



Patient Experience & Involvement Newsletter

Monday 03.08.2020

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

This is the 8th 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 details outlined at the end of this newsletter.

Latest update: 05/06/2011:30

Information and images from: **World Health Organization**

Coronavirus

- FACE COVERINGS -

COVID-19 Infographics

How to put on a fabric / medical mask

- Wash your hands with soap and water or an alcoholic gel
- Make sure the mask is new without any holes
- For medical masks: the coloured surface should be on the outside with the metal strip at the top
- Cover your nose, mouth and chin. Make sure there are no gaps
- On medical masks: pinch the metal strip down onto your nose
- DO NOT touch the mask, even when talking – wash your hands if you do

How to take off a fabric / medical mask

ONLY use masks until they get damp or dirty

- Wash your hands **before** removing the mask
- Remove it from behind the head **without touching the mask**
- With medical masks: immediately discard into a bin after use
- Wash your hands again **afterwards**

HOW TO CARE FOR YOUR FACE COVERING:

WASH FABRIC MASKS WITH:

Soap or detergent and hot water **at 60°C**

OR

 Soap or detergent and room temperature water, followed by boiling the mask for **a minute**

Only use **your own mask**

Make sure the material is **easy to breathe through**

To reuse your mask, place it in a **plastic bag**

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
- Patient Leadership Programme – a training programme to support service users/carers in developing your leadership skills
- People’s Council – becoming a patient/carer leader
- CQC Expert Advisory Group (Independent from LPT)
- **NEW** – Parliamentary and Health Service Ombudsman. Have your say on the draft Complaints Standards Framework.

Online Patient Leadership Programme



lived experience
matters

On the behalf of LPT, Angela at Lived Experience Matters is delivering an online Patient Leadership Programme (via ZOOM) 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.
- 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.

- 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 find out more about the People's Council please contact the Patient Involvement Team directly at LPTPatientExperience@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.

Have your say on the Draft Complaints Standards Framework

The Parliamentary and Health Service Ombudsman have developed a new, draft, **Complaints Standards Framework** in partnership with a wide range of organisations, to create a single, consistent vision for best practice in NHS complaint handling. They would welcome your views on this consultation to help improve complaints handling across the NHS.

The COVID-19 pandemic has brought about new and increased challenges for complaint handling. Now more than ever, how public service organisations respond to and learn from people's experiences of public services is critical, as this can help to improve and strengthen future service provision.

Senior leaders have a crucial role to play in supporting and embedding learning from complaints. Real and lasting positive change can be made through listening and learning from the voices of those directly affected during the COVID-19 crisis.

It is important for the NHS to focus on recognising and responding to individual patient experiences in a consistent and clear way. However, their report, [Making Complaints Count](#), which the Ombudsman recently lay before Parliament alongside the Consultation paper, shows that the current complaints system needs more support to meet the needs of the public.

How to share your views

The consultation on the **Complaints Standards Framework** will be open until 18 September 2020..

Please visit the Complaints Standards Framework at <https://www.ombudsman.org.uk/csf> to complete the consultation survey. If you would like to speak further about this consultation, please do contact the Ombudsman's Liaison Team at Liaisonmanagers@ombudsman.org.uk



Supporting information for patients, service users and their carers



**Free online Mental Health & Wellbeing Support and Training,
open to all aged 18+. living and working in Leicester,
Leicestershire & Rutland**

VIRTUAL 'WELLBEING' SESSIONS

A series of twice-weekly drop-in sessions held every Sunday 10am-12pm and Thursday 6.30pm-8.30pm from 2nd August - 11th October 2020.

These sessions are based on the NHS recommended '5 ways to wellbeing' model and aim to support participants to learn various skills and tips to enhance their mental health and wellbeing.

'MINDFULNESS PLUS' COURSE

A structured Mindfulness course held every Monday 5.30pm-8.30pm and Wednesday 1pm-4pm from 10th August - 25th November 2020.

