



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 22.06.2020

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

This is the fifth edition of Leicestershire Partnership NHS Trust's (LPT) new and revised Patient Experience and Involvement Newsletter. We hope the items contained in this newsletter provide you with useful and informative information. Take a look at LPT's involvement opportunities, looking at service improvement, along with feedback on current and future projects. If you require more information on any of our involvement activities, please do join our weekly virtual catch ups where we hope to answer any questions or queries with you.

Superheroes Art Competition for the kids

This week LPT launched an NHS superheroes arts competition for children. To enter, please email your child's submission to communications@leicspart.nhs.uk Please note: you will need to address your email as "NHS Heroes Competition", and include your child's name and age. Entries close Saturday 4th July 2020.

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**NHS super heroes
arts competition**

Inspired by: My LPT nursing hero mum by Remi Mulroy, 13

#I PTNurse

Children – send us your super hero drawings, paintings, photos, poetry or prose and you could **win a prize!**

We'll feature entries on our website www.leicspart.nhs.uk and Facebook page @LPTnhs

Categories: 3-6 years * 7-11 years * 12-16 years

Weekly Virtual Catch ups

We are holding weekly virtual catch up sessions through Skype and Microsoft Teams for you to be able to connect with others. These are informal sessions; there is no agenda as this is a space for you to connect with other members of the service user and carer network.



When; Every Wednesday

- Skype 10:30am-11:30am
- Microsoft Teams 2:30pm-3:30pm

Please note you do not need to have a camera facility or have the camera turned on in order to access the virtual cafes.

Links to access Skype and Microsoft Teams will be provided by email along with a copy of this newsletter. Please make contact with the Patient Experience & Involvement Team with any queries or for joining instructions. Do also let us know if you have any connection issues and we will aim to support you with these.

Upcoming Virtual Involvement Opportunities

Although all face to face involvement at LPT has been put on hold due to Covid-19, we still want to involve you in decision making and changes where we can. We completely understand if this isn't for you at the moment, alternatively you may well welcome the distraction. Opportunities will be advertised through our Service User/Carer Network, as well as through these Newsletters. There are a range of projects you can get involved with from providing feedback on documents to larger scale service improvements. We can do this by:

- Video calls – Skype and Microsoft Teams
- Email
- Telephone calls
- Post (freepost address provided)

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

<https://www.leicspart.nhs.uk/involving-you>

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

Below is a list of ongoing involvement projects. You can still join these projects by contacting us to make an expression of interest:

- Patient information leaflets to inform patients and service users of their rights to a collaborative care plan
- Patient representative on virtual oversight group for collaborative care planning
- Developing recruitment questions from a service user/carers perspective that can be used when recruiting new staff in order to draw out the candidates values and behaviours
- Patient experience journeys, would you like to share your experiences of accessing services with us? Has the way you accessed service changed? How does this feel?
- Patient Leadership Programme – a training programme to support service users/carers in developing your leadership skills



lived experience
matters

ONLINE PATIENT LEADERSHIP PROGRAMME

On the behalf of LPT, Lived Experience Matters are delivering an online Patient Leadership Programme and we are looking to recruit people to take part.

- **Who's it for?** Service users/patients who access adult services at LPT
- **Aims:** The programme supports service users/patients to develop their strategic influencing, leadership and decision making skills. It focuses on strengthening your abilities, knowledge and confidence to drive, design, deliver, improve, review and support change across LPT services.

Angela at Lived Experience Matters has arranged a Question & Answer session for people who would like to find out more on **Thursday 16th July, 1 – 2pm.**

Deadline for applications is **Monday 10th August 2020.**

A leaflet containing the programme overview can be found here; <https://www.leicspart.nhs.uk/wp-content/uploads/2020/06/Overview-of-Online-Patient-Leadership-Programme.pdf>

To find out more and to register your interest please contact Angela on 07919 096494, or by email: angela@livedexperiencematters.org.uk

Please note: In order to apply for the Patient Leadership Programme, you must be registered on LPT's Patient Experience and Involvement Service User/Carer Network.

