



Patient Experience & Involvement Newsletter

Monday 7th October 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

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

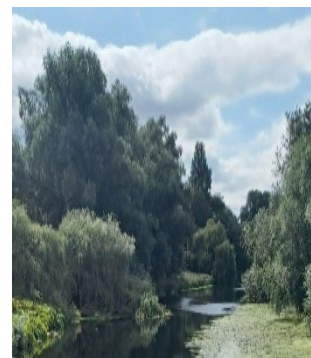
We have fortnightly catch ups where we can check in and see how we are doing. These are informal meet ups where you can discuss your involvement journey/opportunities, any tech issues, project support, or just to check in and have a chat, these are either virtually or face to face.

Face to face Involvement Cafes take place at our new venue – **LPT Recovery College – 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.

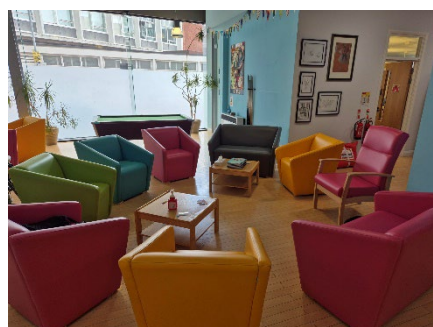


Date & Time	Where
Face to Face Involvement Café Monday 14 th October 10am-12pm	LPT Recovery College – 20 Lee Street, Leicester City Centre, LE1 3RF
Virtual Cuppa and Chat Monday 4 th November 12pm-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting



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**
- **Thursday 19 December 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**

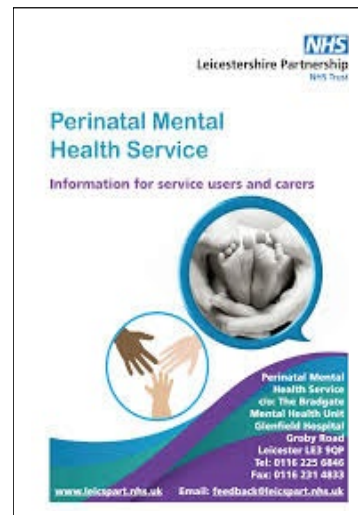


Do you have experience of accessing or supporting someone to access Maternal Mental Health, or Perinatal Mental Health services?

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.



Would you like to be involved in the review/development and content of staff training?

(Trigger warning) – training content is in relation to survivors of sexual abuse.



You will work in collaboration with clinicians and safeguarding staff in the review/development and content/format of this training. You will provide a service user/survivor perspective on how best to ensure staff meet the needs of survivors of sexual abuse receiving care from mental health and community services. This staff training will be role essential.

Meetings will be one hour in duration via MS Teams and are envisaged to be scheduled at a fortnightly frequency. Included in these meetings will be clinicians from Mental Health, Family and Young People's and Learning Disability/Autism services (including the previous Sexual Abuse Awareness Training Lead), representatives from LPT's safeguarding team, the Mental Health Lead for Psychology & Psychological Therapy Services, and Deputy Head of Nursing for Community Mental Health Services.

The first meeting will take place on **9th October 2024**.

Please express your interest by making contact with the team: lpt.patient.experience@nhs.net



Do you want to be part of improving the experience for people from an ethnically diverse/learning disability/autism background when detained under the Mental Health Act?



This quality improvement project centres around improving the experience for people from ethnically diverse backgrounds/people with a learning disability and autistic people when detained under the Mental Health Act in hospitals across England, including improving the culture appropriateness of the care they receive.

The project will look at improvements in Leicestershire Partnership NHS Trust's Heather Ward environment and incorporate equity-based practices for those with Autism and neurodiverse service users.

What we would like you to do

- Support the ward in creating an environment that supports those patients with autism that require a hospital admission into to an acute mental health ward.
- Review the admission process – looking at the pathway, terminology and accessibility of materials and communication (for both staff and patients)

When will this start?

- The first meeting will take place on the **8th October 2024** in order to meet the quality improvement leads for this project
- Monthly meetings (1hr) will then take place to review the pathway.
- The duration of the quality improvement Project will be six months (ending in March 2025)
-

Express your interest!

