



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 05.10.2020

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

Welcome to the 11th 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.

You will find contained in this month's edition, lots of new opportunities for you to get involved, which include one off workshops and projects, and opportunities to work alongside staff for longer durations of time, including attending future meetings as a patient representative. If we have sparked your interest, or you would like more information, please make contact with us (our contact details can be found on the last page of this newsletter).

The Youth Advisory Board – Recruiting Now!

Our Youth Advisory Board (YAB) was set up in November last year with support from Leicester City Participation Team. The YAB includes young peer supporters from CAMHS as well as representatives from the City Youth Council, and is now keen to welcome new members.

With a remit that focuses on helping to shape health and wellbeing services across Leicester, Leicestershire and Rutland, the YAB has already achieved a lot. The Board meets weekly on Tuesday evenings at 5pm via MS Teams.

If you know or work with young people who would be interested in getting involved, please share the [poster](#) with them, and put them in touch with Emily Robertshaw, FYPC.LD governance manager for patient involvement and experience (Tel: 07825733977 / Email: FYPCLDGovernance@leicspart.nhs.uk)

THE YOUTH ADVISORY BOARD WANTS YOU!
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Do you want to be part of shaping health and wellbeing services for children and young people in Leicester, Leicestershire and Rutland? Do you want to make a difference?

OPEN TO ALL 13-21 YR OLDS

We meet weekly virtually on MS Teams on Tuesday evenings at 5pm. Check out our Twitter [@LptYab](#) for more on what we do!

CONTACT:
FYPCLDGovernance@leicspart.nhs.uk
Or call 07825733977
to find out more!

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.

Virtual Catch ups – What are your thoughts/ideas/suggestions?



We would like to explore the re launch of our virtual catch ups and aiming to develop these sessions with you. There are particular areas we would like to explore, such as a monthly rather than weekly catch ups sessions/developing into a service user/carer lead involvement cafe. We also welcome your own thoughts/ideas and suggestions.

We have provided some discussion points just to kick things off as follows:

- How would you like to communicate with us/are the virtual catch up sessions useful?
- When considering queries relating to our involvement opportunities, are the virtual catch ups a helpful space to discuss and share this type of information?
- Would you like the virtual catch ups to be a space to talk to other members of the service user/carer network who are already involved in other involvement projects?
- How frequently would you like the virtual catch ups to take place with us and other network members?

We will be in contact to set up a virtual call to explore these areas further and look forward to catching up with you in the near future!

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.



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)



Below is a list of new and ongoing involvement workshops and projects at LPT. Each of the listed opportunities outline how you can get involved (either to register your space or to express your interest as spaces are limited, and we may need to match your experiences and skills for the particular project) You can find out more by clicking on the link next to each opportunity below.

Please also contact us if you any further questions or queries. You can contact the Patient Experience and Involvement Team via email: LPTPatientExperience@leicspart.nhs.uk or call 0116 295 0818

Service Users Leadership Behaviours Feedback Session

14th October 2020 10.30-11.30am via MS Teams

We would like to invite you to a session where we will be feeding back and exploring LPT's new leadership behaviours. Some of you may have been part of this work last summer and hope it will give you a fantastic opportunity to see the results of when you worked with the Organisational Development team and our Change Champions.

You will need to register a space on this session

Link to find out more details: <https://www.leicspart.nhs.uk/wp-content/uploads/2020/10/Leadership-Behaviours-Feedback-session-14.10.20.pdf>

Virtual Recovery and Collaborative Care Planning Cafes

26th October 2020 1-2pm via MS Teams

The cafés are a shared space for service users, carers, LPT staff and a variety of other speakers to come together to have collaborative conversations around care planning and recovery for mental health. The cafes are themed around the mental health recovery concepts of CHIME (Connectedness, Hope, Identity, Meaning, and Empowerment). These cafés have been on hold since Covid-19, but are now being held virtually.