You will learn Mindfulness techniques aimed at increasing feelings of calm and wellbeing. The course will progress to include various other mental health applications you can use in your life and work.

**To register your interest and sign-up, please visit:
<https://go-getta.org.uk/virtual-mindful-mentoring-sign-up>**



In partnership with
**THE NATIONAL LOTTERY
COMMUNITY FUND**



Lamp - Mental Health Carers

Who is caring for you?

If you're a carer for someone with a mental health condition in Leicester, Leicestershire or Rutland we would like to support you.

- Do you find family life difficult?
- Do you need time out from your caring role?
- Do you feel alone or socially isolated as a carer?
- Do you feel overwhelmed and need support?
- Do you feel unable to talk to those close to you about it?

Lamp is a free to access mental health charity covering Leicester, Leicestershire & Rutland.

We're Here To Help

Meet, socialise and share experiences, successes and challenges with other carers. Our group facilitator can offer support, organise guest speakers, as well as arrange fun activities and relaxation sessions. We'll also share daily wellbeing tips and advice for carers.

Call Lamp's Carers Advocate, Rowena for more details: 0116 255 6286.

Website: www.lampadvocacy.co.uk



**The Hope House
Befriending Service**

✓ Sometimes we all need someone to talk to outside our normal group of family and friends

? Feeling lonely or isolated? Just wish you had someone to listen or have a chat with?

✓ Why not get in touch and talk to us about being matched with one of our befriending volunteers

For more details contact Carol
hopehouse@hospicehope.org.uk or 07483 124 926

New – Hope House Befriending Service It's good to talk!

Sometimes we all need someone to talk to, who is outside our normal group of family and friends. This new service is now open, operating via telephone or video call (Skype/Zoom). You could be a carer/partner and want sometime talking to someone completely impartial or you could be a person with a condition and wish to talk to someone different about what is important to you.

We will match any "befriendees" very carefully with a volunteer. The volunteer will then call weekly at an agreed time and day.

For more details, please contact Carol, Care Services Manager by [email](mailto:carol@hospicehope.org.uk) or by telephone 07483 124926. Alternatively, complete an online referral form; <https://www.hospicehope.org.uk/referral-form/> & someone will get in touch with you.



The Richmond Fellowship support people in their mental health recovery. They provide a range of mental health support services across England.

Please visit: <https://www.richmondfellowship.org.uk/our-range-of-services/> for further information on the range of services they offer.

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 7:

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

Link to Distraction Pack 8:

<https://www.leicspart.nhs.uk/wp-content/uploads/2020/08/NHS-Distraction-Pack-Issue-8.pdf>

LEICESTER MUSICAL MEMORY BOX

The Carers Centre
LEICESTERSHIRE & RUTLAND
at the heart of caring

**Join Leicester Musical Memory Box
For a fun time of singing**

July 23rd
July 30th
August 6th
August 13th
August 20th
All Thursdays at 1.45PM till 3PM
All sessions on Zoom

To book a place email
enquiries@thecarerscentre.org.uk
Or call
01162150999

Unit 19, Matrix House, 7 Constitution Hill, Leicester LE1 1PL
T: 0116 251 0999 F: 0116 251 3514 E: enquiries@clasptheacarerscentre.org.uk W: www.clasptheacarerscentre.org.uk

Carers of Leicestershire Advocacy and Support Project
Registered Charity No. 1043956 • Company No. 2994093 • Patron: Cllr Miranda Sood MBE
The Carers Centre is committed to being a quality-led organisation providing advocacy, information and support to carers across Leicestershire, Leicestershire & Rutland.

COMMUNITY FUND NHS

Remote Art

THE REMOTE ART PROJECT IS SOON TO START PRODUCING A PUBLICATION and VIDEO



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
Leicestershire Partnership NHS Trust
NHS
ARTS COUNCIL ENGLAND
Leicestershire County Council Communities Fund

Please visit:

https://www.brightsparksarts.uk/DDT_ShowEntry_simple1?GalleryName=BrightSparks_News&EntryID=1238&ImageSeqNo=1 for more information.

