



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 4th November 2024

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

Welcome to our October 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

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 – 20 Lee Street, Leicester City Centre, 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
Virtual Cuppa and Chat Monday 4 th November 12pm-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting
Face to Face Involvement Café Monday 18 th November 10am-12pm	LPT Recovery College – 20 Lee Street, Leicester City Centre, LE1 3RF



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.



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 12 December 10:30am to 12 midday**
- **Tuesday 4 February 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:

- **Thursday 19 December from 1:00-2:00pm**
- **Tuesday 25 February 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**

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 have experience of a serious mental health illness and accessing Cancer Screening services?

We are looking for someone with experience of a Serious Mental Health Illness (SMI) and accessing Cancer Screening services to support with service improvements. You will be the Lived Experience representative at three workshops planned for November, December and January.

This work is across the Healthcare System, and so includes other healthcare providers as well as LPT. If this is of interest please contact us via email: lpt.patient.experience@nhs.net or Telephone: **0116 295 0818** where we can provide further information and advise on next steps.

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 or call 011 295 0818

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>



NHS
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Leicestershire Recovery College

SPACES STILL AVAILABLE!
NOVEMBER

Understanding Medications for Mental Health
Friday 1st November | 10am - 12pm
Online via MS Teams

Involvement Opportunities within LPT
Thursday 14th November | 10.30am - 12pm
Leicestershire Recovery College, LE1 3RF

Learn to Surf: An Introduction to Emotional Mindfulness
Friday 1st & 8th November | 1pm - 4pm
Leicestershire Recovery College, LE1 3RF

Introduction to Emotional Mindfulness
Wednesday 20th November | 1pm - 3pm
Online via MS Teams

Houseplants for Wellbeing
Monday 4th November | 1pm - 3pm
Leicestershire Recovery College, LE1 3RF

Singing for Wellbeing
Wednesday 20th November | 10am - 12pm
Market Harborough Leisure Centre

Writing for Self Expression
Tuesday 5th, 12th, 19th & 26th November | 1pm - 3pm
Online via MS Teams

Empowering you for Employment
Thursday 21st November | 10am - 1pm
Phoenix House, Melton

Understanding and Living with Psychosis and Schizophrenia
Thursday 7th November | 9.30am - 11.30am
Online via MS Teams

Managing Stress
Friday 29th Nov & 6th, 13th Dec | 10am - 12pm
Online via MS Teams

Managing your Money
Friday 8th, 15th & 22nd November | 10am - 12pm
Online via MS Teams

Dealing with Worries
Monday 11th November | 10am - 12pm
Online via MS Teams

November

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

If you wish to attend a course or find out more information, please contact us:

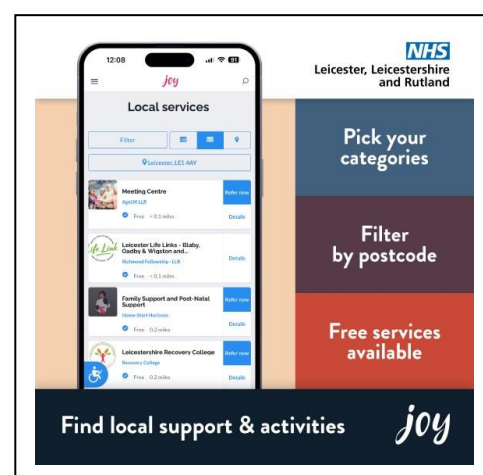
☎ 0116 295 1196 ✉ LPT.RecoveryCollege@nhs.net

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

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.

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 via the below link: <http://tinyurl.com/52444wx5>



FREE DROP IN CAFE FOR ADULTS

In partnership with Mind

EVERY THURSDAY

Everyone is welcome to come along for a chat and a drink and find out what opportunities are on offer for adults and the support provided by Leicester, Leicestershire and Rutland Mind.

TIME: 10:30am - 12:30pm

VENUE: Community Hub (1884 Sports Bar) - Entrance next to the Fanstore, King Power Stadium, LE2 7FL

For further details please contact Dawn.Tobin@lfc.co.uk or 07739590949



LEICESTER CITY
IN THE COMMUNITY

 **mind**
Leicester,
Leicestershire
and Rutland

Non LPT Opportunities

Your help and support is important to us

Are you a family or informal carer who wants to make a difference across Leicestershire, Leicester City and Rutland and have your voice heard? If so, we want to hear from you!



