



Patient feedback
listening to you

&



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 2nd September 2024

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

Welcome to our September 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

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

Your Health and Wellbeing

A huge Thank you to those that have completed the survey, reviewing the network offer. We are looking at your responses to make future improvements.

You are all most welcome to attend the following.....

Cuppa and Catch ups – Virtual and Face to Face

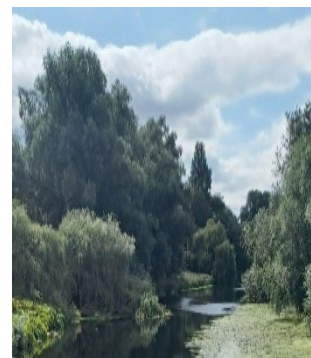
We have fortnightly catch ups where we can check in and see how we are doing. These are informal meet ups where you can discuss your involvement journey/opportunities, any tech issues, project support, or just to check in and have a chat, these are either virtually or face to face.

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.

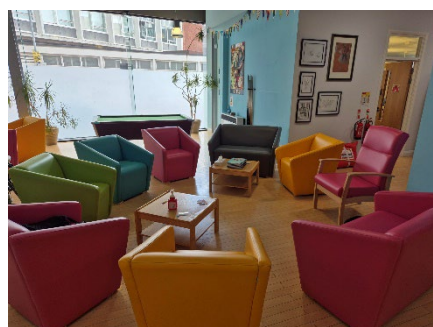


Date & Time	Where
Face to Face Involvement Café Monday 16 th September 10am-12pm	LPT Recovery College – Mett Centre, Leicester City Centre, Lee Circle LE1 3RF
Virtual Cuppa and Catch up Monday 7 th October 12midday – 1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting



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 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.



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 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 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:

- **Thursday 10 October and Thursday 12 December 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 date are as follows:

- **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 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 their webpage please do let us know by contacting: lpt.patient.experience@nhs.net or Telephone: **0116 295 0818** who will advise on next steps.

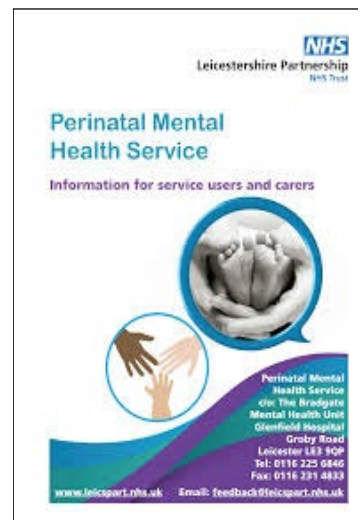


Do you have experience of accessing or supporting someone to access Maternal Mental Health, or Perinatal Mental Health services?

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
or Telephone: **0116 295 0818** and we can advise on next steps.



Director of Nursing and Allied Health Professional Fellowship QI projects for Cohort 24/2025 - we need you!

For the last three years some of our Service User/Carer network members have supported the Director of Nursing and Allied Health Professional Fellowship in providing a patient/carers perspective on individual Quality Improvement projects as part of their fellowship journey.



Improvement Partner

We are now looking at the next cohort (2024/25) and would like to invite you to become an Improvement Partner. An Improvement Partner is a network member who would like to get involved in supporting their fellow in their quality improvement project (providing your lived experience perspective and working alongside the fellow for the duration of their project)

List of Service areas

We have 12 projects for this cohort, covering the following areas:

- Directorate of Mental Health (x 7 projects)
- Family and Young People Services (x 4 projects)
- Community Health Services (x 1 project)

Express your interest!

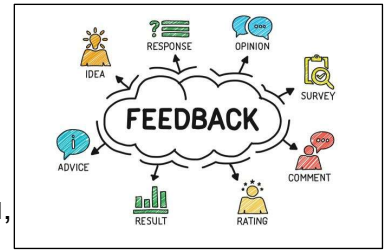
If this opportunity is of interest to you, please contact us by return of this email lpt.patient.experience@nhs.net and we can discuss next steps, and we are also arranging an informal session where you can find out further details.

We look forward to hearing from you!



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 or Telephone: **0116 295 0818**

Do you want to make a difference to health services in your area?

Why not join the Youth Advisory Board (YAB)?

OPEN TO ALL 13-21 YEAR OLDS!

We meet weekly virtually on MS Teams on Tuesday evenings 5-6pm.

Please email us if you're interested!
lpt.youthadvisoryboard@nhs.net

Some quotes from our current YAB members:

“To feel like you're part of something which is helping young people now and in the future is an incredible feeling.”
-Teri-Ann

“It's so all inclusive and loving being part of a great team”
-Libby

Scan the below for a video from YAB members :)

WHAT DOES THE YAB DO?
YAB works across NHS Leicester, Leicestershire and

HELP YAB TO HELP YOU:

Activities

Recovery College Autumn Term 2024

The Recovery College are very excited to share their Autumn 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, 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 Autumn 2024 prospectus via the following link: <https://shorturl.at/D1xCG>

The Autumn Term 2024 Newsletter is also now out, you can find this via the following link: <https://shorturl.at/yJXPq>



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 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

* 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.



**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.



Non LPT Opportunities



**Cook,
Meet &
Eat**

Free Course

- Free** cooking course. Discuss ways to reduce food costs. Produce a meal each week to take home plus loads more:
- Learn how to use a slow cooker
 - Free recipe cards and ingredients provided each week
 - Use seasonal foods
 - Certificate of attendance at the end of the course.

