



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 08.06.2020

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

This is the fourth edition of Leicestershire Partnership NHS Trust's (LPT) new and revised Patient Experience and Involvement Newsletter filled with opportunities and activities which we hope you will find useful. This week marks Volunteers' Week and we have just under 500 volunteers across LPT! A huge thank you to our volunteers who give up their time to support both our staff and patients, and a big thank you to those of you that get involved sharing your experiences, and working with us to improve services. Like all of us, our volunteers have also had to change their way of working due to the Covid-19 pandemic. Below, you can see how they have supported us at this time.

Our volunteers' support in response to Covid-19 so far...



515

medication parcels delivered to patients to ensure that they receive the medication they need

60

food deliveries and collections managed, equal to:
200 hours



15



volunteers redeployed to support elsewhere



4



garden activities to support patient and staff wellbeing equal to: **10 hours**



110

books delivered for staff wellbeing



15,500

sandwiches delivered to support staff health and wellbeing



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 and, although there is no agenda, you are welcome to suggest ideas and we can try and arrange for you. For example, we are currently looking at a virtual quiz. These weekly catch ups also provide you with the opportunity to test out the technology, meet and connect with people and ask any questions.



When; Every Wednesday

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

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

Please note the links to access Skype and Microsoft Teams are the same each week. Please contact 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 try and 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 are still wanting 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 Patient and Carer Network, and also through these Patient Experience and Involvement Newsletters. There are a range of projects you can get involved in from providing feedback on documents to larger scale service improvements which we can do through:

- 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 online Expression Of Interest form.



Leicester City Clinical Commissioning Group
West Leicestershire Clinical Commissioning Group
East Leicestershire and Rutland Clinical Commissioning Group

Leicester City, West Leicestershire, and East Leicestershire Clinical Commissioning Group are looking for local people to be part of a series of positive short videos which discusses how individuals are coping since lockdown with the changes to their lives, particularly around health matters.

They would like each video to be filmed in a home setting, no longer than 1 minute each focusing on topics such as; getting health advice when you need it, using the GP practice, positive mental health, managing long term conditions and staying healthy.

You may have seen many national videos of this kind, but in response to a request via a Healthwatch Leicester and Leicestershire coffee morning, it would be great if we could offer a local approach to the people of Leicester, Leicestershire and Rutland.

If you or someone you know is interested in taking part (and who has their own computer or smart phone), please reply to beinvolved@leicestercityccg.nhs.uk or **call Hannah on 07917 722708** and they can talk through any queries and make arrangements with you.



Patient feedback
listening to you

LPT Care Planning Project

We are looking for service users and carers with experience of accessing or supporting people to access our mental health services in order to develop patient information.

Some of you may have attended our Collaborative Recovery Care Planning Cafes which is part of a larger project to improve care plans across the Trust. Every patient and service user should have met with their health professional in order to work together to develop a recovery focused care plan about what matters to them. As part of this work, we would like to create an information leaflet or poster in order to inform patients of their rights to a personalised collaborative care plan. We are looking for service users/carers to co-develop this information with us which can be via a method that suits you.

We are also looking for 1-2 people to join our working group to oversee this project alongside our staff, this will be in a form of a virtual meeting (Skype or Microsoft Teams). Please contact the Patient Experience and Involvement Team via the contact details at the end of this newsletter for more information.

Supporting information for patients, service users and their carers



Leicester
City Council

Leicester City Council have released new resources in regards to Domestic Abuse (DA) – Leicester which includes key messages and support resources for people during the coronavirus pandemic.

Links to these resources are below;

- A UAVA Friends and Family Booklet which is a guide for people who think their friend, relative, neighbour or colleague may be in a relationship with someone who is abusive
<https://www.leicester.gov.uk/media/186616/friends-and-family-guide.pdf>
- Information on how a Home should be a safe place during the lockdown
<https://www.leicester.gov.uk/media/186642/coronavirus-friends-and-family-flyer.pdf>



NHS responders - If you, or someone you know, needs a hand with collecting shopping or prescriptions, or just wants someone to talk to, the NHS Volunteer Responders are there to help. Join the thousands of others throughout England who are already

receiving support – even if it's just for a friendly chat. Call 0808 196 3646 or visit www.nhsvolunteerresponders.org.uk

Help is available if you have a medical condition which makes you vulnerable to COVID-19, especially if you are over 70. You also qualify if you are pregnant or have a disability.