We value carer's voices and are committed to involving you in the work we do. As a Carer you are the expert, with the knowledge and experience of caring for someone who has health and social care needs and we are keen to hear and learn how best to deliver services across Leicestershire, Leicester City and Rutland (LLR).

We have been awarded some time limited funding from the Department of Health and Social Care (DHSC) Accelerating Reform Fund (ARF) to support family and other informal carers. Leicestershire

County Council, Leicester City Council, Rutland County Council and the NHS will be working together with carers to deliver some projects concentrating on carer needs over the next year.

We would like to work together in partnership with you to coproduce these ARF projects, We are inviting carers to work with us on the first project which is how to:

Implement a Leicester, Leicestershire & Rutland wide contingency planning process.

We are having an initial meeting(s) on the

- **Tuesday 12 November at 13:00 to 15:00:** County Hall, Leicester Rd, Glenfield, Leicester LE3 8RA. To book or express an interest, please email: carers@leics.gov.uk
- **Thursday 14 November at 14:00 to 16:00:** The King Centre, Main Rd, Barleythorpe, Oakham LE15 7WD. To book or express an interest, please email: carersteam@rutland.gov.uk
- **Friday 15 November at 13:00 to 15:00:** The Brite House, Braunstone Ave, Leicester, LE3 1LE. To book or express an interest, please email: transformation@leicester.gov.uk

Tea/ coffee, cake and fruit will be provided

There is space for 15 carers overall **at each event**, so we may need to select carers who care for people from different background and a range of different needs.

We will contact all carers who book or express an interest. We are also looking at other ways we can work together including meeting virtually, individual face to face meetings or provide us feedback via survey. To find out more about the ARF project and what other local authorities are doing, please click [here](#).

If you're trans or non-binary, what's your experience of GP services?

We want to learn more about the experiences of trans, non-binary and other gender-diverse people (sometimes referred to as trans+) when they visit the GP.

GPs are the gateway to accessing other care, whether gender-related or not, but trans and non-binary people can face challenges when navigating services.

Our research aims to build an up-to-date picture of the healthcare landscape which trans, non-binary and other gender-diverse people individuals are currently navigating.

What we're trying to learn We want to explore trans and non-binary people's experiences with GP services. In our survey, we cover quality of care, discrimination, bureaucracy (around changing gender markers and names), prescriptions, and referrals.

The survey asks you several questions to find out:

- If you've sought gender-affirming care from your GP
- If you've sought general healthcare or support from your GP
- How you feel about the quality of any care you've received.

healthwatch
Leicestershire

You can answer completely anonymously, and you can leave the survey at any time. You can also let us know if you'd be interested in talking to us further about your experiences. You can share your experiences via the following link: [Share your experiences](#)

Your Voices, Feedback and Updates!

Youth Advisory Board (YAB) update - October

Please see below the updates from October from the YAB, it's been a busy month!



Mental Health in Schools Team (MHST) Winter wellbeing booklet

The MHST engaged with the YAB, for support in shaping their new winter wellbeing booklet to ensure young people stay healthy and well over the winter months, following previous engagement with the summer version and ideas and suggestions from YAB the team have found it valuable to engage with the group to ensure the information is accessible and relevant to young people.

Occupational Therapy (OT) Two OT's from CAMHS engaged with the YAB as part of a research project to help spread awareness of OT, and to create documents describing the assessment process. YAB supported this through completing a questionnaire, sharing ideas and suggestions of what would support in engaging young people.

Leicester, Leicestershire and Rutland (LLR) Youth Summit – Our YAB chair (Georgia Richardson) and a YAB member are attending the LLR Youth Summit in October half term, and will be presenting information on the YAB, and helping to shape new initiatives across the Health system and the local authority.

Introducing YAB roles – New initiatives to create more opportunities for YAB members to further progress are currently being explored through introducing roles such as co-chair, social media champion, diary planner. More information will be shared as this progresses.

Self-harm Imagery project – One of our YAB members has been an essential part in creating self-harm imagery to spread awareness internally for CAMHS staff, please see one of her pieces below this work has been led by Karima Susi as part of an ongoing project.



Recruitment Panels - Providing a Patient Perspective

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

- 8b Clinical Psychologist – South Leicestershire Community Mental Health Service
- 8A Clinical Psychologist -- Maternal Mental Health
- 8B Principal Clinical Psychology - Perinatal and Maternal Mental Health



All these posts are in the Directorate of Mental Health. 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 October 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:

Early language support for every child (ELSEC)

We panel reviewed two leaflets which aim to explain early language support for every child (ELSEC). One for professionals including teachers and one for families of children with mild to moderate speech, language and communication needs who may benefit from ELSEC. The leaflets aim to raise awareness of this pilot running until August next year for 2 – 11 year olds.