Supporting information for patients, service users and their carers



Getting the right mental health support for you during COVID-19

During this time of social distancing and isolation, please remember you are not alone. The right support for you or your loved ones is just one click or a phone call away. For further support on where to turn if you're struggling, feeling lonely or worried about drug or alcohol use, please visit: www.startaconversation.co.uk

Face coverings and patient correspondence

Important update - Government guidance about face coverings in clinical settings - All patients and visitors are now required to wear a face covering when entering our sites to keep our patients and staff safe. Staff on our sites will also be wearing face masks. On entering please ensure you are wearing a face covering, these can be cloth and/or homemade. Face coverings worn as part of religious beliefs or cultural practice are also acceptable, providing they are not loose and cover the mouth and nose. If you require more detail please visit our website:

<https://www.leicspart.nhs.uk/latest/covid-19-latest-information/covid-face-coverings/> or speak to a member of LPT staff.



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The Lullaby Trust offers confidential support to anyone affected by the sudden and unexpected death of a baby or young child. They support families, friends, carers and professionals, whether the death is recent or many years ago. The support offered includes a Bereavement Support Helpline with extended opening hours to help during the pandemic, trained bereavement befrienders and also publications on bereavement.

Read more about the bereavement support services here; <https://www.lullabytrust.org.uk/bereavement-support/?bbblinkid=225303745&bbemailid=21881908&bbejrid=1517149266>

Food banks - find your local one and donate/help out

Food banks are playing a very important part in ensuring people have enough food to eat in these challenging times.

If you are in need of help yourself or would like to find out how you can help, you can find your local foodbank here:

<https://www.trusselltrust.org/get-help/find-a-foodbank/>



Ways in which you can help include:

- donate money
- donate food
- volunteer
- become a business partner

Activities

Distraction Packs

NHS England & Improvement have worked with Recoop (part of a Housing Association) to make distraction packs available for people experiencing social isolation during the Covid pandemic. These packs were previously created for older prisoners, and have now been adapted for people experiencing isolation at home and in the hospital setting. The packs include a template for people to share their experiences through a story, poem or picture with the aim of adding into future editions.

Editions will be published every two weeks with new editions available on our “Involving You” web page.

Link to Distraction Pack 3:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/06/NHS_Distraction_Pack_Issue_3.pdf

Link to Distraction Pack 4:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/06/NHS_Distraction_Pack_Issue_4_003.pdf



Hospital Rooms Digital Art School

Hospital Rooms is launching a free, digital art school for people using mental health services and the general public. For More information please visit <https://www.eventbrite.co.uk/e/hospital-rooms-digital-art-school-registration-108847941122?aff=erelpanelorg>

HOSPITAL ROOMS

2PM

DIGITAL

THURSDAYS

ART SCHOOL

Mark Titchner
Sara Berman
Giles Deacon
Unskilled Worker
Harold Offeh
Eileen Cooper
Ryan Mosley
Tamsin Relly

www.hospital-rooms.com
info@hospital-rooms.com
@_hospitalrooms
@Hospital_Rooms

Remote Art



REMOTE ART

BrightSparks: Arts in Mental Health Group are delighted to launch a new programme to support artists during these difficult times. 'Remote Art: BrightSparks at a Distance' is open to mental health service users living in Leicester, Leicestershire and Rutland. The project involves professional artists working over the phone and via email with participants, supporting them to create art, music, comedy, creative writing, or whatever, or just for an arty chat!

Following the lock down, we will celebrate the work created at special events.

If you would like to take part in this project, or would like further information please email

office@brightsparksarts.uk or Tel: 07585 602 238

BRIGHTSPARKS
ARTS IN MENTAL HEALTH GROUP

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Supported using public funds from

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Communities Fund

Dragon Cafe in the City (DCC) – Virtual mental wellbeing events.

Virtual DCC comes to you, right where you are.

