



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Tuesday 01.09.2020

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

Welcome to the 10th 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.

Change to frequency of editions

Please note going forward our newsletter will be issued on a monthly rather than fortnightly basis with our next edition due on 5th October 2020.

If you require more information on any of our involvement activities, please contact us via the details outlined at the end of this newsletter.

**You are invited to attend our Annual General Meeting (AGM)
Tuesday 22 September 2020, 4pm to 5pm**



**Due to covid-19 this year the event will be hosted online via MS
Teams: <https://bit.ly/30JO4Ji>**

Our AGM is open to our staff, our members and the wider public, and is an opportunity to hear about our Trust's highlights and achievements over the last year. We will present our annual report, and outline our progress against our vision – creating high quality, compassionate care and wellbeing for all. You will also have the chance to ask questions to our Chief executive, Chair and other members of the Trust Board.

We will also share more about how our charity Raising Health has helped us to continue going above and beyond, pre- and throughout the Covid-19 pandemic.

To register and get a copy of the programme for the day, and all presentations post-event please go to; <https://www.leicspart.nhs.uk/about/annual-general-meeting-agm/>

If you would like to send a question for the Trust Board panel to answer at the event please email the communications team at least 4 days prior to the event at communications@leicspart.nhs.uk

Weekly Virtual Catch ups – Break and Reflection



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 20th 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

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** - IAPT online workshop
- **New** –Community knowledge and signposting workshop



Leicestershire Partnership
NHS Trust

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 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



Help us design our new mental health webpage Invite to a public online workshop

**11 September 2020 2.00pm-3.30pm or
14 September 2020 6.00pm-7.30pm**

(this workshop will be recorded in order to review and reflect on discussions)

Why do we want your help?

It is often difficult to find help when you need it most. Websites can be great sources of information but sometimes they do not lead you the right place to get the help you need. At Leicestershire Partnership NHS Trust we are doing lots of work to improve our digital and online experience and we want to make sure any developments are based on the views of local people who will use them.

Why are we contacting you?

We are improving our 'urgent mental health help' webpage. It was created on our website as part of the COVID-19 response. The webpage is accessible via a yellow button on the website homepage and currently provides information and details about the Central Access Point; a helpline for urgent mental health support. It also has a mood self-assessment that if completed directs people to generic support.

We have had feedback suggesting the webpage is not easy to find using a google search, the self-assessment tool is not tailored to local services and the page doesn't feel very service user friendly. We want to re-develop the webpage into tool that provides a much better experience for the people using it.

Why do we need your help?

We need your ideas and experiences to help us design a webpage that meets the needs of everyone who will use it. There are rising numbers of people who need help with mental health and it is vital that our webpage reflects the look and feel of what people would need if they were experiencing a mental health issue.

How will the workshop work?

The workshop will run for a maximum of 90 minutes using a platform called Microsoft Teams. We will send you a link to join the workshop following your registration. Don't worry if you haven't used this platform before we will be happy to take you through how it works before the workshop.

During the workshop we will be asking for your ideas and opinions. You will be able to get involved using chat function or by talking on-screen. In preparation, please take a look at the Leicestershire Partnership NHS Trust webpage <https://www.leicspart.nhs.uk/contact/urgent-help/> and consider what you currently like and what you feel could be different.

If you require support to attend this workshop please let us know how we can help to get involved and share your views.

How do I get involved?

To register your interest in the workshop please contact our Community Knowledge Officer, Ellie Pratt at communityknowledge@leicspart.nhs.uk or by calling **0777 1886 013**

Can I give my views in any other ways?

Yes, you can give us your views, comments or suggestions by either using our online feedback survey, which can be accessed here by clicking on this link:

<https://www.surveymonkey.co.uk/r/8S7G3JP>

More information:

The current webpage for urgent mental health help for Leicestershire Partnership NHS Trust:

<https://www.leicspart.nhs.uk/contact/urgent-help/>

Supporting information for patients, service users and their carers

Thinking about suicide? Worried about someone?

STAYALIVE

“ I have used Stay Alive with volunteers and service users across the UK and the feedback is consistently positive. People have used it when in crisis and say it is literally life-saving. ”

GET IT ON Google Play

Download on the App Store

NHS
Leicestershire Partnership
NHS Trust

Download the award-winning #StayAlive app.
It's free and can help you and others stay safe from suicide.