If you or someone you know would like to become involved, please let us know. You can be involved anonymously, no problem!

Participants will receive free copies of the publication and/or DVD with all being available on-line.

In the meantime please see our on-line projects being delivered at present and feel free to view and/or participate;

https://www.facebook.com/pg/Every-Brilliant-Thing-111790323800892/posts/?ref=page_internal

<https://www.facebook.com/groups/559425101445206/>

<https://www.facebook.com/WORDPoetryUK/>

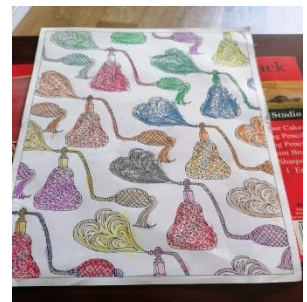
Show and Share

One of our network members has been busy creating some artwork they would like to share with you. If you would like to share what you have doing over this period, please send through your creative activity/story to us and we will aim to share in our next edition.



**“creativity is
intelligence
having FUN”**

- ALBERT EINSTEIN



Useful Contacts



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:

Patient Experience and Involvement Annual Report

This report is now ready for you to view. Please click on the following link:

<https://www.leicspart.nhs.uk/wp-content/uploads/2020/07/Patient-Experience-and-Involvement-Annual-Report-2019.20.pdf> to access. The Trust board have shared some excellent feedback and would like to offer their personal thanks to all our network members, as the creation of this report would not have been possible without your invaluable commitment and individual contributions.

Collaborative care planning documents

Thank you to those who feedback on the Collaborative Care Planning documentation. Your feedback is now with the service involved for consideration. We will keep you updated in future editions.

Question and Answer session for Patient Leadership Programme

Thank you to those of you that joined us for the Patient Leadership Programme Q&A session on ZOOM. We have included a brief overview of some of the Q&A's below;

- Why are we running a Patient Leadership Programme? Through previous work with service users and carers they informed us they wanted to feel supported, and receive development, strengthening abilities, knowledge and confidence in order to truly get involved. To be better

equipped to share experiences and use these experiences for change.

- What are the benefits of the course? Increased knowledge, confidence and skills around patient leadership, some of which will be transferable to both professional and interpersonal skills. Previous attendees have reported increases in self-worth and wellbeing as a result of this type of training.
- How will I be supported through the programme? Angela the course facilitator will offer support throughout the course, and can support with course content and any issues arising. The Patient Experience and Involvement Team can also be accessed for support and to help deal with any queries and problems you may be experiencing. Many attendees also find beneficial to work alongside their peers during the programme, with some developing into friendships.
- How will the course be delivered? Via short weekly Thursday ZOOM sessions, although there will be some breaks in-between. A mixture of talking, activities, PowerPoint type presentations, and discussions. The sessions are informal and flexible, and will hopefully suit a variety of learning styles.

For further information on the Patient Leadership Programme, please refer to the earlier section contained in this newsletter.

Virtual Recovery Café – scoping questions

We received lots of great feedback regarding the setting up of the Virtual Recovery Café's. Thank you to those who provided feedback. The team are now at the exciting planning stage! Please see a summary of the feedback below:

- All wanted to see the Recovery Cafes return – virtually for now but face to face in the future
- Recovery concept of CHIME (Connectedness. Hope, Identity, Meaning & Empowerment) to still frame the cafes
- Importance that the cafes remain a space for service users, carers, and health professionals to come together to discuss collaborative care planning
- Great ideas regarding possible masterclasses and talks we could offer. Thank again to those of you who have offered to share your lived experiences.

The feedback was included in discussions that took place at the planning meeting on the 31st July, with a further meeting planned in two weeks' time. We will share the plans with you as we move forward.

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?

Please contact us if you have any questions/suggestions

LPTPatientExperience@leicspart.nhs.uk

FREEPOST LPT Patient Experience

0116 295 0818

Twitter; @LPTPatientExp