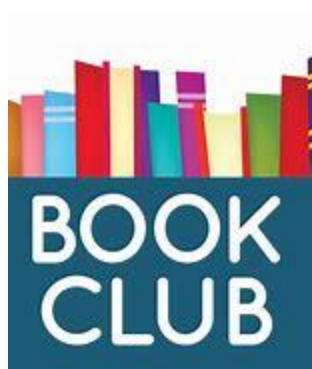
Please join the Virtual DCC, an online Dragon Café in the City event, offering lots of virtual activities for example; laughter yoga, character drawing, yoga for mental health.

Next session is: Wednesday 24th June

Time: various events at various times

To look at the full schedule and to register for different events please visit;

<https://www.dragoncafeinthecity.com/whats-on>



ReBooked!

ReBooked! is an online community and private Facebook group for anyone interested in self-development books and reading for well-being. It is ran by Rochelle, an LPT service user and teacher who recognised the significance that reading can make to your quality of life. It is designed to be an empowering online space to discuss books, share ideas and meet others. Everyone is welcome - the more the merrier!

"Reading is to the mind what exercise is to the body." ~ Joseph Addison.

Useful Contacts



Show and Tell

Lots of you have been sharing with us what you have been doing to keep busy. Please keep sharing your stories with us so we can highlight in our next edition!

Your Voices/Feedback!

Your feedback on this newsletter

We have had some wonderful feedback and ideas for content from you so far. Please keep sharing your ideas with us. Feel free to share this newsletter with anyone who may find it useful.

Feedback outcomes:

Recruitment Question Bank

We have started a project to create a bank of interview questions that can be used when recruiting new members of staff. These questions will be from a service user/carer perspective and will help us draw out the values and behaviours of candidates. We are currently working with a small group of service users in order to co produce this work – however there are still ways you can input into this work without forming part of the working group. All projects are flexible and if you would like to find out more or to get involved, please let us know via the contact details at the end of this newsletter.

Leadership Behaviour Framework

Back in January 2020, our Involvement Group members provided valuable feedback on the wording for LPT's five key behaviours that had come out of the 'Discovery' phase of the Our Future, Our Way culture change programme. Now that LPT have entered the recovery phase, we can share our development to fully embed these behaviours into staff's daily experience at work. Please click onto the link below which we hope puts the behaviours in context:

<https://www.youtube.com/watch?v=7v6BPN7tpfc&feature=youtu.be>

Health and Wellbeing Workbook

We have been working with service users and carers in creating a workbook in response to Covid to address health and wellbeing needs, with signposting to local and national resources and support. The work book is now in its final stages. We would like to thank those of you who provided valuable feedback on the front cover (designed by one of our service user/carer network members). Option 3 has been chosen and seen to be calming and illustrates wellbeing.

Telehealth Survey

Thank you to those members who provided valuable feedback on LPT's telehealth survey. We received a variety of feedback from YAB (Youth Advisory Board) and members of our service user/carer network. Please click onto the link below to view the revised set of questions.

<https://www.leicspart.nhs.uk/wp-content/uploads/2020/06/Virtual-Communication-Technologies-patient-experience-survey-evaluation.pdf>

Feedback on getting involved

We have received lots of positive comments from service users and carers who have got involved in various projects. We know that it can be difficult joining something new which may make you feel nervous. Please do make contact with us to discuss any queries or concerns.

We would also love to hear about your personal journey during this time:

Are you happy to share your story with us during this time?

Are you having to access services differently? How are you finding virtual appointments?
Are you using resources that may be useful to others that we could include in the next edition?

How have you found the resources contained in this newsletter?

It would be great to continue to have your feedback on what you have found useful, so we can let others know in the next edition.

Please contact us if you have any questions/suggestions

LPTPatientExperience@leicspart.nhs.uk

FREEPOST LPT Patient Experience

0116 295 0818

Twitter; @LPTPatientExp

IF YOU
CAN'T IMAGINE
GETTING THROUGH
WHATEVER YOU'RE
GOING THROUGH...

JUST TRY TO *imagine* GETTING
THROUGH THE NEXT *tiny, little* BIT.

THE NEXT 5 MINUTES, HOUR OR DAY,
whatever FEELS MANAGEABLE.

@VERONICADEARLY