



Patient Experience & Involvement Newsletter

Monday 6th January 2025

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

Welcome to our January edition of Leicestershire Partnership NHS Trust's (LPT) Patient Experience and Involvement Newsletter. We would like to take this opportunity to wish you all a wonderful New Year.

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/>



Farewell, 2024! Welcome, 2025!

May this new year bring fresh beginnings and exciting opportunities!

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.

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:

- **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.

Would you like to enhance your skills and help at the same time?

We are looking for people who can add a patient/carer perspective. We need people to join our:

Recruitment panel

This involves interviewing candidates for jobs across our Trust. Training that will equip you with all the skills you need is held every other month.

Reader panel

Members review (by email) patient and carer facing information produced by us to make sure it is easy to understand.

You decide your level of commitment for both panels.

Interested? Contact us for more information:



0116 295 0818



lpt.patient.experience@nhs.net

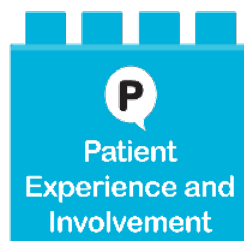
Recruitment training sessions include the following:

- 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

The next recruitment training session is due to take place:

Tuesday 25 February from 1:00 – 2:00pm via MS Teams

Contact the Patient Experience and Involvement Team to express an interest or with further queries, email: lpt.patient.experience@nhs.net or call 0116 2950818.



**Can you help us to trial an Emotions Group workshop?
Do you have experience of accessing inpatient mental health services?**



Back in May some of you may remember or got involved with the Tree of Life Workshop pilot. This workshop was based on the Tree of Life metaphor, a Narrative Therapy approach that involves supporting people to create their own tree of life using creative materials, with different parts of the tree representing different things about their identity (roots = history and life experiences, branches = hopes and dreams, etc.).

We have created another workshop and would like your support in piloting the session.

The Inpatient Psychology team have designed a draft protocol for a weekly, cross ward emotions group for patients during their admission at the Bradgate Mental Health Unit. The group aims to offer some sense-making of complex emotional experiences using psychological models and theory, and to introduce skills and techniques that can help with emotion regulation.

The team have planned a practice run of the session with staff and people with lived experience of being an inpatient, and carers so that we can have live feedback which will shape the session. Ally Allsopp (trainee Clinical Psychologist), and Lara Harris (Principal Clinical Psychologist) will be leading the session due to take place:

- **Tuesday 28th January 2025, 12:30pm-2pm**
- **Face to Face at The Bradgate Unit (room MS3)**

If you would like to attend the workshop, and/or to be kept informed of these improvements, please register by email: lpt.patient.experience@nhs.net or telephone: **0116 295 0818**

Family, Carers & Staff Summit

Leicestershire Partnership Trust is committed to ensuring that family and carers are actively involved in the care and treatment of their loved ones whilst receiving care, that their voices are heard, and that the Trust has an offer for how we support carers and families as an organisation.



We would like to invite you to our summit, which will be an opportunity to come together to discuss and agree how we can work together to develop and design approaches to strengthen carer, and family voice and involvement in the care provided by the Trust.

Venue:
NSPCC Training Centre
Beaumont Leys
Leicester
LE4 1EZ

Date and Time:
Thursday 30th January 2025
at 10.00am - 4.00pm

Contact our Patient Experience Team to book your place on - lpt.patient.experience@nhs.net or call our team on **0116 295 0818** by Friday 24th of January 2025. *Please note there are limited spaces*

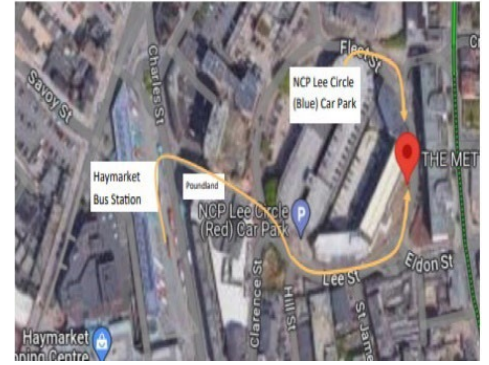


Your health and wellbeing

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

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

This is a monthly café 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.