This session will be a “welcome back” café with guest speaker Rob Gee, a mental health nurse and performance poet providing a session on self-care.

You will need to register a space on this café session

Link to find out more details: <https://www.leicspart.nhs.uk/wp-content/uploads/2020/10/Recovery-Cafe-Invite-26.10.2020.pdf>

Central Access Point (CAP) Workshop

Date and time to be confirmed

In response to the coronavirus pandemic, there have been changes to accessing mental health services and support. One of these changes includes the setting up of a CAP service. This is an urgent mental health helpline which is available 24 hours a day/7 days a week. Members of the public local to the area can call if they have concerns about their own or others mental health (call 0116 295 3060). The service is looking to improve how this service is accessed as well as the customer service aspect and would like your help to do this.

Please let us know (by making contact with the Patient Experience and Involvement Team) if this workshop would be of interest to you. We will of course keep you updated once a date has been confirmed.

Recruitment Question Bank Project

18th November 2020 1-2pm via MS Teams

We recruit lots of staff at LPT but it is not always possible to involve services users and carers on every recruitment panel. We want to ensure that your voices are heard and therefore our aim is to develop a bank of recruitment questions from your perspective that can be used when recruiting staff. Your questions will help to draw out the candidate's values and behaviours. This is an informal session to find out more about the project and to discuss the different ways you can get involved.

You will need to register a space on this session.

Link to find out more details: <https://www.leicspart.nhs.uk/wp-content/uploads/2020/10/VBR-Recruitment-Question-Bank-18.11.20.pdf> <https://www.leicspart.nhs.uk/wp-content/uploads/2020/10/VBR-Activity-Information.pdf>

Patient Information Booklet – Community Health Services; Pressure Ulcers

Date and time to be confirmed

The Tissue Viability Team in Community Health Services are looking to update information they provide to patients and carers regarding the prevention of pressure sores and ulcers. The team would like to explore the creation of a new resource pack, specifically looking at accessibility/ user friendliness along with other useful information. We are particularly looking for people with experience of pressure sores and ulcers, and those who have accessed community services.

Please let us know (by making contact with the Patient Experience and Involvement Team) if this opportunity would be of interest to you. We will of course keep you updated once a date has been confirmed.

The Art of Possible - Quality Improvement Virtual Conference

Open to staff, service users/patients, carers and members of the public

30th November – 4th December 2020

2020 has been a year that has required us to think differently and be truly innovative in how we deliver services. This conference will showcase a range of Quality Improvement projects and will offer attendees the opportunity to share best practice, learn from others, and to hear about improvements made to health care services across Leicester, Leicestershire and Rutland.

The conference has been designed with your health and wellbeing in mind, as a ‘tapas learning’ opportunity which will enable you to pick and choose the sessions that interest you across the 5 days. The conference will include speakers, workshops, and spaces where you can have conversations about improvement projects. This conference is being run in partnership with other health care providers and commissioners.

Details of how you can register are contained in the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2020/10/QI-conference-Invite-30.11-04.12.pdf> <https://www.leicspart.nhs.uk/wp-content/uploads/2020/10/Qi-conference-flyer-30.11-04.12.pdf>

Upcoming projects:

- **Ageing Well Programme** – we are looking for service users and carers with experience in accessing Community Health Services, District Nursing, and Home First integrated community and nursing hubs. These services are looking for your involvement in how they can make improvements across health and social care services.
- **Stroke services** – we are looking for service users and carers with experience in accessing stroke services as an inpatient in our community hospitals. This service would like you to share your experience of these services, as well as how prepared you felt for discharge from the hospital setting.

Please let us know (by making contact with the Patient Experience and Involvement Team) if these opportunities would be of interest to you. We will of course keep you updated once dates have been confirmed.

Introduction to Involvement Workshop - Invites

We will be making contact with our Service User/Network Members throughout October to offer spaces for our forthcoming Introduction to Involvement Workshops which are due to commence as from November 2020. These are informal information sharing sessions which we hope you will find useful. More details will be outlined in our email invites in due course.

