Huntington's disease, and Parkinson's disease.

EDI will be considered in its broadest sense using an intersectional framework that considers people's race, ethnicity, culture, spirituality/religion, gender, sexuality, age, class, education and employment.

The Steering group will meet every two months via MS Teams.

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** 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

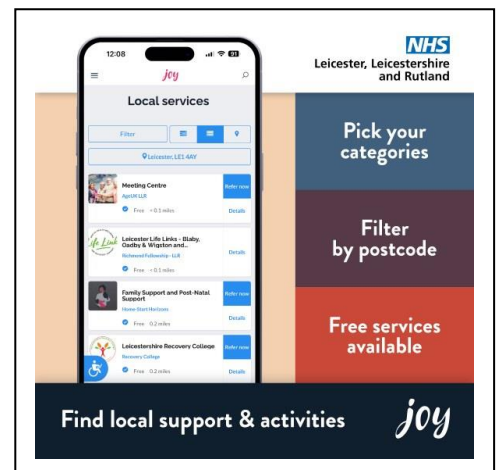
Joy a free health and wellbeing support website, has been launched to support people living and working in Leicester, Leicestershire, and Rutland (LLR). Funded by the local NHS, Joy combines services provided by the NHS, local authorities, and the voluntary and community sector all in one place.

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](https://www.LLRjoy.com) just follow the link, add your postcode, and start searching for local services.







## 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>

**Open Days**

Drop in to see us and find out more about our service, get enrolled and to meet the team!

**Drop Ins:**

Mett Centre, Leicester City, LE1 3RF		
Weds 10th April		10am - 2.30pm
Weds 1st May		10am - 2.30pm
Fri 7th June		10am - 2.30pm
Fri 5th July		10am - 2.30pm
Weds 7th Aug		10am - 2.30pm

If you wish to attend a course or find out more information, please contact us:  
 ☎ 0116 295 1196 ✉ [LPT.RecoveryCollege@nhs.net](mailto:LPT.RecoveryCollege@nhs.net)

**SPRING TERM 2024 FEEDBACK**  
**HOW DID WE DO?**

Thank you all for another amazing term! Here's some feedback from some of our courses:

**EXPERIENCE:**  
 76% VERY GOOD  
 18% GOOD

**96% WOULD RECOMMEND THIS COURSE TO OTHERS**

**672 STUDENT ATTENDANCES**

**COMMENT:** "Very helpful and knowledgeable. I was happy to be able to have techniques to cope with my conditions and my health and use this in my day to day living"

**COMMENT:** "Tutor had amazing ability to relate to individual needs. I felt comfortable to talk openly."

**COMMENT:** "A huge thank you for providing such a safe, relaxed space to learn in. I feel well and truly nurtured and my feelings validated and addressed."

**COMMENT:** "It would be helpful to have courses not so far away. I feel a few more sessions would help."

**FEEDBACK:** "I would like more time to share experiences and discussions throughout the session."

**ACTION:** The Recovery College allocate more time in courses for questions and opportunity for discussions for any students you would like to interact!

**OUR GOALS FOR 2024**

- Continue improvements to co-creation, co-production and co-delivery of courses
- Continued development of venues around Leicestershire and Rutland
- Outreaching to local services to improve our involvement with rural communities
- Continued improvements for Peer Support offerings to students

If you wish to attend a course or find out more information, please contact us:  
 ☎ 0116 295 1196 ✉ [LPT.RecoveryCollege@nhs.net](mailto:LPT.RecoveryCollege@nhs.net)

## Useful Contacts



### Mental Health

Where to find the right support in Leicester, Leicestershire & Rutland for you or someone you care about

### Urgent

I need help with my mental health now

Call the Mental Health Central Access Point Freephone **0808 800 3302**, 24 hours a day, seven days a week.\*

Call NHS 111 for physical, medical and mental health issues.

Visit a Neighbourhood Mental Health Café. Full list of venues on our website: [www.leicspart.nhs.uk/service/neighbourhood-mh-cafes](http://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes)

\* Please note, this service can be busy at certain times and you may have to wait for your call to be answered.

### Non-Urgent

I need support for my mental health

Contact your GP Practice from 8am-6.30pm, Monday to Friday.

