



**Patient feedback**  
listening to you



**Leicestershire Partnership**  
NHS Trust

# Patient Experience & Involvement Newsletter

Monday 06.07.2020

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

This is the sixth 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, or contact us via the contact details at the end of this newsletter.

### Lockdown in Leicester

We know that this will be a worrying time for you and your families. You can help us by emphasising our key messages with those you are in contact with. These are: Anyone in Leicester who has symptoms, or thinks they have been in contact with someone who has, can book a test at [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) or by calling 119.



- Stay at home unless it is absolutely essential;
- If you must go out, keep at least 2 metres from those you do not live with;
- Wash your hands thoroughly and often;
- Wear a face covering in public if you possibly can, and always on public transport;
- If you experience symptoms make sure you get a test as soon as possible. Book by visiting: [www.nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) or by calling 119.

Anyone who thinks they have symptoms should stay at home along with the rest of their household until they have been tested. Anyone who tests positive should stay at home for seven days, and members of their household should stay at home for 14 days.

### 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?
- NEW - Patient Leadership Programme – a training programme to support service users/carers in developing your leadership skills
- NEW - People's Council – becoming a patient/carers leader
- NEW - Share your experience of care received from us with the Care Quality Commission (CQC)
- NEW - CQC Expert Advisory Group



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/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.

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 10<sup>th</sup> 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](mailto: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.



## People's Council

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

We 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.

What we will offer you:

- A place on our Patient and Carer Leadership Programme
- Reimbursement of any out of pocket expenses
- Support for you to attend meetings and training if you are a carer or have caring responsibilities
- Training and development opportunities to support your role on the Council

To find out more we are holding an online information session where you can hear more about the Council and what being a member would involve. Our online session will take place on **Wednesday 29<sup>th</sup> July 2020 between 6.00pm and 7.00pm**. 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](mailto:LTPatientExperience@leicspart.nhs.uk) or by calling us on 0116 295 0818.

Please take a look at our Expressions of Interest Forum, Role Description and Information on the People's Council which can be downloaded here <https://www.leicspart.nhs.uk/involving-you/involving-you/>



### **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**.

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](mailto:closedculturesengagement@cqc.org.uk) to receive a form and more information.

For more information please go to the following webpage [www.cqc.org.uk/publications/themes-care/our-work-closed-cultures](http://www.cqc.org.uk/publications/themes-care/our-work-closed-cultures)

Chief Inspector of Adult Social Care Kate Terroni also has a blog for more information; <https://medium.com/@CareQualityComm/message-from-kate-terroni-160be6672026>

## Supporting information for patients, service users and their carers



### Virtual Coffee Mornings

Runs fortnightly on Fridays at 10am

Contact us:  
enquiries@healthwatchll.com or  
0116 251 8313

### Healthwatch Virtual Coffee Mornings

These coffee mornings are informal and the main purpose is to engage with the public and gain their views and experiences of health and social care services, as well as providing information and signposting as they aim to have a guest speaker if possible. There is a different theme each time, for example the one this Friday will be focussed on dentistry, and for the next coffee morning, they are in conversation with colleagues from Kooth (mental health service for young people) to arrange for them to do a talk or presentation.

### Advice & Support for the dementia community

During these challenging times, it's vital for families, carers and healthcare professionals to have access to the best possible information about how to deal with the double whammy of dementia and Covid-19. As the organisers of the UK's leading event for Alzheimer's and dementia, The Alzheimer's Show has developed strong partnerships with the leading specialist charities and organisations in the field. In collaboration with them, they are delighted to now be able to bring you a series of:



FREE webinars - packed with useful advice and practical tips you can use during the pandemic and beyond. Plus you'll have the opportunity to put your own questions to the carefully selected experts and specialists. <https://alzheimersshow.co.uk/digital-hub/>

### Carers UK

Please find the following link to an e-bulletin which has been collated by a Carers UK Volunteer. The bulletin provides information on courses, workshops and webinars available as well as a guides and support for the Dementia community along with financial advice and health and wellbeing information: <https://bit.ly/2NjkQD8>



### Leicestershire Recovery College (LRC)

LRC are still delivering via Skype and have the following courses planned;

Managing your Wellbeing in Uncertainty

- 1) Better Sleep- Monday 6<sup>th</sup> July 2020, 10am-12pm
- 2) Exploring Identity – Monday 13<sup>th</sup> July 2020, 10am- 12pm

They are still enrolling new students and taking bookings for all courses. Students are encouraged to book whether or not they go ahead via Skype as their name will remain on the current lists for when they are back at the College.

Please visit the Recovery College Facebook group - @LPT Leicestershire Recovery College.