Non LPT Involvement Opportunities

Building Better Hospitals for the Future Public Consultation

The three Clinical Commissioning Groups in Leicester, Leicestershire and Rutland have launched a public consultation in relation to a £450 million proposal to transform acute hospitals and maternity services locally. The consultation will run until 21 December 2020.

The “Building Better Hospitals for the Future” proposals set out a number of significant changes that would lead to improved patient care, better patient outcomes, and ensure staffs are best placed to make this happen.

There are a number of ways in which people can find out more and have their say. The full consultation document and questionnaire survey can be accessed via their website:

www.betterhospitalsleicester.nhs.uk



Leicester, Leicestershire and Rutland

The Office of the Police and Crime Commissioner (OPCC) and the Violence Reduction Network (VRN) Community Leaders programme

The OPCC and the VRN are offering 20 free places on a three month training programme designed to develop people as community leaders. The programme aims to

identify, coach and support a network of community leaders across Leicester, Leicestershire and Rutland (LLR). The OPCC and VRN are committed to building capacity and resilience in communities. Enabling and empowering community leaders through investing in their knowledge and skills is an integral part of this and key to securing long term sustainability.

The programme will begin during mid November 2020, with weekly/fortnightly meetings (dates to be confirmed). 1:1 coaching sessions will be provided to build on existing skills and challenge approaches to leadership, as well as having opportunities to network with decision makers.

The application process is open from 9th September 2020, and individuals have up until 12th October 2020 (11:59pm) to return applications. Shortlisted applicants will be invited for an informal discussion via a video conferencing facility before any final decision is made.

To apply for a place on the Community Leadership Programme, please apply via the Community Leadership Programme Application Form which can be found on the following link;

<https://www.violencereductionnetwork.co.uk/community-leaders-sought>

For further information, please contact Ivan Liburd at ivan.liburd@leics.pcc.pnn.gov.uk

Supporting information for patients, service users and their carers from community and national sources

Bild is offering a Positive Behaviour Support (PBS) helpline to support families and carers of people with learning disabilities, mental health issues or autistic people with the challenges of living with Covid-19 restrictions.

Supporters, carers and family members might want to discuss how they are



doing, to gain reassurance that they are doing the right thing, or they might want to talk through some ideas and get some practical suggestions. The overall aim of PBS is to improve the quality of a person's life and that of the people around them. PBS is especially appropriate when someone is distressed or if their behaviour is concerning or challenging.

Bild's qualified and experienced PBS consultants can provide targeted support and strategies to help get through this next phase, based on PBS approaches. They will be providing phone support and people can book an initial half hour call through Eventbrite.

For more information please visit https://www.bild.org.uk/new-pbs-helpline-offer-for-families-and-carers-during-covid-19/?fbclid=IwAR0mZyNHvM-zPbXgbJDD74x_Tq8NN2ie2qOYviaxal6ZMxB7LNZsEfFIBTo



The work and health programme is a voluntary employment support programme designed to help people with a health condition or who are long term unemployed managed their health conditions, develop their skills and gain sustainable employment.

From day one of starting the programme, participants will have access to a wide range of health, wellbeing and employability support, accessible either through digital means or over the phone depending on individual preferences. Their service includes:

- Dedicated support manager who will work with the participant on 1:1 basis either by phone or video
- On line resources and support through their Shaw Trust Customer Portal
- Bespoke health and wellbeing services through their national and local specialist supply chain partners as well as in house specialists
- Network of specialist volunteers, professionals from various sectors and backgrounds who can support participants through 1:1 and group sessions
- Groups include life coaching, employment related activity, mental health support, IT training, and business start up
- Direct links to employers and local vacancies
- Dedicated in work support to help participants navigate employment

Referral process:

- Via your local job centre
- Through a referral organisation (borough housing department or adult social care)
- Self-referral

If you would like to self-refer, please call 0800 389 0082 or email: referral@shaw-trust.org.uk



The Carers Centre
LEICESTERSHIRE & RUTLAND
at the heart of caring

We are a Leicestershire based charity and dedicated to supporting family carers across the diverse population of Leicester, Leicestershire and Rutland who look after people with different needs.