6 JULY 2015, BIRMINGHAM
PATIENT SAFETY AWARDS
WINNER

GRASSROOTS
preventing suicide together

The advertisement features a smartphone displaying the Stay Alive app interface. The app screen shows a 'Safety Plan' section with a hand icon and the following text: 'If I feel I cannot stay safe from suicide, I will talk to: Leanne', 'I will seek help from: My GP', 'I will calm myself by trying: Breathing slowly', and 'I will go to my safe place:'. Below the phone, there are logos for Google Play, the App Store, NHS Leicestershire Partnership NHS Trust, Patient Safety Awards Winner (6 July 2015, Birmingham), and Grassroots (preventing suicide together).

Recovery College Autumn Prospectus

Leicestershire Recovery College offers recovery focussed courses to LPT mental health service users and their carers/families. The college has launched its latest prospectus which has information on all the courses available for the Autumn term.



Click the following link to access: www.leicspart.nhs.uk/wp-content/uploads/2020/08/Recovery-College-Autum-Term-2020.pdf

The courses are also available to LPT staff and volunteers. At the moment, all courses are being delivered online via MS Teams and Skype. All courses are free, but enrolment and booking are essential which can be done by calling 0116 295 1996 or email recoverycollege@leicspart.nhs.uk.

The college are also offering daily tips and resources via our closed Facebook group @LPT Leicestershire Recovery College.

My Mind Matters

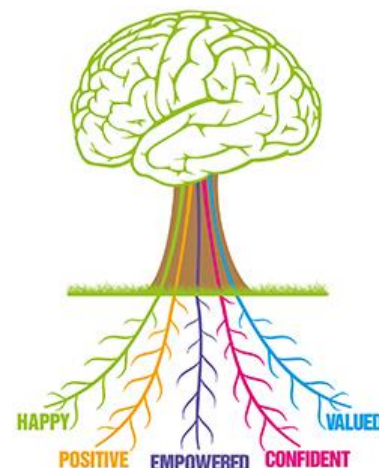
My Mind Matters is a Harborough based project set up to help you to take control of your life whilst living with a mental health diagnosis. It's also a great way to get information and advice if you are concerned about your own or a loved one's mental health, or if you want to connect with people in your local area who understand what you are experiencing.

We are here to help empower you to take control, make decisions and ultimately be the driving force in your steps to better mental health and re-engaging with the community.

We want to support you to make decisions that will help you to achieve your chosen outcomes, make your independence sustainable and assist you in developing your own support networks and social circles. The help we offer focuses on your strengths, needs, skills and future aspirations.

The project is not a crisis service and it would be unfair to you if we tried to help at a level where you could feel overwhelmed and pressured to make change before you are ready for it. However, we can still offer you advice, information and support to move forward.

For more information please visit our website: <https://vasl.org.uk/services/my-mind-matters/>



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 are usually published every two weeks however there has not been a recent update, therefore we are checking if the frequency has changed and will keep you updated. The link to the latest edition can be found below;

Link to Distraction Pack 9:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/08/NHS_Distraction_Pack_Issue_9.pdf

Little Bird SOS delivers creative workshops and projects aimed at improving mental health and wellbeing for people living across Leicester, Leicestershire and Rutland.

We quickly adapted our operation in response to the Covid-19 pandemic. Our new programme of creative online events, along with one-to-one telephone support, was designed so we could continue to support current activities, as well as make ourselves available to new participants.

Our regular workshops in community spaces have been replaced by an online Coffee Shop where people now gather and chat informally over a cuppa, sharing strategies for keeping creatively motivated. The topics are chosen by the participants and led, if required, by an experienced arts and health facilitator.

We also run weekly workshops with specialist creative input. These events are designed to be engaging for all levels of experience, and provide an hour of informative activity, with practical demonstrations, conversation and participation, plus Q&A. Workshops delivered by our team are mainly craft based so we extend the range of subjects on offer by inviting guest presenters, who have led to date sessions on container gardening, drawing for beginners, spoken word, and music.

All our workshops provide ideas about how to make the most of materials or resources easily to hand through reuse or upcycling.

We also support individuals in Leicestershire who are keen to take part in art and crafts groups online but struggle with technology or fear joining in online group conversations. This help is available as one to one chat sessions to guide and help people connect online with others who share their interests.

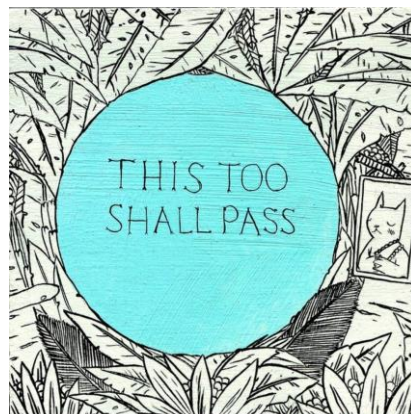
"I have always loved doing different crafts. Now, at this time, I feel it is especially beneficial to help calm and divert your mind. Groups like yours play an important part in nurturing creativity as well as fostering a sense of togetherness, so a big thank you for all that you do"

Smita

All our online events and services are free of charge and there are no restrictions on who can attend. We welcome donations, for those that can, via the homepage of our website.

