



Patient feedback
listening to you

NHS

Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 02.11.2020

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

Welcome to the 12th 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).

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.

Involvement Walk and Talk Group



We understand this continues to be a difficult time for everyone and have received feedback from some of our network members that loneliness and isolation are growing contributing factors in their daily struggle throughout this period.

Unfortunately we find ourselves again in lockdown for the next four weeks. However we could take this time to explore this as an option for when restrictions are lifted?

Some suggestions already raised are:

- Meeting each week in order to make connections with each other
- Building relationships in order to provide support to each other during this period
- Meeting at a venue/area that would suit the majority of the participants

If you are interested, please let us know by making contact with the team using the contact details contained at the end of this newsletter

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.

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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

Central Access Point (CAP) Workshop 10th November 2pm – 3:30pm via MS Teams

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.

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/Central-Access-Point-CAP-Service-user-carer-and-members-of-the-public-online-workshop.pdf>

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.

Links 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>

Community Health Services: Pressure Ulcers Patient Information – Patient and User online Workshop, 24th November 2020 12:30-2:30pm via MS Teams

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. 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/Pressure-Ulcer-Prevention-Workshop-Invite-24.11.2020.pdf>

Recovery and Collaborative Care Planning Monthly Cafes via MS Teams

- **Wednesday 25th November, 11-12pm - Connectedness**
- **Monday 21st December, 1-2pm - Hope Xmas Café**
- **Wednesday 27th January 2021, 11-12pm - Identity**
- **Friday 26th February 2021, 1-2pm - Meaning**
- **Wednesday 24th March 2021, 11-12pm - Empowerment**

The cafés are a shared space for service users, carers, NHS staff and a variety of other speakers to come together to have collaborative conversations around care planning and recovery. The cafes are themed around the recovery concepts of CHIME (Connectedness, Hope, Identity, Meaning, and Empowerment) and service users often deliver masterclasses in sharing their lived experiences.

The next café we will be focusing on the “C” in CHIME: Connectedness. The session includes a Ted Talk from Ruby Wax, along with sharing information about the Frazzled Cafes Ruby has been involved with. The Recovery College will also provide information about who they are and what courses they can offer.

Link to find out more details: <https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/Recovery-Cafe-Invite-25.11.2020.pdf>

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 links:

<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.

Non LPT Involvement Opportunities

Public invited to Building Better Hospitals consultation event

A series of online events has been arranged to help people find out more and ask questions about proposals to spend £450 million transforming acute hospital and maternity services in Leicester, Leicestershire and Rutland.

The events have been arranged as part of the *Building Better Hospitals for the Future* public consultation, which launched at the end of September and runs until 21 December 2020.

The consultation concerns the services delivered at the three main hospitals in Leicester, run by University Hospitals of Leicester (UHL) NHS Trust, as well as services delivered at the midwifery-led unit at St Mary's Hospital, Melton Mowbray.



The consultation events will take place online, using Microsoft Teams, due to the restrictions imposed by the Covid-19 pandemic. To ensure people who aren't on line are still able to participate, there is an option to listen in by telephone and submit any questions in advance.

There are three types of online events – question and answer sessions with a panel of invited guests, public events with the opportunity to discuss the consultation, and workshops on specific topics.

When are the events?

The **public events** are due to take place on;

- November 12 (7-8.30pm)
- November 21 (2-3.30pm)
- November 27 (10-11.30am)
- December 2 (7-8.30pm)
- December 12 (2-3.30pm)
- December 13 (2-3.30pm).

Workshops are taking place if you want to talk about a specific topic within the consultation and give more detailed insights and views. The workshops will take place on:

- November 9 (11am-12.30pm) with topics covering a general discussion, carers, and maternity
- November 18 (6-7.30pm) with topics covering maternity, Glenfield Hospital, and Leicester General
- November 19 (6-7.30pm) with topics covering a general discussion, Leicester Royal Infirmary, and the children's hospital
- November 23 (6-7.30pm) with topics covering a general discussion, Glenfield Hospital, and Leicester Royal Infirmary.

