



# Patient Experience & Involvement Newsletter

Tuesday 4th February 2025

**Opportunities to get involved with improving services, updates,  
and supporting information for service users, patients, carers  
and family members**

Welcome to our February edition of Leicestershire Partnership NHS Trust's (LPT) Patient Experience and Involvement Newsletter.

We hope the items contained in this newsletter provides you with useful and informative information including introduction to involvement sessions, catch ups, various involvement opportunities and towards the end of the newsletter is a space for you to show and share, and where we provide updates on work you have been involved with and the impact this has had on the Trust.

If you would like to view previous editions of our newsletter, you can find these on our webpage <https://www.leicspart.nhs.uk/involving-you/involving-you/>



## **Sign up and stay connected!**

You can join our Service User/Carer Network which is open to service users, carers and family members where you can share your lived experiences with us. This will help to inform how we shape our services to fit the changing needs of our local communities.

Please visit our "involving you" page

[www.leicspart.nhs.uk/involvingyou](http://www.leicspart.nhs.uk/involvingyou)

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

## Involvement Opportunities

We advertise our involvement opportunities through these Newsletters, as well as through our service user and carer involvement network. There are a range of projects you can get involved with from joining our reader panel to provide feedback on documents to larger scale service improvements.

We can do this by:

- Virtually via video calls – Microsoft Teams, and face to face
- Email
- Telephone calls
- Post (freepost address provided)
- Individual involvement, and groups

Over the following pages you will find details of training and development opportunities, as well as new and ongoing involvement workshops and projects at LPT that you are welcome to get involved in.

If anything has sparked your interest, or you have any further questions or queries. You can contact the Patient Experience and Involvement Team via email: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or call 0116 2950818.

### Introduction to Involvement Workshops

Our Introduction to Involvement Workshop is open to new and existing network members. Whether you would like to discuss the latest involvement opportunities available or would just like a refresh or recap, this workshop is for you. The workshop is an informal introduction, with a culture of “no question is a silly question.” Come along and find out what support, training and self-development is on offer!

#### Overview of the Introduction to Involvement workshop:

- Working together as equal partners
- Involvement framework
- Involvement charter
- Confidentiality agreement
- Skills/Experience/Needs and Interest form
- Involvement opportunities
- Wellbeing support, training and development we can offer you
- Recognising and rewarding your contribution



**Involvement Packs** We will send out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

#### Dates of Introduction to Involvement workshops:

- **Thursday 27<sup>th</sup> March 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](mailto: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](mailto:lpt.patient.experience@nhs.net) or call 0116 2950818.

**Do you have experience of accessing Clinical Neuropsychology services, or support someone who has?**

LPT's Clinical Neuropsychology service has been selected to receive a small amount of funding from the Carlton Hayes Charity. The service would like to use the money to co-design developments to the garden at Lodge Two at the Leicester General Hospital site, to create accessible outdoor therapeutic spaces for the benefit of people with neurological conditions.

An initial meeting would take place at Lodge Two so you can view the garden, and further meetings could take place in person at Lodge Two or virtually via MS Teams depending on everyone's preference.

To begin with there will be discussions to include generating ideas, designing what the space could look like, and how the money could be spent. We would then need to implement the designs so there could be opportunity for you to get your wellies on!!

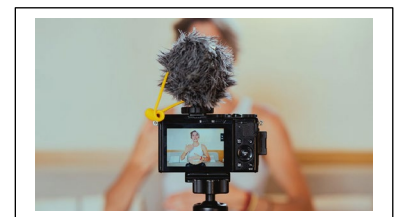
Proposed meeting dates:

- Thursday 6<sup>th</sup> February 10:30-12:30 Lodge 2, Leicester General Hospital
- Thursday 13<sup>th</sup> February 11-12
- Thursday 27<sup>th</sup> February 11-12
- Thursday 13<sup>th</sup> February 11-12

If this project interests you or you have further queries, contact us by email: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or telephone: 0116 295 0818



**University of Leicester in partnership with LPT would you like to take part in filming talking about: “The effects of social media on our mental wellbeing” run by our Digital Development Team**



The digital development team will be filming with the University of Leicester with this year's focus around social media and its effect on our mental wellbeing. They are planning on producing a handful of small videos about the dangers of social media.

**Dates are Tuesday 18<sup>th</sup> Feb, Thursday 20<sup>th</sup> Feb and Friday 21<sup>st</sup> of Feb 2025.**

Would you be interested in joining them to do some filming? You can be involved as much or as little as you like, you could be asked to read parts of the script (this will be a voice recording) but there will also be opportunities for speaking on camera.

Please contact the Patient Experience and Involvement Team: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net)

## Can you help us to explore barriers to accessing mental health and psychological therapy services?



We are looking for people to contribute to Leicestershire Partnership NHS Trust's (LPT) Patient and Carer Race Equality Framework (PCREF) and Anti-Racism activities. This work will seek to understand potential barriers to access LPT Mental Health and psychological therapy services for people from under-served communities, within secondary care community mental health.