The Samaritans have developed a self-help support app which was launched a couple of weeks ago for mental health awareness week. You can find out more via the below link;
<http://selfhelp.samaritans.org/>

Carers Connected - News from the Carers Centre

The Carers Centre have created a brand new newsletter for them to share all the information you may need. This issue includes news about recent fundraisers and all Volunteers' Week. You can access the newsletter here; <https://www.leicspart.nhs.uk/wp-content/uploads/2020/06/Carers-Connected-News-from-The-Carers-Centre-June-1st.pdf>

The Carers Centre
Leicestershire & Rutland
Draft Edition
June 2020

Carers Connected
News from The Carers Centre

"A big Hello from all of us here at The Carers Centre!"

"Well, we may not be actually at the centre (some of us are apparently in a field!) but we are all still working together to make sure that there is a service here to provide support for carers. Do get in touch if there's anything we can help you with.

We look forward to seeing you all really soon - even if it is only in dodgy video shots like these!"

Get in Touch

Fundraising Fun!

Carers Week 2020

Groups & Activities

Volunteers Week 2020

And not forgetting Charles's Chat!

Welcome to our all new Newsletter!

If you need support or advice please remember we are still here to help. Call us on 0116 2510999

Welcome to the trial edition of The Carers Centre new Newsletter, Carers Connected.

Unfortunately we are no longer able to fund a printed magazine. It is with a heavy heart we say goodbye to United! We know how much people enjoyed reading it and it was a great way to communicate with carers.

This new newsletter is a first draft so it isn't the final design yet and we want to make sure it works for you. We want to know what you think about how it looks and feels when you read it.

We will be adding lots more pages and would like your ideas about what they should feature.

STOP PRESS!

We've just had two more group sessions confirmed for Carers Week – get in touch if you would like to join in with either one:

HealthWatch wants to hear from you about your experiences with health services. Monday 8th June 2-4pm

The Alzheimer's Society have offered a session for dementia carers who might be looking for additional support. Wednesday 10th June 11 – 12

Let us know what you think and give us your ideas by going to this survey <https://www.surveymonkey.co.uk/r/GQPYY8J>

Finally, we couldn't let this first issue go by without saying a big THANK YOU to all of the contributors to the previous newsletter United! and in particular Ann Johnson who acted as our fabulous Editor for many years.

We hope that they'll be back to say hello in future editions but in the meantime we hope you enjoy reading this draft issue of Carers Connected. Let us know what you think of it so far!

Unit 16, Mains House, 7 Constitution Hill, Leicester LE1 1PL
 T: 0116 251 0999 F: 0116 251 2514 E: info@leicestershirecarerscentre.org.uk W: www.leicestershirecarerscentre.org.uk

Logos for Leicestershire Carers Centre, NHS, funded through, and other partners.

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 them in future editions.

Editions will be published every two weeks and we will make new editions available on our "Involving You" web page.

Link to Distraction Pack 2;

https://www.leicspart.nhs.uk/wp-content/uploads/2020/06/NHS_Distraction_Pack_Issue_2.pdf

Link to Distraction Pack 3 is:

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

Show and Tell

Lots of you have been sharing with us what you have been doing to keep busy. This week we have an extract from one of our service user/carer network members providing us with humorous insight into their thoughts during lockdown:

“So here I am in lockdown thinking what can I do to make a difference, several ideas ran if not raced through my mind, something to help others and be fun...I know... a sponsored walk. I hate walking so I would feel very holier than thou for my sacrifice, go with a mate ...AND a dog! Perfect what's not to love...John o' groats to lands' end here we come because the promise of a pasty and scrumpy, I felt would be incentive enough to walk the about 8 inches on the map. Start out Monday back Saturday, bit of sore feet but the scrumpy would help us through the pain, how could it fail! So thinking of the adulation I would attract with my sacrifice of selflessness of withstanding the pain barrier for the good of others, I had another sip of vino and went on the hunt for pen and paper to write down my mission.