Call **0330 094 5595** for VitaMinds (talking therapy service).

### Emergency

I have a health emergency

Call **999** if there is a threat to life.



### 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 Café Updates

Neighbourhood Mental Health Cafes 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.

Neighbourhood  
Mental Health  
Cafés



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

There are some changes to the Charnwood cafes:

- **Syston** – Thursdays 12 – 3pm, 3.30pm – 6.30pm, Syston Community Centre (from Thursday 11<sup>th</sup> April) delivered by Rural Community Council
- **Loughborough** – Mondays & Fridays 5 – 10pm, Loughborough Wellbeing Centre delivered by Turning Point
- **Loughborough University** – temporarily closed due to a change in Provider. Mind in partnership with Falcon Support Services will be delivering the service from late April / early May.

## Your Voices, Feedback and Updates!

### Youth Advisory Board (YAB) update

**YAB leadership updates** The YAB team are pleased to share that Georgia Richardson (CAMHS Peer Support worker) will now be chairing and leading YAB meetings in her new/additional role as a Lived Experience Partner (LEP). The Trust has recruited 25 LEP's and is proud that Georgia has been successful in securing this additional role alongside her peer support worker role. Weekly meetings will continue to be supported each week by either Emily Robertshaw and Jacob Brown (ICB).



**Equality and Diversity Standards (EDS)** Marian Ogunkpaya presented the EDS standards to the YAB and discussed why these are important and what this means to people that use and access our services. Marian discussed how later this year YAB can get involved in the grading of services. Marian is keen to get young people engaged in this work moving forward, which YAB agreed is a positive development to include YP's voice.

**CAMHS, MH Football game/LCFC Project** Sarah Beamish from CAMHS shared her project with YAB that she has been working on after supporting a patient in CAMHS several years ago using this game as an interactive way to engage and discuss their MH. Sarah shared the vision and description of this football based game which is planning to be supported and collaborated with LCFC. YAB came up with great suggestions and ideas to ensure the players in the game are representative of our communities in LLR. 3 YAB members are going to be involved with this work outside YAB meetings and progress supporting the project with Sarah.

**CAMHS Branding** Leighan Johnson, Digital content creator joined a YAB meeting to hear views on ideas of creating a children and young people's branding guidelines for CAMHS. This is a new Trust approach to have specific young people focused branding for posters, magazines, and leaflets, and moving away from the standard LPT branding for this population. Leighan shared several different fonts, colours, and images. There seemed to be some clear favourites amongst members, a sample of feedback from the session is included below;

- Font: A slightly bubble shaped font for headings, with Arial for the main text.
- Colour: You also all liked the calming green and yellow colour scheme.
- Images: Cartoon images compared to realistic photographs.

Leighan will be sharing YAB feedback and ideas to LPT's communications team.

### **Leicester, Leicestershire, and Rutland (LLR) Suicide Prevention Strategy**

Hollie Hutchinson, Strategic Lead, Health Improvement Public Health her team from Leicestershire County Council met with the YAB, LLR are currently working on revitalising the Suicide Prevention Strategy. This strategy has not previously been engaged with YP, Hollie and her team led an interactive session asking questions around young people's mental health e.g., what impacts your mental health the most, what gets in the way of asking for support. The views of YAB will support informing the strategy before wider consultation across LLR. The team will revisit a YAB meeting in to keep the group engaged with this work moving forward.

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### **The Peoples Council update**

The Peoples Council met twice during the quarter. In addition to these meetings, the Chair of the Council and Trust lead met with the Trust Chair to discuss how the Council can work effectively with the non-executive directors.



The Council has now adopted a process of Receive: Review: Recommend and is using this approach to review the work undertaken by the Trust in relation to Step up to Great Patient Experience and Involvement priorities, through receipt of the quarter Patient Experience and Involvement Reports.

In January the Council reviewed the Quarter 2 report, with a focus on how the Trust is managing complaints and a particular focus on the theme of communication. As a result of a review of the report the Council raised several questions:

- What's the so what? Where is the learning and impact, why is this information missing?
- What's the consequence of missing performance targets?

- Why has the number of reopened complaints increased?
- Direct challenge to board – why isn't it providing more challenge around complaints?

