



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 20.07.2020

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

This is the 7th 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 our 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, or contact us via the contact details at the end of this newsletter.

Leicester lockdown explained in different languages

At the time of writing this Newsletter, we still do not have a decision on whether lockdown in Leicester will be extended further. We know this can be a worrying time for people and hope you are managing to keep safe and well.

If you think you have symptoms, you should stay at home along with the rest of your household until you have been tested.

Coronavirus advice in Leicester remains:

- Stay at home as much as you can
- Stay 2m apart from others
- Keep washing your hands



Coronavirus information, including information regarding the lockdown is available from our local Clinical Commissioning Groups in different languages and formats and can be accessed by using this link; <https://www.leicesterccg.nhs.uk/my-health/coronavirus-advice/coronavirus-information-in-different-languages-and-formats/>

The following languages are available:

- Hindi
- Gujarati
- Punjabi
- Urdu
- Polish
- Romanian
- Telugu

Please go to the relevant film clip and share with your family and friends

Weekly Virtual Catch ups

We hold 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.

If you have any questions or queries regarding our involvement opportunities, we encourage you to attend these sessions so you can connect with other network members in order to discuss virtual opportunities in more detail. We hope this approach will provide you with a peer perspective before deciding on which opportunity will best suit you. You can also send any questions or topics for discussion through to us by email: LTPatientExperience@leicspart.nhs.uk



When: Every Wednesday

- Microsoft Teams 10:30am – 11:30am
- Skype 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:

- We are looking for people to help us to develop patient information leaflets to inform patients

of their rights to a collaborative care plan

- We are developing a bank of recruitment questions from a service user/carer perspective that can be used when recruiting new staff. These questions will be used in order to draw out the candidates values and behaviours
- Would you like to share your experiences of accessing services with us? Has the way you accessed services changed? How does this feel? Contact us for more details on how we capture patient experience journeys
- **NEW** - Patient Leadership Programme – a training programme to support service users/carers in developing your leadership skills
- **NEW** - People’s Council – becoming a patient/carer leader
- **NEW** - CQC Expert Advisory Group (Independent from LPT)
- **NEW** - NEON trials (Independent from LPT)
- **NEW** - Children and Young People questionnaire (Clinical Commissioning Group)

Online Patient Leadership Programme



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

lived experience
matters

- **Who’s it for?** Service users/cares who access adult services at LPT
- **Aims:** The programme supports service users and their carers 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.
- Deadline for applications: **Monday 10th August 2020.**
- The programme starts on **Thursday 3rd September 2020.**
- To find out more and to register your interest please contact **Angela on 07919 096494**, or by email: angela@livedexperiencematters.org.uk to register and express your interest

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>

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.



People’s Council

Would you be interested in joining our new People’s Council and becoming a Patient/Carer leader?

We at LPT are excited to announce that we are recruiting members to our new People’s Council which will launch in September 2020. The People’s Council is a new independent advisory body for the Trust made up of individuals with a lived experience of receiving healthcare services from Leicestershire Partnership NHS Trust (LPT), through Patient and Carer representatives and Voluntary and Community Sector organisations and groups who work with different communities across Leicester, Leicestershire and Rutland.

The People's Council will work with LPT to help to shape our approach to engagement and improving patient experience by advising on the best ways to reach the communities and individuals and to feedback and review the experience of those who use or who are impacted by the services delivered by LPT.

As a member of the People's Council, you will as a Patient/Carer leader:

- Work with us to help us shape our local services
- Contribute by sharing your perspective based on your lived experience of using services
- Advise on how to disseminate information to patients and the public based on your lived experience
- Participate in discussions and bring a patient's or carer's perspective to the table
- Provide a strategic review of patient experience and engagement activity in the Trust
- Commit to providing 2 to 4 hours of your time each month as this is a voluntary role

As the Council develops there will be new areas of responsibility added to this list.

To find out more we are holding an online information session where you can hear more about the Peoples Council and what being a member would involve. The online sessions will take place

Wednesday 29th July 2020 6.00pm - 7.00pm

- Deadline for expressions of interest forms is **20th August 2020**
- The council is due to launch in **September 2020**
- The Patient Experience & Involvement Team can support you with your applications on a one to one basis if required.

The Expressions of Interest Forum, Role Description and Information on the People's Council can be downloaded here; <https://www.leicspart.nhs.uk/involving-you/involving-you/>

To book your place on this online session or to find out more about the People's Council please contact the Patient Involvement Team directly at LTPatientExperience@leicspart.nhs.uk or by calling us on 0116 295 0818.