Roman Way Community Centre, Market Harborough, LE16 7PQ.
Monday 23rd and 30th September, and 7th and 14th October 2024 (4 sessions) 12-2:30pm

To book your place call 0800 988 0308 and quote course code:24MH530N or call Rachel on 07810153384, or email Rachel.McDonnell@leics.gov.uk for more information.
Please note eligibility criteria does apply.

Participants Needed for Research Study on Engagement of Community Living Stroke Survivors in Physical Activity

We would like to invite you to take part in a new study examining engagement in physical activity within community living stroke survivors, so we can support physical activity better in the future.

What will you get out of by participating?

- **FREE** sport and exercise psychology **SESSIONS** to support your **mental and physical wellbeing**
- Be the **FIRST** to receive and get notified about future **materials and workshops**
- **FREE** seminar delivered on physical activity for stroke survivors

Who can participate?

- Have a **diagnosis of stroke**,
 - Be **discharged** from the hospital,
 - Be **18 years of age or older**
 - Have **no other disease or medical co-morbidity** that makes it difficult to participate in the study (e.g., cancer).
 - Have **cognitive capacity** that is adequate to participate in the study and **provide consent**.
 - And the **degree of disability*** being: moderate, slight, non significant or no symptoms at all
- *as determined by the Modified Rankin Scale (mRS)



What is involved?

- Complete a **short online or written survey** on a **daily basis for four weeks**.
- This questionnaire will **ask you about your physical activity**, such as if and when you plan to do it, why you do it, and what type of physical activity you do.



Interested in participating?

Contact: Bettina Pasztor



EMAIL: b.pasztor@lboro.ac.uk

Your Voices, Feedback and Updates!

Youth Advisory Board (YAB) update - August

Leicester, Leicestershire, and Rutland (LLR) Youth Summit 2024

A YAB member, is attending the Youth Summit in October alongside Georgia, our YAB chair Lived Experience Partner (LEP). They will be presenting and sharing information about the Youth Advisory Board.

As preparation for this day, YAB were asked to produce questions for the event, alongside other children and young people (CYP) groups across the system. This was completed within a YAB meeting, these questions focused on diversity, inclusion and ensuring young people's voices are heard. A YAB session was also spent ensuring all YAB members have approved and helped to shape the PowerPoint presentation slides, and the invitation reminder was sent out for other YAB members to attend.

Shaping the 2025 co-produced strategy for Northampton Healthcare Foundation Trust (NHFT) & Leicestershire Partnership Trust (LPT) – Strategy leads attended the YAB for support in shaping the new combined strategy within LPT & NHFT trusts for 2025 onwards. The YAB provided feedback on what is most important to young people for NHS leads to focus on developing over the next few years. YAB will be kept updated with the development of the strategy to understand how their views have supported informing this.

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ADHD Research project – Consultant Community Paediatrician at LPT, Mhorag attended the YAB to obtain their feedback and ideas on a research project focused on the use of empathy with ADHD. The YAB all agreed the project was a great idea and would be keen for Mhorag to return in the future as she develops the project further and potentially involves members of the YAB to be part of this project.

YAB are taking a well deserved break on 27th August and will return September meeting weekly until October half term.



Recruitment Panels - Providing a Patient Perspective

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



- Lead Clinical Psychologist , PAUSE and PIER team - Directorate of Mental Health
- Mental Health Practitioner, PAUSE team – Directorate of Mental Health
- Neighbourhood Community Manager, MHSOP – Directorate of Mental Health
- Clinical Practitioner Specialism, Healthy together - Directorate of Families, Childrens', Young People, Learning Disabilities and Autism

As always, 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.

Feedback – Reader Panel Update

Throughout August our Reader Panel have been providing invaluable insight and perspective. Comments/feedback and suggestions from patients and carers with lived experience supports our services to develop and improve patient facing information.



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:

Patient Satisfaction Questionnaire - Newly Refurbished Hawthorn Centre, Coalville

The panel reviewed a questionnaire created to gather feedback from Outpatients for CAMHS, MHSOP and CMHTs visiting the new refurbished building.

Proposed letter to depot clinic patients in the city.

We asked the group to feedback their comments and suggestions for a proposed letter to patients attending our depot clinics in Leicester City. The letter aims to inform patients about the change in areas/clinics delivering their care (as part of the better mental health for all programme).

Community Mental Health Team referral - Unsuccessful contact letter

The Service asked if our reader panel if they could review a letter which would be sent to patients who we have been unable to successfully contact following their referral to the Community Mental Health Team.

Patient Involvement posters and leaflet

We asked the panel to review the existing involvement leaflet and a new draft poster to promote our involvement network.



Lived Experience Partners (LEPs) Update

This month we would like to provide an update on the 4 Lived Experience Partners recruited to support us to co-create and co-facilitate training to staff across the Trust.

The Patient Experience and Involvement team now offer a range of training and development to support and enable staff with patient experience and involvement activities. These are now offered on a regular basis, virtually via MS teams, as well as face to face taught sessions, with most of the sessions co-delivered with Lived Experience Partners. A snapshot of the training on offer:

- Experienced Based Co-Design
- An introduction to involving service users/carers in Quality Improvement
- Digital Storytelling
- Friends and Family Test (FFT) & ENVOY survey building & reporting
- PALS and Complaints training (drop-in support sessions also available)
- Carers Awareness training
- Customer service training
- Accessible information standards

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

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

FREEPOST LPT Patient Experience

Tel: 0116 295 0818, Twitter; @LPTPatientExp