We would like to explore factors which include but also go beyond stigma, specifically to understand the barriers that may prevent people's ability to reach support and/or treatment, and specifically their access to psychological therapies.

This is an exciting opportunity to help co-produce improvements, share ideas, along with creating a space to generate new ideas. We are looking for people with lived experience of ill mental health, as well as their carers, and family members to take part. There are a variety of ways that you can get involved:

- Become part of the project steering group - providing a strategic overview, co-design a methodology to engage with patient and the community, deliver engagement activity, collate feedback and present findings
- Attending a focus group
- Being interviewed
- Completing a survey

This is the first stage of this project, which will be ongoing, and therefore there will be more future opportunities to get involved – let us know if you would like us to keep you informed.

Please note we are particularly looking for people to get involved from underserved communities, and or people with links into these communities.

If this opportunity is of interest or you have further queries, and/or to be kept informed of these improvements, please contact us by email: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or telephone: 0116 295 0818

## 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 11 <sup>th</sup> Feb 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](mailto:lpt.patient.experience@nhs.net) or calling 0116 2950818

## Activities

**LPT Recovery College – 20 Lee Street,  
Leicester City Centre,  
LE1 3RF**

The Leicestershire Recovery College offers a wide range of recovery-focussed educational courses and workshops.



You can find an electronic version of the Spring 2025 prospectus via the following link:  
<https://shorturl.at/L9Amd>

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!

To find out more or to If you would like to receive this prospectus by email, or by post, please contact: 0116 295 1196, or email;  
[LPT.Recoverycollege@nhs.net](mailto:LPT.Recoverycollege@nhs.net)



**BRIGHT SPARKS**  
Arts In Mental Health Group



Presents  
The

# COMEDY ASYLUM

Sketches, jokes and songs to stuff your funky strut

**Attenborough Arts**

**Thur 6th Feb  
7-9pm**

**Buffet included!**

**Pay what you feel**

To reserve tickets  
ring 0116 2522455  
or go to [attenborougharts.com](http://attenborougharts.com)

For further info please contact Tim Sayers on  
07795 475 806 or email [tim.sayers1@nhs.net](mailto:tim.sayers1@nhs.net)





**LEICESTER CITY**  
IN THE COMMUNITY

**mind**  
Leicester,  
Leicestershire  
and Rutland

## 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



## Non LPT Opportunities

**FOOD TASTING  
LEICESTER  
CHILDREN'S  
HOSPITAL**

Are you aged between 13-24 and are passionate about improving food within the Children's Hospital?

You are invited to attend the Children's hospital food tasting event on Monday 17th February 15:00-16:00

Ground Floor Restaurant, Balmoral Building, Leicester Royal Infirmary, LE1 5WW

You will be able to try a selection of foods and provide feedback on the meals. This will help improve the food we offer in the Children's Hospital

If you wish to attend or have questions please email [LeicesterYouthForum@uhl-tr.nhs.uk](mailto:LeicesterYouthForum@uhl-tr.nhs.uk) or scan the QR code





University Hospitals of Leicester  
NHS Trust



## Supporting Information

### Website launches to bring Joy to people across Leicester, Leicestershire and Rutland

Joy a free health and wellbeing support website, has been launched to support people living and working in Leicester, Leicestershire, and Rutland (LLR). Funded by the local NHS,

Joy combines services provided by the NHS, local authorities, and the voluntary and community sector all in one place.

Joy is a free website for everyone to use and will be available at: [www.LLRjoy.com](http://www.LLRjoy.com) just follow the link, add your postcode, and start searching for local services.



## Mental Health

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

### Non-Urgent

I need support for my mental health

Contact your GP Practice from 8am-6.30pm, Monday to Friday.  
Call 0330 094 5595 for VitaMinds (talking therapy service).

### Urgent

I need help with my mental health now

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](http://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes)

### 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>





## Youth Advisory Board (YAB) Update

**New Joint Strategy** YAB have been continually involved in supporting the creation in the new joint 2024/2025 strategy between Leicestershire Partnership Trust (LPT) and Northamptonshire Healthcare Foundation Trust (NHFT). Alison from NHFT attended YAB in December to update the YAB on further developments and get their thoughts on the current plan.

**Child and Adolescent Mental Health Services (CAMHS) Friends and Family Test (FFT)** YAB have been a key voice in the initiative to improve the Family & Friends Test Questionnaire used throughout LPT CAMHS services. YAB provided feedback on these questions to ensure they are relevant for young people and families and to ensure the questionnaire is accessible and inclusive.

