



Patient feedback  
listening to you

&



Leicestershire Partnership  
NHS Trust

# Patient Experience & Involvement Newsletter

Monday 5<sup>th</sup> August 2024

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

Welcome to our August 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.



A huge **Thank you** to those that have completed the survey so already, we are looking at your responses to make future improvements however there is still time to have your say!

Please could we ask you to complete the survey below using the QR code or link.

<http://ratenhs.uk/LYF213>

## Cuppa and Catch ups – Virtual and Face to Face

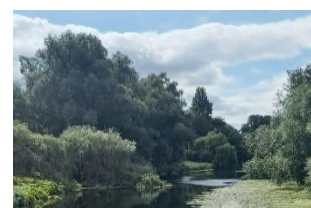
We have fortnightly catch ups where we can check in and see how we are doing. These are informal meet ups where you can discuss your involvement journey/opportunities, any tech issues, project support, or just to check in and have a chat, these are either virtually or face to face.

Face to face Involvement Cafes take place at our new venue – **LPT Recovery College – Mett Centre, Leicester City Centre, 20 Lee Circle LE1 3RF**

You are able to drop into this space and connect with others from the network, as with the virtual space however with this session we are also able to support walk and talks for those of you that may like to go on a group walk. Please see below for upcoming dates.



Date & Time	Where
<b>Virtual Cuppa and Chat</b> Monday 5 <sup>th</sup> August 12-1pm	<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>Face to Face Involvement Café</b> Monday 19 <sup>th</sup> August 10am-12pm	<b>LPT Recovery College – Mett Centre,</b> <b>Leicester City Centre, Lee Circle LE1</b> <b>3RF</b>



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.

**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



## 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.



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 in.

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 workshops:

- **Tuesday 13<sup>th</sup> August 2024 10.30am to 12 midday**
- **Thursday 10 October 2024 10:30am to 12 midday**

**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.

## 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:

- **Thursday 29<sup>th</sup> August from 1:00 – 2:00pm**
- **Tuesday 29 October from 1:00-2:00pm**

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**

## Community Integrated Neurology and Stroke Service (CINNS)

The CINNS team are looking to update their section on the LPT website with information to help signpost patients who may have had a stroke or have a long-term neurological condition.



The team are keen to have input from any service users and/or carers that would be happy to support them in layout (to make it as user friendly as possible) and also the content, what would they have found useful to know etc.

You can find the current webpage via the following link:

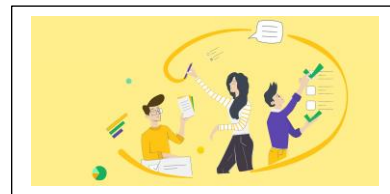
<https://www.leicspart.nhs.uk/service/community-integrated-neurological-and-stroke-service-cinns/>

If you are interested in becoming a Panel Member, or helping out the CINNS team with there webpage please do let us know by contacting: [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.



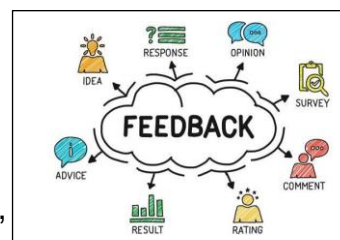
**How to give your views:** Scan the QR code with your smartphone camera or copy and paste the link on your preferred online browser to take part in the short survey.

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

## Reader Panel Members

The Reader Panel is made up of service users, carers and family Members who review our patient facing information and ensure its suitable for its purpose. This could be letters, leaflets, surveys etc.

**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 let us know. 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.



You can find out more about the type of documents Reader Panel Members have been reviewing in the updates/feedback section of this newsletter.

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**





# World Patient Safety Day 17 September 2024

## IMPROVING DIAGNOSIS FOR PATIENT SAFETY. “GET IT RIGHT, MAKE IT SAFE”

Discussions will be encouraged about your experiences for example, have you ever experienced:

- any barriers in getting a diagnosis for yourself or a friend/family member?
  - Was this barrier in the community or in hospital?
  - How was it resolved?
- Can you recall ever getting a diagnosis for something – were you given enough information to help you to keep well/recover/manage the condition?