To find out more about how to access our online events and support please go to our website:

www.littlebirdsos.co.uk or call 0116 318 3655



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 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.

Patient Leadership Programme

The Patient Leadership Programme is due to commence this week where all participants will be inducted and provided with the content and purpose of the programme. Starting something new can be a daunting experience, so we hope our participants feel ready and prepared at this stage. However if you have any questions or queries before the programme launch, please do make contact with Angela or the Patient Experience Team.

We will continue to share updates with you as the participants journey progresses.

People's Council update

We have been pleased to receive an overwhelming response with many applications received for the Peoples Council. We are we are sitting down this week to look through each application and will be in contact individually to confirm spaces.

Unfortunately we are unable to offer everyone a space on the Council, however we do have existing opportunities for consideration as well as further training and development opportunities available in the future.



Mental Health and Wellbeing Workbook

We are pleased to announce that our Mental Health and Wellbeing Workbook will be published shortly. The co-production and design of this workbook has been a labour of love!

All involved in its creation have provided so much of their time, commitment and expertise of which we are so grateful. We will be sending a copy out to all our network members as well as uploading a copy onto our webpage in due course.

Video Conferencing Draft Survey Feedback

Thank you to those of you who provided feedback on the video conferencing draft survey. We presented your ideas/suggestions and comments to the service involved. The service would like to *“thank the patients and carers who took the time to both look through the survey and provide feedback. We were very pleased that the overall feedback was positive, and that the design was found to be appealing with a colourful layout and repeated use of smiley faces”*

A more detailed outcome to your feedback is as follows:

- *The invitation screen for the survey includes information on why the data is being collected, along with an emphasis on the strictly confidential nature of the survey and the anonymous submission.*
- *All smiley face answers also include a number scale along with the worded response.*
- *Questions include the phrase “Video Call” or “Video Consultation” to help focus answers. (We will also work with the survey programmers to see if we can have a ‘hover over’ or ‘clickable’ option to provide definitions of these terms readily available at all times. If this is not possible, we will make them available at the start of the survey)*
- *Clear labelling is attached where multiple answers can be selected to ensure anyone completing the survey will be able to tell they can pick as many options as they feel are applicable.*
- *An “Unsure” smiley face equivalent will be sourced and added to ensure consistency*
- *References to “the patient” are modified to be inclusive of carers, family and anyone who may be supporting the patient. The term ‘Service User’ has been proposed in the feedback, which we will be considering.*

In line with feedback, we will also be looking into the possibility of shortening the survey by removing some of the questions. This will need to be discussed with different departments to ensure each is still able to gather the information they require.

There were some concerns over the complex answer structures in parts of the survey.

*Unfortunately these do not convert to Word documents very well – but where different style bullet points were visible, these options will only appear in the live survey if the **previous answer** has been selected. Hopefully this will prevent some of the confusion in practice.*

There was also a concern raised about the size of the comment box not allowing enough words to be entered. Again, this is a feature that does not convert well to Word. In the live survey this box will not have a limit (except where the programme has physical constraints).

Finally, I would like to address the concerns raised around the use of video consultations in place of face to face / in-person consultations. Please be assured that the Trust is not looking to replace Face to Face Consultations with Video Consultations in the long term, or use feedback from this survey to promote this. The project board responsible for rolling out Video Consultations includes multiple Consultant Psychologists, Consultant Psychiatrists and Mental Health Nurses – and all board members have emphasised that the method of contact for any consultation must be a clinical decision and clinically appropriate.

During the pandemic the risk of infection is much higher, therefore there will be an emphasis on video consultations until this risk reduces dramatically. After the pandemic we intend to retain the option for video consultation, so feedback from both clinicians and patients/carers will help us understand how useful a tool this will be, and allow us to incorporate its use into our services appropriately.

LPT Youth Advisory Board (YAB) update

The youth board continues to meet virtually each week and have had two new members join the group. During August the group have been supporting staff interviews and have scored pre interview tasks for two nursing posts. This scoring will be added to the overall final interview scores. YAB have also provided feedback for several patient facing documents from various services to ensure they are young person friendly.

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