



**Patient feedback**  
listening to you



**Leicestershire Partnership**  
NHS Trust

# Patient Experience & Involvement Newsletter

Monday 17.08.2020

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

Welcome to the 9<sup>th</sup> edition of Leicestershire Partnership NHS Trust's (LPT) 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 contact us via the details outlined at the end of this newsletter.

In this edition we would like to introduce you to LPT's Youth Advisory Board (YAB).



The YAB was set up in as a result of identifying a gap in involving the views and lived experience of children and young people locally who access services in LPT. The Youth Advisory Board was set up in partnership with Leicester City Council, after a large scale project called Generation X saw young people review local Mental Health and Wellbeing Services. The Generation X report was another driver for us in regards to ensuring we react to the advice and

recommendations made from young people. The Boards aim is to support the improvement and development of services that matter to them, to 'youth proof' and ensure young people have a voice in services relevant to them throughout their lives. Board members include nominated youth council members, CAMHS peer support workers and service users aged 13-25.

Projects YAB have influenced include:

- A patient experience audit of Child & Adolescent Mental Health Services (CAMHS) waiting areas to ensure they are young person friendly
- Reviews of surveys, letters and patient information
- Review of the Health for Teens website



- Met with and interviewed school nursing colleagues to explore concerns and queries around current service offers
- A successful social media campaign in response to Covid 19. The campaign called #TenSecondTips offered tips, advice and guidance to other children and young people with ideas for keeping well during lockdown. The selfie style recorded clips received over 5000 views online and has been shared widely
- Completed a large mystery shop project regarding the Chat Health Text Messaging Service. This mystery shop highlighted some quality issues regarding responses and queries around confidentiality statements which have been addressed by the 0-19 Healthy Together Team. Learning from this project; staff updated training, improvements in responses regarding the tone and style of support offered to young people.
- The YAB group continue to virtually meet on a weekly basis.

The group have achieved so much in such a short space of time, and we would like to offer our thanks for all your hard work and commitment to create positive change. We look forward to sharing more of their work in future editions.

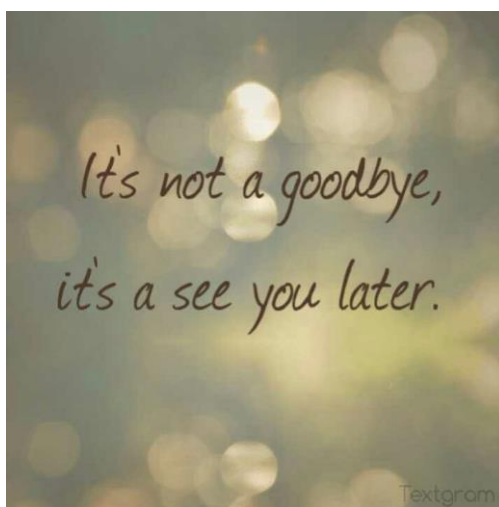
## Weekly Virtual Catch ups – Break and Reflection



Firstly we would like to thank those members who regularly joined our weekly catch ups throughout the period they have been running. You have provided us with valuable insights, knowledge and ideas which we can take forward to develop further in the coming months.

Due to the launch of the People's Council and Patient Leadership Programme in September 2020, as well as the re-launch of the Virtual Recovery Cafes, we have decided to take a break as from 20<sup>th</sup> August 2020 to provide us with some time to reflect on these sessions.

We will be in touch with the regular attendees with the hope to set up a working group in order to further scope and develop these sessions further.



## 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

[www.leicspart.nhs.uk/involvingyou](http://www.leicspart.nhs.uk/involvingyou)

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/carers 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
- People's Council – becoming a patient/carers leader
- **NEW** – Adult Mental Health services – patient survey feedback
- **NEW** – IAPT Workshop



### 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 **20<sup>th</sup> 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; [www.leicspart.nhs.uk/involvingyou](http://www.leicspart.nhs.uk/involvingyou)

To find out more about the People's Council please contact the Patient Involvement Team directly at [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk) or by calling us on 0116 295 0818.



## Can you help provide feedback?

Adult Mental Health Services have developed a patient survey regarding video consultations. The relevant team is looking for your feedback to see if you like the layout, understand the questions asked, as well as providing any thoughts or comments you may have. Your feedback will help the team to finalise the survey before its launch.

The team are seeking assurance that the platforms they use, and the therapy they deliver using this route is effective. The team would like feedback on how easy the video consultation platform is to use, as well as identifying any barriers you may have in engaging with the therapy using this type of technology. Your feedback will be reviewed by each service, and will help inform plans for improvement, including how therapies are delivered/whether enough support is provided to patients and carers to enable them to access the platform/whether the overall experience of therapy using video consultations is a positive or negative experience for patients and carers.

Please contact us by email: [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk) for a copy of the survey for review. The deadline for feedback is **3pm Tuesday 25<sup>th</sup> August**.

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## Improving Access to Psychological Therapies (IAPT) Patient and user On-Line Workshop 2–3.30pm, Friday 4th September 2020

We would like to invite you to come along to an online workshop facilitated by Leicestershire Partnership NHS Trust (LPT) to discuss your views and input into our bid to provide IAPT services.