**Loughborough University** attended a YAB meeting to provide an introduction for support in their new project: Adolescent Health Study (AHS). The team are still waiting to hear some final details for the Adolescent Health Study before they can start inviting children and young people to provide insights on their plans as a study site. Florence shared it is looking like it will be Spring 2025 when we can commence with this, and YAB can provide support.

**Quality Account – Compliance Team** Lindsey, Quality Coordinator in the Quality, Compliance and Regulation Team engaged with the YAB for insight in how to engage and encourage young people to read this year's quality account. YAB provided suggestions for places to best capture young people and gave ideas for how to make it appealing and accessible for young people. Lindsey has agreed to attend another YAB meeting once she has a draft for a young person friendly version and is keen for the YAB to help co-produce this piece of work.

**CAMHS** Leighan from the CAMHS Digital Content Creation team engaged with the YAB for feedback on current materials displayed on TV screens in CAMHS bases. YAB supported in ensuring there was a balance between informative and engaging information.

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## Recruitment Panels- Providing a Patient Perspective

January continued to be a quiet month for patients/carers getting involved in recruitment panel interviews, with only one recruitment taking place:

- Band 4 Healthy Child Programme Practitioner in the Healthy Together team.



If you would like to become involved with providing a patient perspective in recruitment panels, please see advert in the earlier part of this newsletter for dates of in house training sessions available to you.

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**Feedback – Reader Panel Update** The reader panel started the year reviewing a broad range of materials, and, as ever they provided really useful feedback to our services who really appreciate the insight the panel provides.



## Self-harm (headbanging) leaflet

The panel reviewed this information which is needed in both adult and child and adolescent mental health services units, to inform people of the possible consequences of headbanging without promoting/introducing it as a practice. The leaflet will only be given to those patients who are already using headbanging as a form of self-harm. The leaflet was also reviewed by our Youth Advisory Board (YAB) for it's use within our CAMHS.

## Involvement poster

The panel commented on a proposed poster to increase our involvement network.

## **Outpatient neuropsychology leaflet**

The panel reviewed this leaflet produced by the outpatient neuropsychology service at Leicester General Hospital which is sent to a patient before their assessment with the service.

## **Questionnaire about pilot of communication by Rutland community nursing service with patients using the Airmid app**

In a bid to increase digital communication with patients, we have started to run the first of three pilots to see if this is useful to both patients and staff.

Lots of work has been done to ensure the security of the system with the first pilot running in our Rutland community (district) nursing service.

Patients have to download the airmid app to their device in order to receive the service. As part of this pilot, patients are able to:

- view, book and cancel clinic appointments
- view a summary of their record (only for this service)
- be sent and view educational resources (at the moment pressure ulcer prevention, with plans to extend to pertinent patient information)

The panel reviewed a questionnaire which will be sent to patients involved in this pilot to find out what works and what we can improve for future pilots and ultimately LPT-wide adoption.

## **Information about the investigative process that takes place after a child dies**

The child death review team is hosted (receive support like payroll services) by Leicestershire Partnership NHS Trust, it is a stand alone team who are able to independently investigate the death of any child within Leicester, Leicestershire and Rutland and they work across all agencies involved with the child and their family.

The panel reviewed the information to support parents and carers through this process.



## **Improving the experience for people from an ethnically diverse/learning disability/autism background when detained under the Mental Health Act**

A project group has been formed with staff, people with lived experience and carers to look at improving the experience for people from an ethnically diverse, learning disability, and autism background when detained under the Mental Health Act. The group are:

- Looking at improvements in LPT's Heather Ward environment and incorporate equity-based practices for those with Autism and neurodiverse service users.
- Supporting the ward in creating an environment that supports those patients with autism that require a hospital admission into to an acute mental health ward.
- Reviewing the admission process – looking at the pathway, terminology and accessibility of materials and communication (for both staff and patients).



## **DAISY (Diseases Attacking the Immune System) Award Panel**

LPT formed a partnership with the DAISY foundation to offer the internationally renowned DAISY award recognition scheme for nurses and is now in its second year at LPT. As part of the 2<sup>nd</sup> year a new award panel was formed with two service users/carers recruited to form part of the DAISY award panel ensuring patient voice is represented and reflected in the decisions made by the panel.



## Co-creation of Reasonable Adjustments – Raising Awareness film

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

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## Family, Carers & Staff Summit



LPT will look at new ways to involve families and carers in patient care, following our first patient-carer-staff summit.

About 40 people came together to spend a day looking at how to develop constructive and appropriate links between clinicians and carers/families, without breaching patient confidentiality



Bhanu Chadalavada, LPT's medical director, told the gathering that carers had a wealth of knowledge that could be useful to a clinician in deciding how to treat a patient. He was hoping to involve carers in educating clinicians. The summit was also told that hearing the carer's voice at an early stage could prevent tragedies.

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### 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](mailto:lpt.patient.experience@nhs.net)

FREEPOST LPT Patient Experience

Tel: 0116 295 0818, Twitter; @LPTPatientExp