



Patient Experience & Involvement Newsletter

Monday 27.4.2020

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

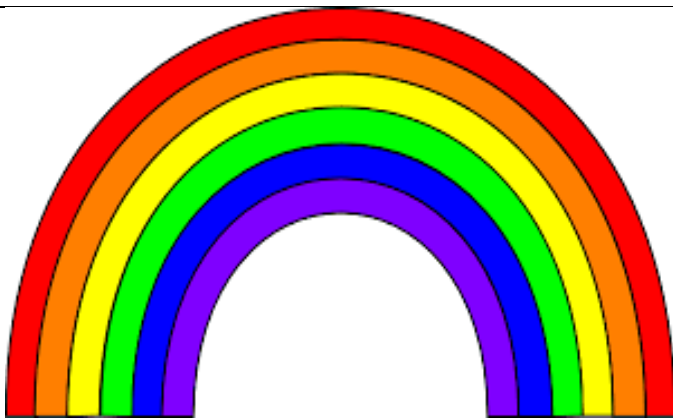
As many of you are aware, as a result of the COVID-19 (coronavirus) outbreak, and following advice from the Government, all our face to face involvement activity has been put on hold.

We hope that getting involved in co-production activities will provide you with a welcome distraction from the day to day. On the other hand, we totally understand if getting involved at the moment isn't really for you. These are exceptional times in relation to coronavirus and we all have to deal with it however best works for us. In light of this, we at Leicestershire Partnership NHS Trust want to continue to involve you in helping us to make decisions and changes. In the upcoming weeks and months, we would like to share virtual opportunities available so please watch this space!

We would also like to take this opportunity to share supporting information, obtained from other agencies both nationally and in the local community offering support during this difficult time.

Please take the time to read through this newsletter and feel free to feedback if you found the newsletter useful, or if you have any suggestions for improvements on content throughout the weeks and months ahead.

“Wishing you all good health during these exceptional circumstances”



The rainbow has become a symbol of support for people wanting to show solidarity with NHS workers on the front line. Our NHS Heroes!

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, which 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.

Upcoming Virtual Involvement Opportunities

We are aiming to develop the following virtual opportunities and hope you are able to join us in making comments/suggestions to the following:

- Patient facing documents and forms which require feedback

- Creating patient/carer Values Based Questions to be used when recruiting new staff
- Help us to transform mental health services for all ages; 'Step Up To Great Mental Health'
- Help us to create a Health and Wellbeing Workbook for patients and carers of Leicester, Leicestershire and Rutland in response to Covid-19, with tips, guides and local support information
- Develop a virtual café to support people's health and wellbeing during this time

Please let us know if you would like to get involved with any of these projects, and your preferred method; telephone, email, post, Skype

Supporting information for patients, service users and their carers

At times like these, it can be easy to fall into unhealthy patterns of behaviour which in turn can make you feel worse.

Constantly watching the news can make you feel more worried. If you think it is affecting you, try to limit the time you spend watching, reading, or listening to media coverage of the outbreak. It may help to only check the news at set times or limit this to a couple of times a day. Try to focus on the things you can control, such as your behaviour, who you speak to and who you get information from. [Every Mind Matters](#) provides simple tips and advice to start taking better care of your mental health.

If you are self-isolating you may be feeling lonely and we would encourage you to think about your support network. We can organise check in calls through the NHS National Responder scheme who provide support with collecting medication and shopping for those who are shielding. Please make contact with the Patient Experience and Involvement Team who can provide further details and complete a referral on your behalf.

If you are struggling with your mental health, please go to the [NHS mental health and wellbeing advice website](#) for self-assessment, audio guides along with tools that you can use.

If you are receiving services for your physical, mental health, learning disability or autism and are worried about the impact of isolation, please contact your key worker or care coordinator or provider to review your care plan. If you have additional needs please contact your key worker or care coordinator to develop a safety or crisis plan.