At the March meeting the Council invited the Trust Chair along with the Chair of the Complaints Review Group, and the Complaints and PALS Manager so that discussions can take place on how the Council can work effectively with the non-executive directors and to have further discussions in relation to the management of complaints and to respond to the questions raised in the January meeting.

At the meeting it was agreed that the Council will share copies of the minutes from meetings with the Trust chair and non-executive directors (NED) so that they can understand discussions taking place. It was also agreed with the Chair that they would discuss with the non-executives having a named NED who could act as a link to the Council.

Constructive discussions took place in relation to complaints management, performance, and the learning from complaints. It was a good opportunity for the Council to ask questions in relation to how complaints are managed as well as for Council members to offer advice, ideas, and support. On the back of the discussions the Council will be writing a report on the review into complaints management along with a set of recommendations. These will be signed off at the May meeting of the Council and will be shared with the Complaints Review Group for discussion and response.

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### Lived Experience Partners Update

All the 24 lived experience partners have now completed the recruitment process with a few late starters just starting the process, and most matched to roles across the Trust. These are broken down as follows:



- 2 Patient Safety Partners
- 1 Youth Advisory Board Lived Experience Partner has been recruited.
- 4 Community Health Services (CHS) Lived Experience Partners – working alongside senior leads in the Community Health Transformation Programme.
- 5 Families, Young People and Childrens services, Learning Disability and Autism (FYPC/LDA) Lived Experience Partners – LDA role, LeDeR project and governance role within PCEG.
- 3 People's Council Lived Experience Partners are set up and attending bimonthly meetings.
- 4 Corporate Lived Experience Partners – for delivering training to staff, who are currently shadowing sessions they are interested in and coming together bimonthly to plan future training dates, and to review the offer.
- 5 Directorate of Mental Health (DMH) Lived Experience Partners – co-production groups are established and aligned to each of the 9 workstreams, and co-chaired by the 5 partners. Recruitment has begun to engage more people with lived experience and carers to join the co-production groups, with some new network members starting to join groups.

Feedback from staff has been extremely positive to date and shows the impact lived experience brings;

*"I cannot express what a positive difference it has made having a Lived Experience Partner join as a core team member into the planned care transformation process. They bring an extremely beneficial skill set of being able to come alongside, connect with the challenges and ideas we are working to whilst also holding a thinking position that offers important patient, carer and family perspectives and challenge. My experience is that the partner does this from a position of great thoughtfulness, compassion, and empathy; holding the complexity of all positions in such a way that the differing perspectives do not divide but instead create an environment of collective problem solving in an atmosphere of innovation and hope. This settles us back into our core task to provide the best patient*



care we can do so within the resources and opportunities that we have available to us. I think that the positivity and meaningfulness of having a partner work with us has highlighted for us how much more we want to work with patient partners across the many initiatives, projects, and service delivery challenges we are working on. Thank you to you and all the patient partners for what you are bringing!"

Jo-Anne Scordellis, Lead for Psychology and Psychological Therapies, DMH.

## 15 Steps update

"The 15 Steps Challenge" is a programme that explore different healthcare settings through the eyes of patients and relatives. Our 15 Steps visit programme has been ongoing for almost 2 years now with a group of patients, carers, and non clinical staff joining us on 20 visits to look at services with fresh eyes from a 'first impressions' point of view.

This year we are pleased to have welcomed and trained more people with lived experience and non-clinical staff, enabling us to reach more services next year. We've also started work on an e-learning module to help more staff to understand the value and impact of these visits.



After a 15 Steps visit highlighted that the ward environment needed improvement, Ashby Ward took up the challenge to make it happen. They used quality improvement methodology with the help of the WelImproveQ team. They created a driver diagram to help them to understand what could make a difference, worked with patients to codesign decoration of the walls, developed a standard inventory system for consumables in the clinic room and appointed a clinical assistant to support maintenance of the environment. Staff now always have stock, find it easier and less time consuming to locate items, and patients and relatives feel that the ward is less clinical and more welcoming. Next they intend to encourage more patients to get involved in expressing themselves through artwork and have written up their success on a story board to share it across mental health services as good practice.