### What is IAPT?

Improving Access to Psychological Therapies (IAPT) is a national programme for people with depression and anxiety, including those with long-term physical health conditions (LTCs) or medically unexplained symptoms (MUS). IAPT was first piloted in 2006 and has now been rolled out across the whole of England with almost one million people treated every year.

### Why are we contacting you?

LPT is tendering to become the provider for IAPT services for the whole of Leicester, Leicestershire and Rutland (LLR). Winning the bid will support us to create a completely integrated service for people with mental and physical health problems across the whole of LLR. The service aims to meet each person's individual needs as well as being sensitive to the cultural and linguistic needs of the local communities. This service will be available through face-to-face contacts, group sessions as well as on-line help and telephone support.

### Why do we need your help?

We need your ideas and lived experiences to help us design a service that best meets the needs of everyone who will use it. We aim to have approximately 30,000 patients going through this service each year. It is vital that we obtain your views on how the service will operate at the bid stage as well as when the service is up and running.

### You can find out more information on how the workshop will be delivered by accessing the invitation flyer through the following link:

<https://www.leicspart.nhs.uk/wp-content/uploads/2020/08/Invitation-to-IAPT-Focus-Group.pdf>

### How you can get involved?

To register your interest, please contact **The Patient Experience Team** by email: [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk) or by **calling 0116 295 0818**.

### Support to access the workshop

If you require additional support to access the workshop please make contact with us. We can also provide interpreting/sign language services etc.

### You can also provide your views via other methods

You can provide your views, comments or suggestions by using our online feedback survey which can be accessed by clicking on this link <http://ratenhs.uk/DdQEEF> or alternatively you can **call us on 0116 295 0818**. We are happy to log your views directly over the phone.

If you would prefer this survey in another format, please make contact with us and we can arrange this for you.



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



### **Lamp now offers a physical health advocacy service**

We're pleased to be able to tell you about an additional service from Lamp, which we hope will be beneficial to patients and clients.

- Do you have a mental health issue?

### **Advocacy Support Available**

- Do you need support to access community mental health services?
- Or do you (for qualifying see below) need support to access Primary Health Care regarding a physical problem?
- Do you need support with both of the above?

Qualifying Patient – Should be experiencing, either the onset or an existing, Mental Wellbeing condition that requires treatment from community based Mental health services (GP, Psychiatric Out-Patients or CMHT)

### **Lamp is able to offer an additional physical health advocacy service to patients who are experiencing a mental well-being issue.**

This additional service strives to provide a holistic approach, supporting those who experience mental well-being issues and feel that an existing mental health condition may form a barrier or impinge, at times on the ability to address physical health problems.

This now allows patients who are experiencing a mental health condition, to receive Lamp's advocacy support to access health services for mental health and physical health conditions.

### **Please contact Lamp on:**

Telephone                      0116 255 6286  
Email:                            [info@lampdirect.org.uk](mailto:info@lampdirect.org.uk)  
Online                             [www.lampadvocacy.co.uk](http://www.lampadvocacy.co.uk)



Another part of our Learning from Lived Experience (LfLE) Suicide Prevention Project is now active. We are looking for as many people to contribute their experiences and solution ideas as possible, the more people we hear from the stronger our collective advocacy will be. So please share far and wide.

Please find below link to a survey for people who have personal lived/living experience of suicide: [www.surveymonkey.com/r/YJWZXNN](http://www.surveymonkey.com/r/YJWZXNN) . You may have experienced suicidal thoughts, live with a suicidal 'partner' or survived your own suicide attempt/s.

Please find below link to a survey for people who have supported someone through distress/crisis (carer) or been bereaved by suicide: [www.surveymonkey.com/r/YJNT7NQ](http://www.surveymonkey.com/r/YJNT7NQ)

Choose the survey you think is most appropriate for your lived/living experience, knowing that you may complete both if you wish. The questions can be answered briefly or in longer form, we suggest starting it when you have 20ish minutes to spare. All input is important.

PDF versions of the survey can also be accessed by following the link and/or if you would like someone to read the questions to you and note your responses please email [info@lelan.org.au](mailto:info@lelan.org.au)

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## 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 8:

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

#### Link to Distraction Pack 9:

[https://www.leicspart.nhs.uk/wp-content/uploads/2020/08/NHS\\_Distraction\\_Pack\\_Issue\\_9.pdf](https://www.leicspart.nhs.uk/wp-content/uploads/2020/08/NHS_Distraction_Pack_Issue_9.pdf)

## Show and Share

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.



## 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

For those of you that have not yet had the chance to read through our annual report please see the below link, and thank you to those of you that have sent through comments. Your feedback is greatly appreciated. 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.

#### Patient Leadership Programme

We were very pleased to see that so many of you had expressed an interest in attending the Patient Leadership Programme which is being delivered by Angela at Lived Experience Matters. Angela will make contact with you to confirm places and will inform you on what happens next. We are look forward to working alongside you in the future!



### **Youth Advisory Board (YAB)**

During July 2020, YAB have contributed to a focus session from Leicester's Public Health Team on their experiences in "Living in Lockdown" along with their views on the Covid 19 pandemic. BAME issues were identified as a predominant factor in their negative experiences during this period, specifically in relation to the media portrayal and blame for the localised lockdown.

The group received and contributed their views by the use of a presentation facilitated by a CAMHS Psychologist with suggestions for more support for young people in this area moving 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](mailto:LPTPatientExperience@leicspart.nhs.uk)

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