Half an hour later - 5 pens that had ran out of ink and only the back of a bit of an envelope for my plans to write on, I was exhausted, and wondered maybe a sponsored lay in would be best suited to my limitations!!!? I will keep you updated after my nap...” anon.

BrightSparks Arts in Mental Health



BrightSparks Arts in Mental Health are delighted to launch a new programme to support people through creativity throughout the lock down.

Remote Art: BrightSparks at a Distance is available to people living in Leicester, Leicestershire and Rutland who are receiving mental health treatment. The project involves professional artists working over the phone and via email with participants, supporting them to create art work, crafts, music, comedy and creative writing. Following the lock down, we will celebrate the

work created at a special event.

If you would like to take part in this project, please email office@brightsparksarts.uk or send a text message to 07585602238 with 'Remote Art' and your postal address Please see <https://www.brightsparksarts.uk/r/RemoteArt>



Updates from LPT's Recovery College

Leicestershire Recovery College is an NHS college offering a range of recovery-focused educational courses and resources for people aged 18 and over who have lived mental health experience, along with their friends, family and Leicestershire Partnership NHS Trust staff.

Leicestershire Recovery College are pleased to announce the launch of

their first free online course! 'Introduction to Mindfulness' is a short course that has been developed by the Recovery College team. Mindfulness, and meditation, has been shown to reduce stress by helping you to be more attentive to the present moment. Mindfulness can even reduce physical symptoms of stress such as hypertension and susceptibility to illnesses such as colds and other ailments.

This short online course covers what Mindfulness is, the benefits and shares some techniques with lots of signposting to other resources available, its free and available to absolutely everyone.

To access this course visit <https://www.leicspart.nhs.uk/service/leicestershire-recovery-college/>

For more information call **01162951196** or speak to a member of staff at the Recovery College.

Other Useful Resources

If you are living with a mental health illness additional resources and support can be found on the MIND website; <https://www.mind.org.uk/information-support/>

The Wellness Society is offering access to a free toolkit 'Understanding Your Mental Wellbeing' which can be downloaded via the following link; <https://thewellnesssociety.org/free-tools/?fbclid=IwAR1gxZ5e43mGrnTv8VjirW-wqf-YPzQu8S4fEZHhCuk9MVpzV33VGOMYfzs>

Useful Contacts

NEVER ALONE

NSPCC
0808 800 5000
(24hrs)

National Domestic Abuse Helpline
0808 2000 247
(24hrs free)

Mind
0300 123 3393
(Mon-Fri 9-6)

Victim Support
0808 168 9111
(24hrs)

Cruse Bereavement
0800 808 1677
(Mon-Fri 9-5)

ChildLine
0800 1111
(24hrs)

Action on Elder Abuse
0808 808 8141
(Mon-Fri 9-5)

Respect - Men's Advice Line
0808 801 0327
(Mon-Fri 9-5 or 8pm)

Samaritans
116 123
(24hrs free)

National Centre for Domestic Violence
0207 186 8270

Your Voices/Feedback!

Your feedback on this newsletter

We have had some wonderful feedback and ideas for content from you so far. Please keep your feedback coming, if you have any ideas for content, 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.

Health and Wellbeing Workbook

We are 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 idea is for the workbook to be interactive and handed to all patients/service users when discharged, it could also be useful for some patients on our wards, and for people out in the community. We have received some fabulous content so far with the workbook really taking shape, however there is still time for you to get involved with this project. We hope the workbook will be ready for consultation in the next few weeks so keep an eye on your inbox.

Feedback on getting involved

We have received lots of positive comments from service users and carers that have got involved in various projects. We know that it can be difficult joining something new which may make you feel nervous, please contact us to discuss any queries and concerns. Please see the anonymous quote from a service user below;

“The meeting this morning really helped me. I was really struggling beforehand, but felt a lot more positive after being a part of the group”

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 newsletter?

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