A course pack is also available, to get a copy or for more information about the courses and to book a course, please email [recoverycollege@leicspart.nhs.uk](mailto:recoverycollege@leicspart.nhs.uk) or telephone 0116 295 1196



## 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 5:

[https://www.leicspart.nhs.uk/wp-content/uploads/2020/07/NHS\\_Distraction\\_Pack\\_Issue\\_5.pdf](https://www.leicspart.nhs.uk/wp-content/uploads/2020/07/NHS_Distraction_Pack_Issue_5.pdf)

#### Link to Distraction Pack 6:

[https://www.leicspart.nhs.uk/wp-content/uploads/2020/07/NHS\\_Distraction\\_Pack\\_Issue\\_6.pdf](https://www.leicspart.nhs.uk/wp-content/uploads/2020/07/NHS_Distraction_Pack_Issue_6.pdf)

### Films to uplift in lockdown

**About the project:** Once a fortnight, “U Matter” will select a film that they hope will make us feel uplifted, watch it together (but separately) and chat about it on a dedicated Facebook discussion. All the films chosen will be available on free to view channels so everyone can take part. If you can't watch it at the time of transmission, you can still catch up and comment later.

The first film was ‘Marvellous’. This 2014 BBC film starring Toby Jones and directed by Julian Farino, tells the story of Neil Baldwin, a man who has shrugged off his perceived limitations to live an incredible life. It was shown live on BBC2 at 9pm, Wednesday 1st July; however it is also available on the BBC iPlayer shortly after it was broadcast <https://www.umatterleicester.co.uk/films-to-uplift/>

The first film has been set up as a Facebook event on the link below, so if you would like to share and comment, you can by following: <https://www.facebook.com/events/692081004973854/>

### ‘Fearless Fox and Daring Deer’ Book

Lying in bed with the Covid-19 virus, Leicester author Joe Nixon felt inspired by a news story on how animals have ventured into towns and cities during the pandemic outbreak. The book is available as an e-book or hardcopy, with all proceeds going to the UHL Children’s Hospital and Brightsparks: Arts in Mental Health Group. Please use the link <https://fearlessfox.co.uk/products/> to order your copy.

### Show and Share

Lots of you have been sharing with us what you have been doing during this time. This week we have more creative colouring as well as feedback from a member of our service user network.



One of our readers is getting creative with colouring.

*“It felt like someone cares. The calls have been useful and important to me. The virtual walk helped me to calm down and I could do my shopping and collect my medication as having someone on the phone talking to me whilst I walked made me felt less anxious”*

A quote from one of our network members when asked what regular welfare calls mean to them during lockdown

## Useful Contacts

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!

### Share your experience of care received from us with the Care Quality Commission (CQC)

Over the last few months, we have continued to keep in touch with the Care Quality Commission (CQC) who had planned to visit LPT before the Covid-19 pandemic. As part of their pre-inspection process they would like to talk to some of our patients, their families and/or carers in a virtual focus group on: **Thursday 16 July, 10.30am – 11.30am**

The session will be run through Microsoft Teams and will be confidential as no LPT staff will be involved in the focus group.

We encourage you attend so that you can share your feedback on the care you, or a loved one has received at LPT. If you haven't used video conferencing software before, we would be happy to support you with your connection needs.



If you'd like to take up on this offer, please make contact with us by emailing: [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk)

### 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 of New Head of Nursing – Patient Question

LPT is recruiting for a new Head of Nursing in Community Health Services and due to covid-19 we

are unable to have a service user/carer on the stakeholder panel to give a patient perspective to the candidates. Therefore we would like to take a question from service users that we could ask on your behalf. The question needs to draw out the values and behaviours of each candidate. If you would like to find out more or to get involved, please let us know via our contact details at the end of this newsletter.

### **Mental Health and Wellbeing Survey**

Thank you to those who provided feedback on the draft mental health survey questions. In providing your feedback, it has helped services to develop the right type of approach when capturing reflections from service users/carers/families and members of the public during the Covid-19 period.

The service involved would like to offer their thanks and have provided us with feedback as follows: "We had really helpful feedback from the service user/carer network. One service user in particular seems to have a real passion for questionnaires and made some excellent suggestions for the format and the language."

We still welcome any final comments; however these need to be submitted by 5pm on Monday 6<sup>th</sup> July 2020.

Please find below link to access the final version:

<https://www.leicspart.nhs.uk/wp-content/uploads/2020/07/mental-health-and-well-being-survey.pdf>

### **Health and Wellbeing Workbook**

We have been working with service users and carers in co-creating a workbook in response to Covid-19 to address health and wellbeing needs, with signposting to local and national resources available. The work book is currently being reviewed by a member of our clinical team and we hope to have this published and out for distribution in the near future. A special thanks to the members of our working group for their time and commitment on this project, it has been a joy to work with you!



### **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 24<sup>th</sup> July 2020**, we would be grateful. We will of course keep you updated on plans as they develop.

### **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](mailto: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