CQC Expert Advisory Group

The CQC are looking to set up an Expert Advisory Group to influence their work and provide constructive challenge throughout their inspections of NHS Trusts in relation to closed cultures.

In particular they are seeking people who have the following experience, this can either be through lived experience or through professional expertise:

- Hospitals that care for autistic people or those with a learning disability
- Mental health hospitals, where people are detained under the Mental Health Act
- Services that use Deprivation of Liberty safeguards through the Mental Capacity Act including social care services.

This would be a role you would do in your own spare time. If you are interested in putting yourself forward, please read through the additional details below and **contact the CQC directly**.

For more information please go to the following webpage www.cqc.org.uk/publications/themes-care/our-work-closed-cultures

The CQC will be allocating places via an Expression of Interest process. If you would like to be considered for this advisory group, please contact: closedculturesengagement@cqc.org.uk to receive a form and more information.



NEON Trials (Narrative Experiences Online)

NEON has collected many different mental health recovery stories from around the world. They want to understand if having access to real-life stories is helpful for people and are currently looking for people to get involved in their trials

You will:

- have online access to a large collection of real-life recovery stories, either immediately or after a year <https://recoverystories.uk/>
- provide feedback about the stories
- complete questionnaires about yourself and your wellbeing (receiving £20 each time if you're found eligible for our largest trial)
- Everything is completed online, and can be accessed from your own home

You can only take part if you are 18+, live in England and have experienced any form of mental health problem OR care for someone who has experienced mental health problems.

For more information please visit: <https://recoverystories.uk/>

Children's & Young Persons Survey

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



In March 2020 Leicester, Leicestershire and Rutland, like many other areas went into lock down due to the Covid-19 pandemic. During this time, and previously, services continued to support many children and young people and families to meet their emotional, mental health and wellbeing needs. The three Clinical Commissioning Groups across Leicester, Leicestershire and Rutland have developed a questionnaire to find out what mental health services children and young people have accessed before Covid, during Covid lockdown, and whether the changes to how services delivered support during this time helped.

The questionnaire asks children and young people for ideas on how we could improve access and service delivery. Please follow the link to access the questionnaire for children and young people who have accessed services during this period: <http://ratenhs.uk/32HJrQ> .

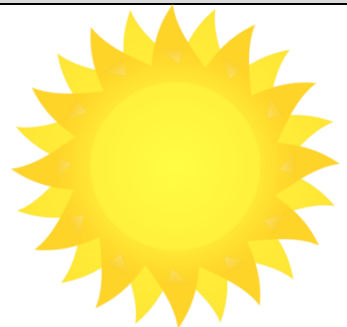
Supporting information for patients, service users and their carers

Do you suffer from Anxiety or Depression? Is lockdown taking its toll on you?

"If you are finding life challenging in these difficult times, then why not join the Sunshine Group online?"

The Sunshine Group is an independent confidentially run Peer Support Group, who meet **every Tuesday evening at 7pm** for an hour.

Want to join or know more? Feel free to contact **Phil** from the Sunshine Group on: **07961 337 966** or by email: thesunshinegroup2@gmail.com or enquiriesthesunshinegroup@gmail.com





NHS Volunteer Responder scheme

If you or someone you know requires help with things like shopping, collection of prescriptions and the 'check in and chat' facilities for those feeling lonely, you can now

contact the scheme directly on **0808196 3646** (8am to 8pm). Currently you can't self-refer online but this may change.

Please see the RVS Website for more information and eligibility criteria. This list has been recently updated to confirm that if you are "vulnerable due to a mental health condition" you can now access this service. <https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating>

Leicester Ageing Together

We have both distant socialising and distant companions that can help with isolation and loneliness. The first is an information line providing details on activities that can be completed in the home.



Distant companions are a befriending service where callers are matched with a befriender for a social call each week up until the end of August.

Both services are open to adults over 18 in city locations. We can match people with befrienders who speak most languages including British Sign Language.

Distant companions: **0116 2498851**

Distant socialising: **0116 249 8850**

Or by email: hello@leicesterageingtogether.org.uk

Parenting in a Pandemic - support for parents and young people aged 11-16 years



Is your young person struggling with lockdown? Are you looking for ways to cope side by side? If so the centre for fun and families can help. If you are a parent or carer living in Leicester, Leicestershire or Rutland, you and your young person can access our FREE online group sessions.