Recovery College pre-course information pack

The panel reviewed the College's pre-course information pack which is sent to anyone attending one of their courses at a variety of sites.

Pressure ulcer prevention/management leaflets

The panel reviewed two leaflets which contain similar content.

Leaflet 606 was developed first and is used by our community nursing team, who will add specific information individualised to the patient under their care.

In a drive to reduce pressure ulcers, 613 was developed as a stand alone leaflet that the wider community (not being seen by our community nursing service) can refer to.

Both leaflets aim to inform patients and carers of what pressure ulcers are, their risk of getting them (and how to minimise this), the symptoms, categories and techniques to prevent pressure ulcers or their deterioration.

Leaflets for the pulmonary rehabilitation physiotherapy patient group

The team are planning to invite patients who have either declined assessments, did not attend, or dropped out to explore some of the reasons for these barriers from a patient perspective. The panel reviewed the patient information sheet and a patient consent form.

Leaflet 395 - growing up with more than one language

The panel reviewed this leaflet which will be given to parents by our children's speech and language therapy service. It aims to provide tips and guidance on how to support children who are growing up in a household where English is not the first language spoken.

Leaflet 682 - Assertive outreach guide to psychosis for service users

This leaflet pulled together information previously reviewed by the panel and aims to be a guide to psychosis for anyone using the assertive outreach service.

ECT (Electroconvulsive Therapy) information

The panel were asked to review this information by our neuromodulation centre.

This leaflet aims to prepare patients who are considering ECT – letting them know what to expect and how to prepare, together with what to expect afterwards.

Choice Letter on discharge and information provided on admission

Two leaflets – one given on admission and the next close to discharge which aim to make clear the process of discharge from our hospitals.

The (on admission) information stresses the importance of making plans for discharge, and outlines the responsibilities on family/friends, carers to organise appropriate care for their loved one. The discharge letter provides information on the care provision available if no alternative has been organised.

Perinatal specialist mental health services support pack

The panel reviewed this leaflet for our perinatal specialist mental health service which aims to support parents accessing the service.

Lived Experience Partners (LEPs) Update

We have twenty-two active Lived Experience Partner's working within all directorate areas, with five currently going through the recruitment process. Services are now identifying potential LEP's within their service areas – thus the five new recruits. We have also had demand within our network for members to become LEP's in our next cohort with a growing list of expressions of interest.



This month we would like to provide an update on our Lived Experience Partners work on LPT's co-production principles.

Following our staff and service user/carer event held back in March 2024, and including discussions held with this group, we have co-created our Principles for Coproduction.

We will be launching these over the next month along with an animation film which has been co-created with our Lived Experience Partners. We hope the training and resources will sit under each of these principles which will enable staff to work more collaboratively. Our principles for co-production are:

We are striving towards equal partnership - Equal partnership is sharing the power, to feel acceptance, and knowing what you bring to the table means something.

We respect difference - We all bring different experiences to the table. Being creative and challenging group thinking is a strength that we get from our difference.

We hear everyone's voice - By actively listening to everyone's voice, we will be informed and have a better understanding – a light bulb moment produces change.

We are prepared to learn from each other - Because of the act of coming together with a common goal, being open, and sharing different perspectives and power differences brings the energy needed for change.

We are inclusive - We believe everyone's voice matters and we work hard to find out how we can help people to feel included and that their contribution is valued.

We feel psychologically safe - Psychological safety means people feel safe in a supportive and inclusive environment, where people are treated with kindness, trust, respect, compassion.

DON/AHP Fellowship Cohort 2023/2024 Celebration Event

We have had several network members involved in supporting staff on their fellowship programme with their quality improvement projects. This resulted in a celebration day looking at the achievements of the fellows, along with an overview of these projects and the impact collaborative working with those with lived experiences made.

Azar, QI lived experience gave a talk on the importance of shared decision making, no decision about us without us, and sharing the impact this work has on his own and others recovery. It was an amazing inspirational talk.

You can hear/watch some of those involved reflections via the below short film: <https://www.youtube.com/watch?v=95r-NsJmh8k>

It was evident throughout the day the impact those involved made not only on these projects but on the organisation as a whole, and we want to say a massive thank you to you.



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:

- 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

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