



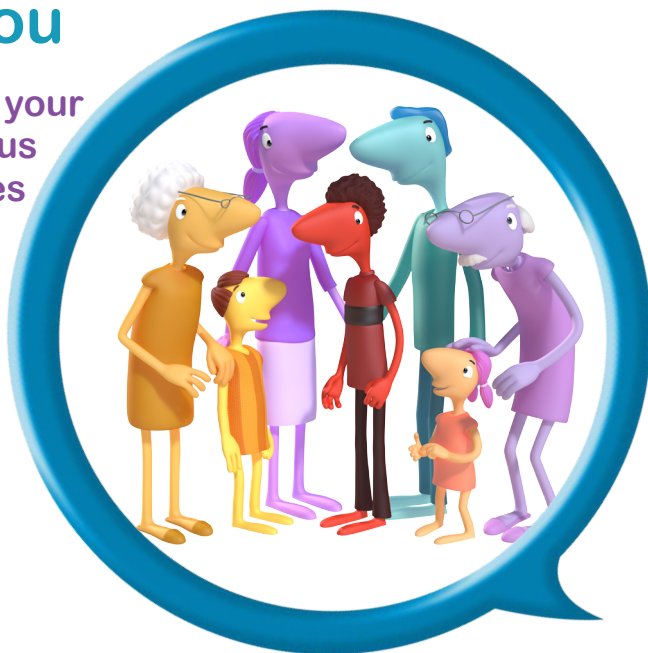
Patient feedback
listening to you

NHS

Leicestershire Partnership
NHS Trust

Involving you

How you can share your
experience to help us
improve the services
we deliver



Contact the
Patient Experience and Involvement Team



0116 295 0818
(Mon - Fri 9am - 3pm)



LTPatientExperience@leicspart.nhs.uk



FREEPOST LPT Patient Experience



www.leicspart.nhs.uk/involvingyou

Involving you

We want to know what it's like to use our services - whether you are a patient, family member or carer. We want to involve you in decisions about your care and hear your lived experience of using our services. Telling us about your experiences helps us to design and deliver our services and enable us to:

- improve existing services
- make decisions about new ones.

What can you get involved in?

There are a range of things you can get involved in. These may be one-off activities or on-going pieces of work including:

- patient perspectives - sharing your experiences of using our services
- providing feedback on the decisions made about your care and treatment
- attending a patient focus group (virtually/face-to-face)
- attending virtual/face-to-face café meetings which have a focus on recovery
- being a patient representative on recruitment panels
- being a patient representative in a quality improvement project
- working with our staff on the design and delivery of services
- delivering training to our staff
- involvement cafés (virtually/face-to-face informal chats on different topics)
- providing feedback through surveys and questionnaires (this can be via email, telephone or post)
- various research opportunities

Who can apply?

- Anyone who has used our services or is a carer or family member of someone who has used our services
- Anyone who is willing to adhere to our Trust values and leadership behaviours
- Anyone who is happy to sign up to our Involvement Charter

What we can offer you

- A range of ways to get involved, tailored to your interest and involvement preferences
- An inclusive approach to involvement. We will consider your individual requirements, whether that be a physical, mental health or learning disability need
- An invitation to our Introduction to Involvement workshops (virtual/face-to-face)
- Training and development opportunities to improve your involvement skills and confidence (virtual/face-to-face)
- An opportunity to use your experience to improve services for others
- Recognition for your contribution and sharing your experiences

Interested?

We would like to invite you to make contact with the patient experience and involvement team (contact details on the front of this leaflet) who can talk you through the process and send you out an expression of interest form.

Alternatively you can complete one online by visiting:
www.leicspart.nhs.uk/involvingyou

Our services

We provide the following services across Leicester, Leicestershire and Rutland:

Adult mental health services

Inpatient and community services for:

- older people
- people who come into contact with the criminal justice system
- adults in crisis
- specialist services e.g. Huntington's disease service
- Leicester recovery college (an NHS college offering a range of recovery focused educational courses for people with lived mental health experience)

Learning disability services

Inpatient and community services

Families, young people and children's services

Inpatient and community services for:

- child and adolescent mental health services (CAMHS)
- eating disorder services

Children's services including:

- public health nurses (health visitors and school nurses)
- immunisations
- child paediatrics
- child therapy services

Community health services

Inpatient physical health services

- community hospitals including all therapy services

Community physical health services including:

- district nursing
- community therapy
- podiatry services

**If you
need help to
understand this
leaflet or would like it
in a different language
or format such as large
print, Braille or audio,
please ask a
member of
staff.**

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