The set of four sessions for parents and four sessions for young people complement each other so you can start to make positive changes quickly. The hour-long sessions are delivered via Zoom and will explore:

- Communicating as a family
- Dealing with difficult feelings and emotions including worry, anxiety and anger
- Promoting good mental health
- Ways to reduce difficult behaviour

For more information or to sign up please visit <http://www.cffcharity.org.uk/programmes>

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 6:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/07/NHS_Distraction_Pack_Issue_6.pdf

Link to Distraction Pack 7:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/07/NHS_Distraction_Pack_Issue_7.pdf

Little Bird SOS

Little Birds SOS run face to face workshops and projects in community settings that contribute to improving people's health and wellbeing for people living in communities across Leicester, Leicestershire and Rutland. These sessions are now being delivered online in order to continue to run creative activity sessions.

Every Tuesday Little Birds run an informal online coffee shop where people can chat online over a cuppa and share strategies for keeping creatively motivated. The sessions are informal with topics chosen by the attendees and led by an experienced facilitator.

Every Thursday Little Birds run more formal creative sessions sharing a themed activity to spark creativity. They regularly feature guest presenters working in the creative industries in Leicester and Leicestershire.

In addition, Little Birds are also concerned about digital exclusion, so are offering one to one chat sessions for those who wish to improve their health and wellbeing through creativity, but need some help connecting with others who share interests in arts and crafts. They can help by advising how to connect to the online events and where this is not possible, offer to connect through a phone call.

Further details can be found on their website; www.littlebirdsos.co.uk

Or by telephone: 0116 318 3655



BrightSparks Arts in Mental Health Group

BrightSparks is a community of mental health service users, volunteers and other interested people that use arts to promote positive images of mental health and wellbeing. The

group support and showcase the creative talent that exists within the mental health community through a growing number of creative groups and projects. A range of projects continue to be delivered online, and through Facebook.

Please see click on the following link for further information: www.brightsparksarts.uk/

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 received a range of feedback on the newsletter and hope we are illustrating that we are taking your ideas on board. Please keep sharing your ideas on content and improvements, and feel free to share this newsletter with anyone who may find it useful.

Feedback outcomes:

Technology Feedback Survey

You may have been involved with developing a survey created for capturing feedback from service users and carers accessing services virtually throughout the Covid period. This survey is now being piloted in three service areas before rolling out across the whole Trust. Thank you to those who provided feedback.

Patient Experience and Involvement Annual Report

The team here have had a busy few weeks pulling together our first Patient Experience and Involvement Annual Report. It's been a great opportunity to reflect over the past 12 months on all we have achieved, which would not have been possible without your support and commitment. Thank you so much for your continued contribution; thank you to those who have consented for their experiences to be shared in this report. We have had the privilege of sharing some powerful and emotive service user voices which have been woven throughout the report. We hope upon reading that you feel we have captured your thoughts and views and look forward to sharing this report with you in due course.

CQC Focus Group

Thank you to those of you who attended the CQC focus group last Thursday 16th July 2020. There is still time to provide your feedback by emailing your views directly to enquiries@cqc.org.uk in the first instance.

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?



Can you provide feedback on our Recovery and Collaborative Care Planning Cafes?

For the past 3 years LPT has been delivering monthly Recovery Cafes which have unfortunately had to stop due to Covid-19. These cafes were a space that brought service users, carers and practitioners together in order to have conversations around

the recovery concept of CHIME (Connectedness, Hope, Identity, Meaning, and Empowerment). Each month would focus on a different theme and service users/carers would share their experiences based on the theme and their lived experience, with table top conversations taking place.

We are aware that many of you are missing attending these cafes, both service users and staff. Therefore we would like to explore the setting up of virtual cafes. We have included some questions below which we hope will help to inform the planning group (made up of staff and service users);

1. Would you be interested in attending a virtual café?
2. If you would not attend a virtual café, can you tell us why?. We would like to understand the reasons why some may not want to/or be able to access such sessions so that we can consider what support we can put in place to help with these barriers.
3. How long would you like the cafes to run for?
4. What types of information would you like to see included in these sessions?
5. Would you be interested in speaking at the café? Either in support you can offer or providing recovery based activities etc
6. Would you like to deliver a masterclasses in sharing your lived experiences? We can support you with the delivery
7. Would you be interested in developing improvements in the services provided by LPT? With a focus on collaborative care planning

If you could provide us with comments/feedback by **5pm on Friday 24th July 2020**, we would be grateful. We will of course keep you updated on plans as they develop.

Please contact us if you have any questions/suggestions

LPTPatientExperience@leicspart.nhs.uk

FREEPOST LPT Patient Experience

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Twitter; @LPTPatientExp