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.

Date & Time	Where
Face to Face Involvement Café Tuesday 14 th January 10am-12pm	LPT Recovery College – 20 Lee Street, Leicester City Centre, LE1 3RF

Please note that the day has changed to Tuesdays



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

Activities

Recovery College Spring Term 2025

The Recovery College are very excited to share their Spring Term 2025 Prospectus with you.

You can find an electronic version of the Spring 2025 prospectus via the following link: <https://shorturl.at/L9Amd> If you would like to receive this prospectus by email, or by post, please contact: 0116 295 1196, or email; LPT.Recoverycollege@nhs.net



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! **Please see details about their open day below which you are welcome to attend.**




OPEN DAY!

**FRIDAY 17TH
JANUARY 2025
FROM 10AM TILL 2PM**

Drop into the Recovery College to find out more about the service, and what we can offer to you as a student.

This drop in session is open to all. No need to book, just pop in, and see us.

Find us at:
Unit 2,
20 Lee Street,
Leicester,
LE1 3RF



SCAN TO SEE OUR NEW PROSPECTUS!

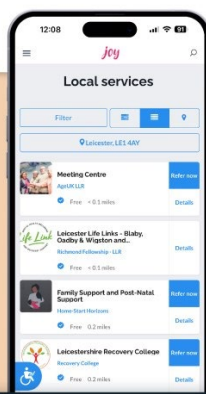
Supporting Information

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.



Leicester, Leicestershire and Rutland

Pick your categories

Filter by postcode

Free services available

Find local support & activities *joy*



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



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>



CALL 111

Leicestershire Partnership NHS Trust

Need mental health support?

Call NHS 111

Select Option 2 for Mental Health

24/7 support for your mental health



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

24/7 support is available over the phone, call NHS 111, selecting option 2 for mental health. This number is open 24 hours a day and is totally free and confidential.
Visit a Neighbourhood Mental Health Café.
Full list of venues on our website: www.leicspart.nhs.uk/service/neighbourhood-mh-cafes

Emergency
I have a health emergency

Call 999 if there is a threat to life.

Better Mental Health Now

CALL 111

vita health group

NHS Leicester, Leicestershire and Rutland

TOGETHER
we Make a
DIFFERENCE



Youth Advisory Board (YAB) Update

Please note that YAB's next updates will be provided at the end of January 2025, where they will combine December and January together due to the Christmas break. In the meantime we would like to share with you a poem created by one of our YAB members



POEM ABOUT YAB



What can I say about the youth advisory board?
We can give our contributions and no longer feel ignored.
but instead we see services and pieces of work transformed.

From the comments we make feels like an incredible reward.
Mental health, LGBTQ+ are some examples of topics we have explored
YAB has given me opportunities in which my confidence has soared.

There is so much more I want to say,
We are an inclusive group which meet online on a Tuesday.
The facilitators are kind and understanding.
In fact, I could go as far as saying they are outstanding.

Visitors returning from previous pieces of work seeing the numbers increasing.
Or hearing about people being happy with the help they are receiving.
Truly makes YAB feel like something with an impacting and positive meaning.

I was nervous on my first day.
Now looking back I wouldn't have it any other way.

-Teri-Ann Harris



Recruitment Panels- Providing a Patient Perspective

There were no recruitment panel interviews during December. As always, a big thank you to our recruitment panel members who continue to offer their time and support. Wishing you all a very Happy New Year.