In Leicestershire there are over 105,000 family carers and we help over 3,000 carers every year. By giving family carers ongoing dedicated support we can help them cope with their situations within their own homes. Our work makes a huge difference to carers struggling to cope with

disabled and critically ill loved ones. You can find out more about the support and various events on offer via this link; http://claspthecarerscentre.org.uk/?page_id=666

Carers E-Bulletin

Jacque Darlington, Healthwatch Rutland has kindly pulled together an E-Bulletin filled with useful links to help support carers within Leicester, Leicestershire and Rutland. The link to the bulletin is: https://drive.google.com/file/d/1g2FN_d8U6s1gU5ja5DRLx0-eAMv2RYV6/view.

Your Leicester

Subscribe to the city's weekly email newsletter for the latest council news, service updates and information on COVID-19.

leicester.gov.uk/yourleicester



New measures and support for self-isolation

As from 28 September 2020, anyone who receives a positive Covid-19 test or is told to self-isolate by the NHS Test & Trace Service is required to do so by law, with fines starting at £1,000 and increasing to £10,000 for multiple or severe breaches.

Adults on a low income asked to self-isolate from this date, who are unable to work from home and face a loss of income, may be entitled to a new £500 payment. This can be claimed from Leicester City Council online.

As from Monday 28 September 2020, anyone who thinks they may be entitled to claim can inform the Council they intend to claim by completing the intention to claim form on the Council website and can find out how to get help for those who are unable to make an online claim. The Council will make contact as soon as the claim process is available to complete and can backdate your application.

More information will be provided when further government guidance has been issued. Further updates and information can be found at: <https://www.leicester.gov.uk/your-council/coronavirus/council-tax-and-financial-support/test-and-trace-support-payment/>

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 10:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/09/NHS_Distraction_Pack_Issue_10.pdf

Link to Distraction Pack 11:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/09/NHS_Distraction_Pack_Issue_11.pdf

Link to Distraction Pack 12:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/09/NHS_Distraction_Pack_Issue_12.pdf

Useful Contacts

NEVER ALONE

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

Show and Share

This is a space for our network members to display any creative activities over the last month, to share their thoughts or to share anything they've found useful during these exceptional times.



One of our members has been producing some wonderful artwork

Some thoughts below from another member of our network

"Do not under estimate the power of the service users voice. You may have your qualifications...I did too, I had an amazing career with the ambulance service, until on one holiday abroad I experienced a panic attack, it was terrifying, I was a long way from home and felt I was going mad...looking back I had no idea what had happened, I was put on medication with a warning from the Doctor to say to my then partner that I could attempt suicide. I felt paralysed and in a constant state of panic.

Before this episode I was "normal", but now feel like I am treated as a leper as I have a mental illness. I could have been an amazing paramedic, but this illness has put doubt in my mind as well as in my medical notes. I am trying not to let this situation happen to anyone else as it has cost me 20 years of my life... You need to move on from this ancient and outdated thinking"

Your Voices, Feedback and Updates!

Patient Leadership Programme

This programme has now been running for a month and so far the Patient Leadership Programme attendees have been getting to know one another and covering the following subjects;

- Introduction to patient leadership and patient leadership in action
- Challenges and resolutions to patient leadership and involvement
- National involvement standards
- Patient diversity, assumptions and labelling, diversity in Leicester

The programme also includes optional self directed learning in order to further enhance the learning from these sessions.

Initial feedback from the sessions are very positive and attendees are enjoying their time on the programme. If you are attending the Patient Leadership Programme and would like to share your experiences in our next edition, please make contact with us using our details at the end of this newsletter.