24 hour LPT phone support for all urgent mental health needs

LPT has launched a dedicated phone line (0116 295 3060) so that people of all ages in Leicester, Leicestershire and Rutland can access urgent NHS mental health support directly.

Our new mental health Central Access Point (CAP) links callers with call handlers and clinicians who can assess their needs and advise, support, signpost or refer directly to the appropriate service.

As well as helping to provide assessments and early interventions where needed, it aims to help reduce the pressure on other services, particularly emergency services.

The CAP was developed in response to feedback from service users, NHS staff and stakeholders county-wide as part of LPT's ambitious programme of all-age mental health service improvements.

The CAP phone service is not an emergency service. Where people have immediate, serious and life-threatening emergency mental and/or physical health needs, for example if an individual has taken an overdose or is in imminent danger of physical harm, they should attend A & E or call 999 for the appropriate emergency service.

You can also connect on line for national, local and online non-urgent mental health support on our website <https://www.leicspart.nhs.uk/latest/covid-19-support-for-your-emotional-wellbeing/>

Help to assess the mental health impact of the COVID-19 pandemic

The Repeated Assessment of Mental health in Pandemics (RAMP) study aims to measure the mental health and wellbeing of the population throughout the Covid-19 pandemic, and examine what factors influence these changes.

The researchers will look at contextual, psychological and behavioural factors that may affect risk and resilience to mental health problems during the pandemic. The questions will assess symptoms of common mental health disorders, in individuals with and without existing mental health problems. They will also examine how life circumstances such as loneliness and employment, thought processes such as distracting oneself when worried, and self-care behaviours such as yoga or exercise, are affecting these symptoms.

For more details go to: <https://www.maudsleybrc.nihr.ac.uk/posts/2020/april/researchers-appeal-to-public-for-help-to-assess-mental-health-impact-of-the-covid-19-pandemic/>

Feeling Frazzled?

LPT's Recovery College would like to share an online frazzled café, creating a safe space online for people to connect and share. Frazzled Café is a registered charity that operates with the purpose of providing a safe, confidential and non-judgemental environment where people who are feeling frazzled and overwhelmed can meet on a regular basis to talk and share their personal stories. Please bear in mind that these meetings are not therapy sessions. For more information on how to join, please visit the following link: <https://www.frazzledcafe.org/>

Education and Learning – Useful links

Open University free online courses: <https://www.open.edu/openlearn/>

FutureLearn more free online courses: <https://www.futurelearn.com/courses>

Courses/online learning from the world's top universities:
<https://www.coursera.org/courses?query=free>

Activities

Jamie Oliver's "Keep cooking and carry on"

Link to Jamie Oliver's website:

<https://www.jamieoliver.com/recipes/category/books/keep-cooking-and-carry-on/>

Hot Pod Yoga

Hot Pod Yoga are holding virtual yoga sessions daily on a donation basis, you can go to their website or download their app. <https://hotpodyoga.com/> (Go to website or app- select Leicester- select 'Prices' and choose your donation (£0, £3, £5, or £10), go to 'schedule' then book your class. You will then receive a confirmation email with an invite to a class)

Non-profit Library

Internet Archive is a non-profit library with millions of free books, movies, music and more:

<https://archive.org/>

Useful Contacts

ChildLine: 0800 1111

Domestic Violence Hotline: 0808 2000 247

Mind: 0300 123 3393

Age UK: 0800 169 6565

Samaritans: 116 123

You can also use the following link to locate local community/mutual aid groups who provide support in your area: <https://covidmutualaid.org>

Your Stories/Feedback!

We would love to hear your feedback on this newsletter:

Is it useful?

Provides the type of information you are looking for?

Are there any areas for improvement?

Weekly or monthly editions?

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 using resources that may be useful to others so we can include in the next newsletter?

How have you found the resources contained in this newsletter?

It would be great to have your feedback/if you have found the information 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