Our afternoon session will have a series of talks from patients and care givers as we explore:

- How a patient found she had a chronic condition
- Cancer pathways and screening
- Rapid identification of sepsis
- Voluntary organisations sharing information about the services they offer to support people.

To book on event please email [lricb.si@nhs.net](mailto:lricb.si@nhs.net) with full name, job title, organisation along with any access or translation requirements.

For more information about World Patient Safety Day 2024 please go to:  
<https://www.who.int/campaigns/world-patient-safety-day>

**You are invited to join  
the conversation**

**When you have a test  
or investigation—  
what happens to the  
result?**

**If I don't hear  
anything back that's  
surely good news,  
isn't it?**

**Patient stories**

**Refreshments served**

Venue: Attenborough Suite,  
City Hall (Leicester City  
Council offices), 115  
Charles Street, Leicester  
LE1 1FZ

17<sup>th</sup> September 2024

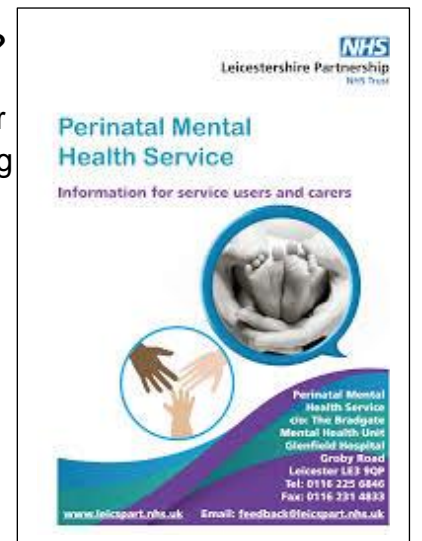
1:00pm-4:00pm

## Do you have experience of accessing or supporting someone to access Maternal Mental Health, or Perinatal Mental Health services?

We are looking to set up two groups, one for Perinatal, and the one for Maternal Mental Health, with people that have experience of accessing these services to help us to better understand experiences and to make improvements to this service.

There are a range of ways to get involved so please contact us if this is of interest to you.

Contact us via email: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net)  
or Telephone: **0116 295 0818** and we can advise on next steps.



## 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-focused 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.

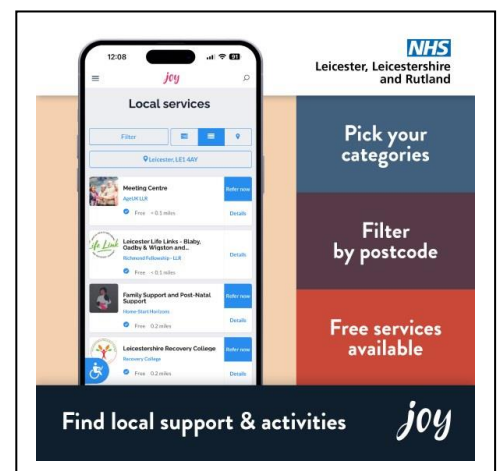
You can find an electronic version of the Summer 2024 prospectus via the following link: <https://shorturl.at/mFJU6>

## 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 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.





# Mental Health

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

## 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).

## 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.

## 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>



**Some GPs are taking collective action which means GPs will stop or reduce certain work.**

**Your GP practice will remain open.**

If you need to make an appointment, get in touch with your GP practice.





**Carers UK launched their State of Caring 2024 survey.**



The State of Caring survey is the UK's most comprehensive regular research into the lives and experiences of unpaid carers. The survey closes on 11 August and Carers UK will publish the results later this year.

Please see link which takes you to the survey <https://shorturl.at/NASPT>

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### **Share your experiences on proposed changes to the prescribing of gluten-free products**



All patients aged 16 or over registered at a GP practice in Leicester, Leicestershire and Rutland are invited to share their experiences of prescribing of gluten-free products on prescription through a questionnaire available online and as a paper questionnaire.