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



December continued to see a lull in patient information while services focus on winter pressures. The panel reviewed the following information:

Psychosis intervention and early recovery (PIER) perinatal Leaflet

The panel reviewed a leaflet by our perinatal service, who are offering advice clinics to women who have experienced psychotic episodes and are planning to have a child. The clinics will support these women who are at more risk of having a relapse after giving birth.

Perinatal questionnaire

The panel reviewed a questionnaire by the perinatal mental health service. This is a team of health professionals that provide personalised and specialist care to people living in Leicester, Leicestershire and Rutland who have moderate to severe mental health problems relating to pregnancy, childbirth and the first year following a child's birth (also known as the perinatal period). The service is working closely with University Hospitals of Leicester (UHL) Midwifery on some quality improvement projects to improve access to the services for women who are pregnant.

The service gets less referrals from the South Asian Community in the City than they would expect, and this questionnaire aims to find out if there are any barriers which can be addressed for those who need to access the perinatal service.

ECT (Electroconvulsive Therapy) inpatient leaflet

The panel reviewed a leaflet developed by the team which aims to prepare inpatients who are considering ECT – letting them know what to expect and how to prepare, together with what to expect afterwards. ECT is an effective treatment for some types of severe mental illness. It is usually considered when other treatment options, such as psychotherapy or medication, have not been successful or when someone is very unwell and needs urgent treatment. ECT is given as a course of treatments. ECT takes place under general anaesthetic – the patient is asleep while it happens. During this time the brain will be stimulated with short electric pulses. This causes a fit which lasts for less than two minutes. Patients are also given a muscle relaxant which reduces how much their body moves during the fit.

Understanding Functional Neurological Disorder (FND)

The panel reviewed this leaflet by the functional neurological disorder service which aims to help people who have been diagnosed with the condition. People with this condition may have been through several services prior to diagnosis and this leaflet aims to help them understand functional neurological disorder which is the diagnosis given to symptoms which are due to a problem with the functioning of the nervous system, and not damage or disease of the nervous system. One way to try and understand this is by thinking about a computer when it malfunctions. Often if a computer breaks down, this is because of the **'software'** (the programming and coding that makes it work) rather than the **'hardware'** (the keyboard, hard drive). FND can be thought of in the same way: the hardware of your body (brain, nerves) is not damaged, but the software is not working as it should.

If you are interested in becoming a member of the panel (or know of someone who may be), please see the advert on page three.

The Talk and Listen Group

The group reviewed an easy read leaflet about patient stories – what they are, what is involved and how they are used. The group also reviewed the patient stories easy read consent form.

Wishing you and yours a happy and healthy new year.

Lived Experience Partners (LEPs) Update

We have twenty-two active Lived Experience Partner's working within all directorate areas of the Trust, with five currently going through the recruitment process. We also have a growing list of network members interested in becoming a Lived Experience Partner in the Future.



Currently we are working with David Gilbert at In Health Associates, who was the first Patient Director in the NHS in England to evaluate the impact of Lived Experience work and is arranging interviews with partners and staff who are working collaboratively. You can find out more about what they do at In Health Associates on the following link:

<https://www.inhealthassociates.co.uk/>

Below is a snapshot of some of the projects partners are working on across the Trust:

Corporate & enabling	Directorate of Mental Health	Community Health Services	Families, Young People & Children & Learning Disabilities & Autism
Complaints Review Group	Risk assessment	SPA/triage	LeDeR project
Co delivery of staff patient exp' & inv' training & development	DMH and MHSOP Patient and Carer Experience Group	Criteria led discharge	Engagement & co production, healthy together
Peoples council chair and membership	Open dialogue	End of life steering group	Youth Advisory co chair
Triangle of care	Smoking cessation	CHS PCEG co chair	Care navigation
Patient safety partner	Psychosis pathway	Health inequalities work	LDA collaborative
Co production principles	Urgent care	CINNS website development	Oliver McGowan staff interactive training
	Crisis retender	Self care project	Digital engagement

We look forward to sharing updates and David's evaluation findings in due course.

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