People's Council update

We are pleased to announce the launch of the Trust's People's Council, a new independent advisory body, and would also like to welcome it's member's to this newsletter.

The People's Council is made up of individuals who have a lived experience of LPT's services, and will also include patient and carer representatives as well as voluntary and community groups across Leicester, Leicestershire and Rutland.

The aim of the People's Council is to work alongside the Trust to provide scrutiny, to help shape its approach to patient and carer engagement, and ultimately to improve patient experience and involvement at LPT. They will advise on the best methods of engaging and encouraging communities and individuals to feedback on service improvements, and will review the experience of those who use or who are impacted by services delivered by LPT.

Quote from Mark Farmer, Healthwatch Leicester and Chair of The People's Council *"This new initiative represents a commitment by LPT to ensure that patients, carers, voluntary and charitable services have a leading role in the development and improvement of LPT services. The aim will be to make sure that all of Leicester's, Leicestershire's and Rutland's diverse communities have a voice"*

Members of the People's Council will:

- Work with LPT to help shape its local health care services
- Share their perspective based on lived experience of using LPT services
- Advise on how to disseminate information to patients and the public
- Provide a strategic review of patient experience and engagement activity

Quote from Alison Kirk, Head of Patient Experience and Involvement *"We are really excited to launch our People's Council, this is a unique approach for an NHS Trust to bring together the voices of our patients, carers and voluntary and community partners. Working alongside the Trust Board and our services we will look to the Council to provide advice, support and scrutiny in relation to improving patient experience and the involvement of patients and carers in making decisions with us."*

Look out for further updates on the Peoples Council and projects they work on in future editions of our Patient Experience and Involvement Newsletter.

Feedback received for the Mental Health and Wellbeing Workbook

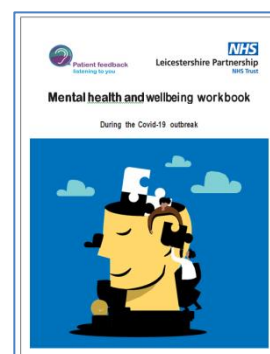
We have received some amazing feedback so far upon the launch of our workbook. We have included some comments from members of our network, as well as LPT staff and external organisations:

"You have brought out a masterpiece with the MH and Wellbeing workbook", "I think it is a must-have tool for the Psychosocial First Aid kit", "So very well done to everyone involved I am well impressed. Probably the best example of what co-production can produce" and "Just wanted to say what a fantastic resource this is". Service user/carer network member

"It is full of good advice and signposting to useful websites...What a fantastic resource!" LPT Staff

"This is brilliant. Can I share it with my own family and friends"? West Leicestershire CCG

You can find the workbook here bit.ly/mhworkbook



LPT Youth Advisory Board (YAB) update

YAB are continuing to meet virtually each week on Tuesdays at 5pm via Microsoft Teams. Two new members joined YAB during July and August from Leicestershire, widening the participation network across LLR.



The group during August have planned and scored a pre-interview task for two nursing posts at the new Beacon Child and Adolescent Mental Health Services (CAMHS) Unit. YAB have also provided feedback for several patient facing documents from various services. Plans for YAB over the next few months include:

- Feedback and recommendation discussions around Health Watch report in CAMHS
- YAB yearly report to be developed and shared by November 2020
- YAB to create engagement request form for services to maintain clear involvement and manage service requests

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?

Please contact us if you have any questions/suggestions

LPTPatientExperience@leicspart.nhs.uk

FREEPOST LPT Patient Experience

0116 295 0818

Twitter; @LPTPatientExp

A graphic featuring a quote on a background that transitions from light green at the top to light yellow at the bottom. The text is in a bold, black, sans-serif font, arranged in four lines.

**DIFFICULT ROADS
OFTEN LEAD TO
BEAUTIFUL
DESTINATIONS.**