Patients diagnosed with coeliac disease and dermatitis herpetiformis are currently prescribed a maximum of eight units of gluten-free bread or flour per month.

The local NHS propose to stop providing gluten-free products on prescription. This is based on a number of factors, including the increased availability of gluten-free foods. In the past gluten-free foods were less easy to obtain, so they were made available from local pharmacies via prescription. However, with an increased awareness of coeliac disease and gluten intolerance, as well as a general trend towards eating less gluten, there is greater availability of these foods in many supermarkets as well as online. Improvements have also been made to food labelling so that it is easier to see whether ordinary foods are free from gluten.

Please complete a short questionnaire to share how this will impact you and your family. It is really important to share your views. Your response will be anonymous and will help influence the NHS decision about this proposal.

#### **Ways to get involved:**

- Fill out a questionnaire online by **Sunday 25 August 2024**  
[www.bit.ly/LLRGFSurvey](http://www.bit.ly/LLRGFSurvey)
- Pick up a questionnaire from your GP practice/pharmacy
- Follow on social channels:  
**@NHS Leicester, Leicestershire and Rutland**  
**@NHS\_LLRL**
- Request a hard copy questionnaire by emailing: [llricb-llr.beinvolved@nhs.net](mailto:llricb-llr.beinvolved@nhs.net)
- Telephone: **0116 295 7532**

# Your Voices, Feedback and Updates!

## Youth Advisory Board (YAB) update

Please see below YAB updates for July. YAB have taken a 3 week break over July and August and will return to meet on Tuesday 6<sup>th</sup> August.



## Children and Adolescent Mental Health Services Eating Disorder Team (CAMHS EDT)

engaged with YAB for feedback on their current digital content. Jasmine shared the teams Instagram page, posts and stories and asked for feedback around these and how helpful and useful would they be. The recent increase in engagement to the page and how to engage more was also shared and discussed. Anjali shared the team's newsletter that is given out to patients and families, the YAB provided helpful feedback regarding this as a base for future editions and improvements.

**CAMHS Digital Content Creation Team** engaged with the YAB for support in building their business case for the creation of a CAMHS social media account. YAB provided feedback through polls and quotes and agreed including young people's voices in the business case is essential. The YAB are hopeful that this is a success and will build on engaging and supporting with children and young people across Leicester, Leicestershire and Rutland (LLR)

The YAB have explored **Lived Experience Partner roles in the trust** and what these roles may look like for younger people. YAB members gave useful feedback and suggestions for these roles in order to make them young person friendly and accessible, some members of the board are interested in these roles and hope that they are offered to younger people in the future.

**Interview Panel involvement** A YAB member supported being part of a stakeholder panel for a senior clinical leadership role within the MHST during July.

Plans for August, the YAB are busy over the next month as they plan to work with and engage around the new Trust strategy strategy with guest David Williams, Head of Strategy, to support conversations around ADHD research and work on shaping the LLR Youth summit in October with a focus group session.

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## Recruitment Panels - Providing a Patient Perspective

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



- **Lead Clinical Psychologist (PAUSE)** Directorate of Mental Health

A big thank you to our recruitment panel members who took part in these interviews.

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

July saw the panel providing lots of feedback, doing an amazing job to raise questions that our services may not realise are important to the people using/affected by them. Their experiences provide invaluable insight.



Again, 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:**

#### **Virtual frailty ward**

The leaflet aims to provide information about: what a 'virtual' ward is, what this entails (including monitoring technology), the different agencies/staff involved, together with a personalised care plan (to be completed for the individual).

The virtual frailty ward is supported by University Hospitals Leicester, ourselves (Leicestershire Partnership NHS Trust) and Leicester City Council (social care).

#### **Memory service survey about the amount of information provided following assessment.**

Our Memory Service is an assessment service working to diagnose Dementia in people referred by their GP with memory concerns. We have a Young Onset Dementia Assessment team, and a 65+ team for older adults. The panel provided their comments on the questionnaire about the letters we send following diagnosis– whether a shorter letter is preferred or a more comprehensive version for patients and family/carers.