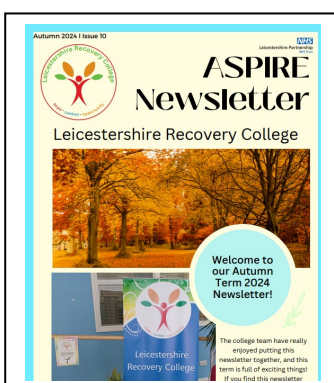
Please make contact with the Patient Experience and Involvement Team by email:

Lpt.patient.experience@nhs.net

We look forward to hearing from 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-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, 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:

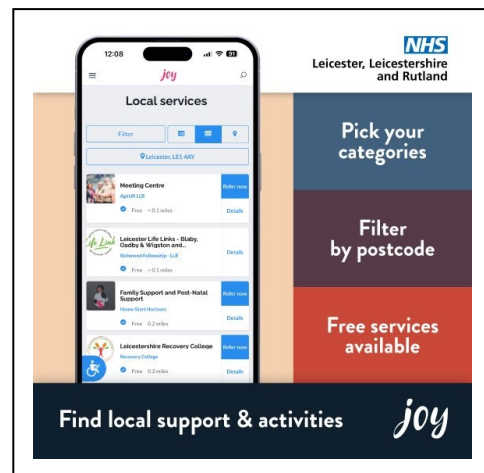
<https://shorturl.at/yJXPq>

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.



NHS

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.

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>

Non LPT Opportunities

HM Government SKILLS FOR LIFE Leicestershire County Council

Cook, Meet & Eat

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.

Level 1 Award in Mental Health Awareness Online Course

A free 7 week online course for parents/grandparents/carers

During the 7 online sessions you will increase your knowledge and awareness of mental health. The course will help you to develop your awareness of issues surrounding mental health and to know the rights of those with mental health issues.

In the course you will learn:

- Describe what is meant by mental health
- Understand the impact and effects of mental ill health and recognise the social and personal impact
- Recognise and list the responses to mental health issues
- Identify cultural diversity in relation to mental health issues

You will be required to complete an initial assessment writing activity before starting the course, produce a portfolio of evidence and complete assignments at home to achieve the qualification.

Starting Wednesday 30th October for 7 Weeks 7pm-8.30pm
on Microsoft Teams.

Call 0800 988 0308 or visit their website to enrol.

Have your say on our Palliative and End of Life Care strategy



Leicester, Leicestershire
and Rutland

To help us with our work to support the proposed 5 year, All Age Palliative and End of Life Care Strategy for Leicester, Leicestershire and Rutland (LLR), we wrote to you in June inviting you to tell us what palliative and end of life services you offer to patients, carers/families etc in your organisation or communities across LLR .

Sharing this information will support health and social care teams in LLR to prioritise service provision, access and equity for our population, to create a Directory for all Palliative and End of Life service across LLR and to strengthen and support referral routes into those services.

We would like to hear from as many of you as possible, to tell us about the great work you are doing in your area and to support this, We have extended the timeline for completion of the 'palliative and end of life services' questionnaire – the **closing date for responses is now Friday 11th October 2024.**

It is a short questionnaire, which takes around 5 minutes to complete – **you can access the survey via [this short questionnaire](#)** or by using the following QR code:

Palliative & End of Life Care services provided in Leicester, Leicestershire & Rutland



Youth Advisory Board (YAB) update - September

Please see below the updates from September from the YAB, its been a busy month!



Childrens and Adolescents mental Health Services (CAMHS) Digital content lead Leighan continues to join YAB regularly to involve the group and young people's voice in all projects they can influence. This month a Positive Behaviour Support (PBS) leaflet for young people who will be accessing PBS therapy and support was shared. YAB gave some great ideas/feedback to improve its understanding and readability, Leighan will take these back to the team to make the relevant amendments.

CAMHS Social media Leighann also attended a session earlier on in September to generate support from YAB ahead of a social media business case being prepared for CAMHS to ensure that the service are able to reach and interact with young people via ways that are relevant to them. YAB were in full support of this and felt that this would support young people and prevent stigma/dispel myths around services.

Knife Crime and CAMHS/Police collaboration YAB were involved in discussions to understand the collaboration between the service and police around knife crime videos/animations. The group completed a survey for their thoughts and suggestions and how they could if interested get involved in the future.

Self-Harm Karima came to the YAB to speak about her research into Self-harm, Karima is leading a project which is aiming to develop a guide for clinicians to help them assess mental imagery related to self-harm in young people and offer brief interventions to help young people who experience self-harm images. A YAB member is getting involved with the project and will be offering valuable lived experience around this.