## Collaborative Quality Improvement

Members of the QI share and learn group have been working collaboratively with DoN/AHP fellows on QI projects for a couple of years now and we have had our first collaborative project submitted and shortlisted at a national conference.

Our first shortlisted poster is DoN and AHP fellow and community nurse, Natalie Leggatt's, titled: 'Improving the confidence of community nurses in their ability and knowledge to help adults with diabetes become independent with their insulin administration' – this project showcases the benefits of working in partnership with our lived experience partners from the start of a project, who was Andy Mutha.

Well done both!

**Improving the Confidence of Community Nurses in their Ability and Knowledge to Help Adults with Diabetes Become Independent with their Insulin Administration**

Natalie Leggatt, Community Nurse, Community Health Services  
Andy Mutha, Patient Partner, Diana Reilly, QI Practitioner, Tracy Kirk, Clinical Mentor, Gemma Phillips, Academic Mentor

**Background**

- The number of adults with Diabetes Mellitus (DM) is rising and is expected to reach >5.5 million by 2025 (Diabetes UK, 2021). Combined with an ageing population, this is likely to increase complications associated with self-care (NHS England, 2019).
- Community nursing teams within Leicestershire Partnership NHS Trust (LPT) are experiencing increased demands to assist patients to administer insulin for diabetes.
- It is essential to explore and address challenges associated with supporting independent DM management, including insulin administration, to optimise the health and well-being of individuals and clinical service sustainability.

**Aim of the Project**

- To develop an understanding of factors affecting the confidence of community nursing staff in supporting adults with DM to independently manage their insulin administration and to systematically implement a series of changes within a community and mental health NHS trust to address these.

**Method**

- Baseline data was collected from electronic records and community nursing staff surveys were completed pre and post implementation.
- The interventions implemented included: educational materials, individualised goal setting and training over a 3 month period using a theory, fit, audit, act (PDCA) methodology. Examples below.

**Interventions**

**Results**

- Staff confidence in their knowledge and skills in supporting patients to become independent increased from 14.28% to 100%.
- Nurses providing written education increased from 42.86% to 100%.
- Staff knowledge of patients' attendance of structured education increased from 14.28% to 66.7%.
- The total number of patients on care had decreased overall, however total care plans and time spent increased. This may have been due to changes made to care plans as part of another project.

Measure	Pre	Post	Target
Staff confidence in their knowledge and skills in supporting patients to become independent	14.28%	100%	100%
Nurses providing written education	42.86%	100%	100%
Staff knowledge of patients' attendance of structured education	14.28%	66.7%	66.7%

**Conclusion**

- This project demonstrated the effectiveness of resources in supporting independent DM management. It highlighted barriers to independent DM management including motivation and a lack of resources.
- The project's system wide adoption is underway. Co-designing with a patient partner facilitated the development of accessible educational materials that have demonstrated transferability. The project interventions are being cascaded across community care, social care, primary care, and acute care system partners.

**Recommendation**

- Staff in community hubs should be encouraged to undertake training to enhance their knowledge base in diabetes and the level of support available.
- Further research is needed to understand and overcome these barriers on a larger scale.



## Recruitment Panels – Providing a Patient Perspective

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



- Speech and Language Therapists (SAT) band 5 x 4 appointed to post
- Stake holder Panel Director of Governance and Risk
- TSPPD Structured Clinical Management Team Managers x 2 .
- Stake holder Panel Student SCPHN Health Visiting and School Nursing
- Community Manager

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

April has been a steady month for the panel who reviewed the following patient facing documents:

**Joy App Review** – The panel reviewed the easy to access/content and general feedback on how user friendly the app is.

**Caring Confidentiality Leaflet** – The aim of the leaflet is to try to explain how information can be shared with NHS services and carers.

**Weight management needs assessment questionnaire** – The questionnaire will be used by LPT's nutrition and dietetic service within our mental health services. The aim is to support individuals who feel ready to make some dietary and lifestyle changes.

**Assertive outreach leaflets about hearing voices** - The first leaflet provides an overview of the role of psychologists within the assertive outreach team and the benefits of/how they may be able to help using talking therapies. The further two leaflet aims to help people who hear voices understand more about what is happening and to offer ways of working with their voices.



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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**

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