#### **Welcome to the ward leaflet for our community hospital inpatients**

Our community hospitals are looking to update their 'Welcome to the ward' information packs, with a particular focus on discharge and planning for discharge. This enables patients, their families, and carers to plan for the expected date of discharge (which may change as recovery progresses).

#### **World patient safety day flyer**

Advice sought on the wording of the flyer to make it less clinical and cold.

#### **Non-healing wounds patient support pack**

The panel were asked to comment on the proposed patient support pack for those who have wounds that are non-healing. The aim of the pack is to empower the patient to self-care, take ownership of their wound care and be better informed about when they should be seeking further help or advice from a healthcare professional.

#### **PAUSE team -Peer support leaflet**

The PAUSE (Psychological Awareness of Unusual and Sensory Experiences) team intervenes when someone is thought to be at high risk of developing psychosis. They provide psychologically informed assessment, formulation, and intervention to individuals aged 14-35.

The reader panel reviewed the leaflet that describes how peer support workers can help in a patient's journey.

**The Talk and Listen Group** – assesses easy read information for people with learning disabilities.

#### **Easy read – what it means to be in hospital on a section of the Mental Health Act**

The group reviewed this leaflet for the forensic learning disabilities team. They provided feedback to make the leaflet easier for people to understand.

#### **Easy read appointment letters sent out by the community learning disabilities team**

The group were asked to comment on three formats of appointment letters. The group overwhelmingly felt that the version which used photo symbols (as opposed to Widgeit and communicate in print) was much easier to understand. The Widgeit version was the group's second choice. This was a really valuable exercise moving forward for all easy read information.

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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## Lived Experience Partners DMH Update

We now have several co-production groups set up in the Directorate of Mental Health (DMH) aligned to various services co-chaired by a Lived Experience Partner. These groups are Acute/PICU, Rehabilitation, Mental Health Services for older people, Personality Disorders, and Psychosis. These co-production groups are attended by a variety of clinical staff, current or recently discharged service users, and carers. The aim of these co-production groups is to collaboratively work through improvements, this could be as a result of reviewing regular patient feedback from the service area.



The below provides you with a highlight of some areas these co-production groups are working on:

- Mental Health services for older people are reviewing Friends and Family Test feedback and trialling a new feedback form.
- Clinical Reference Group has started a quality improvement project looking at community mental health teams waiting times, and outpatient case load reviews.
- Rehabilitation have started a ward round improvement project looking at better utilising ward rounds and personalising them to meet individual need.
- Perinatal and Maternal Mental Health services have started to engage people with lived experience in order to establish co-production groups in these two areas.

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## Neuropsychology Service (EDI) Equality, Diversity and Inclusion Steering Group

A steering group in Neuropsychology Service has been developed with a few carers and service users, with their first session held. This group will explore how the Neuropsychology Service practices in respect to upholding EDI when working with people with neurological conditions along with their families/carers. These conditions relate 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.

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## Customer service training

We are excited to announce that a new Customer Service Training has been launched to staff. This interactive training has been co-designed with staff, patients and carers and is aimed at all staff who have direct contact with patients and carers which aims to increase skills and confidence of all staff when dealing with patients, service user and carers either on the phone or face to face.



There is a clear demand for this training with almost 200 staff booking in the first couple of months of launching the training. Staff are feeding back that they are feeling more supported and confident when dealing with more difficult customer service situations. The sessions have also helped to spread awareness of the Patient Experience and Involvement Team, and staff have been accessing the team for support as well as additional training (PALS, complaints etc).

Staff are welcoming having someone with lived experience facilitate sessions which has given different perspectives, more self-reflection and safe spaces for questions. You can find out more via the Quality Improvement story board using the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2024/08/QI-Storyboard-on-a-page-customer-service-training.pdf>

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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)

FREEPOST LPT Patient Experience

Tel: 0116 295 0818, Twitter; @LPTPatientExp