Understanding YAB member development and roles within the YAB Board, Geogia the YAB chair ran a session with the board members to understand how they want to be more involved in YAB through structured roles such as admin, co-chairing and comms. The YAB leadership team will be meeting to progress these opportunities and investigate the feedback from the group on how they can be more engaged and involved during sessions through break our rooms and other interactive ideas.

Occupational Therapy (OT) Rebecca from the OT service (OT) joined YAB to get views on a before and after survey for a new project being trialled using electrical stimulation. Rebecca left with a lot of suggestions and ideas to improve the surveys, making them accessible and easy to understand. Rebecca will be coming back to the YAB and sharing how the trial goes and to share the evaluation findings.

Lived experience partner success for YAB member A young person who is part of YAB has been successful in recruitment to become a lived experience partner, Dylan has lived experience as an Autistic person and is passionate about ND, accessibility, and will be joining work around the Patient and Carer Race Equality Framework (PCREF) agenda.

Patient Safety day September 2024 YAB chair supported 2 members to attend the national patient safety event in Leicester, this was a great experience for all involved and great promotion of YAB.

Recruitment Panels - Providing a Patient Perspective

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



- Crisis Resolution & Home Treatment Agency staff - Directorate of Mental Health
- Healthy together Child Programme Practitioner - Directorate of Families, Childrens', Young People, Learning Disabilities and Autism Service

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 September 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:

Healthy Together FFT questions

Our Healthy Together Teams recently reviewed their Friends and Family Test survey questions. Before they launched the new survey, they asked the reader panel to review their additional (service specific) questions.

Heart failure symptom management guide

The panel reviewed this leaflet which will be given to patients following the diagnosis/stabilisation of heart failure. We have been asked to have a look at the attached leaflet which will be given (by a specialist nurse) to patients and their carers following the diagnosis/stabilisation of heart failure. The leaflet aims to inform and act as a tool to monitor symptoms, highlighting what patients/carers should do if symptoms change.

Safe use of bed levers and bed rails

The panel reviewed this guide which acts as a reminder to patients and their carers of how to use and look after the bed lever or bed rails they have been supplied with.

Stroke ward leaflet

The panel reviewed this leaflet which aims to inform patients and carers about our two stroke wards.

Self-lymphatic drainage – lower limb leaflet

The panel reviewed this leaflet provided by our non-cancer lymphoedema team. The leaflet will be available to those patients who have oedema (swelling) in their legs, providing them with exercises they can do to move the fluid to a point where it can be dealt with normally.

Lived Experience Partners (LEPs) Update

This month we would like to provide an update on our Lived Experience Partners working within our Mental Health Directorate.

These Lived Experience Partners all attend our monthly Patient and Carer Experience Group to feedback on the areas they are working on. Here is a snapshot of some of the service improvement projects they are involved with:

- Acute/Intensive Care inpatients – Bradgate Mental Health Unit
- Smoking Cessation at the Bradgate Mental Health Unit
- Urgent Care Pathway (CAP/triage/assessment)
- Open Dialogue (at the point of an initial assessment)
- Psychosis pathway (assertive outreach/PAUSE and early intervention)
- Mental Health for Older People Services (inpatient and community)
- Personality Disorder pathway
- Co-chair of the Clinical Reference Group (care navigators/neighbourhood/community connectors)
- Co-chair of the Patient and Carer Experience Group (where all Lived Experience Partners working within the Mental Health Directorate come to feedback)
- Rehabilitation services (Stewart House/The Willows)



Reasonable Adjustments – Raising Awareness

We would also like to share a video which has been shown at the Trust board in September in relation to reasonable adjustments (some of our Lived Experience Partners co created this video with staff) <https://youtu.be/rNv701z5sKc>



DON/AHP Fellowship Cohort 2024/25

Welcome to Cohort 4

On Wednesday 4 September, the quality team had the great pleasure of welcoming Cohort 4 to the start of their fellowship journey.

The day started off with warm welcomes to the programme by the leadership team and a personal address by James Mullins (interim chief nurse/executive director of nursing, allied health professionals and quality).

During the day, fellows had the pleasure of learning more about the LPT teams who support the programme and who they'll be working closely with over the next 12 months during their fellowship journey. With presentations from Heather Darlow (Quality Improvement), Haley Cocker (Patient Experience and Involvement), Karishma Joshi (Research and Development) and the Organisational Development team.



We have had lots of interest from our network members – and have now secured 12 Improvement Partners to support the fellows on their individual quality improvement projects. Matching projects and pre meetings will take place in November 2024.

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

FREEPOST LPT Patient Experience

Tel: 0116 295 0818, Twitter; @LPTPatientExp