Question and answer panel session

If you just want to ask questions during an event via the question and answer box within the Microsoft Teams Live platform, or submit them up to two hours in advance please join a question and answer panel. This sessions takes place on:

- December 7 (7-8.30pm).

To join any of the above events visit: <https://www.betterhospitalsleicester.nhs.uk/meetings-and-events/> and click on the event link you want to join.

Healthy Ageing - Visions for our Futures

Oxford Brookes University is delighted to mark the World Health Organisations (WHO's) Decade of Healthy Ageing with a month of free lunchtime seminars, workshops and talks to illustrate the breadth and depth of action that we can take as individuals, employers, professionals and researchers.



Our researchers and partners will showcase leading edge research, explore policy challenges and provide us with advice and tips about how to age healthily.

The programme covers everything from exercise, alcohol and nutrition, to the design of buildings, transport systems and towns

For more information please visit <https://www.brookes.ac.uk/research/healthy-ageing-and-care/healthy-ageing-month#progbydate>

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



Health Advice Booklet

In response to covid-19 a number of leaflets specific to helping people stay healthy at home were created. The aim of the leaflets was to offer guidance to pre-empt some issues that may arise due to lockdown restrictions. To help the transition to lockdown ease they have also produced a leaflet helping people with anxiety about the easing of restrictions. All the information contained in the leaflet is also available on the council's website

Please click on the following link to access the advice booklet: <https://www.leicspart.nhs.uk/wp-content/uploads/2020/10/Health-advice-booklet-NWLDC.pdf>

The Way of the Horse Workshops

The “Way of the Horse” are hosting two free upcoming workshops which may be of interest to you.

- “Understanding how breathing and the vagus nerve can help with stress”. Our bodies are amazing. Would you like to learn how to master your stress? The workshop will take place on 6th November 2020.
- “Understanding Healthy Boundaries”. The majority of breakdown in communication and relationships between friends and family is due to the lack of healthy boundaries. This workshop will give you the tools needed to establish and maintain healthier relationships. The workshop will take place on 13th November 2020.



For more information on either of these workshops please contact The Way of the Horse directly via email: thewayofthehorse2018@gmail.com

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. The link to the latest editions can be found below;

Link to Distraction Pack 12:

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

Link to Distraction Pack 13:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/10/NHS_Distraction_Pack_13.pdf



Remote Art Projects



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



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'Every Brilliant Thing'

Multi media project.

During these difficult times, LPT and BrightSparks will be inviting people to compile artworks, creative writing, music, comedy, photos and anything else artistic. Once things have settled down then we will arise, collect everything, and display, publish, perform, and record for the world to enjoy. We're all in this together, so this project is open to all.

Please see: <https://www.facebook.com/Every-Brilliant-Thing-111790323800892/>

We will have weekly inspirations for the duration so please contact us for updates.

To express your interest + receive updates please contact Tim Sayers, arts in mental health co-ordinator at LPT on 07795 475 806 or tim.sayers@leicspart.nhs.uk

Useful Contacts

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 9-5or8pm)

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 busy with their mindful colouring

A poem written by one of our network members

THE EARTH DIES SCREAMING

The earth whispered but you did not hear.

The earth spoke and you did not listen.

The earth screamed and you took no notice.

And so I was born.

I was born to awaken you not to punish you because the earth cried out "Please, no more" Massive flooding, burning forests, strengthening hurricanes, terrifying tornadoes, severe drought, ice-caps and glaciers melting at an alarming rate.

Parts of the oceans and rivers so polluted they are without life.

And still you did not listen.

Your nonstop greed, your violence towards each other.

No matter how much hate there was, no matter how many killings.

It was more important that you get that latest iPhone than listen to what the earth was trying to tell you.

And you still did not listen.

But now I am here.

Yes I am here.

To make you listen, and you like the earth will worry about your own survival and existence.

I will take away your material things and your comforts so that you can reflect on what is important in your life.

Again I am not here to punish you I am here to awaken you, and when I am gone please remember these moments, skies are clear blue, China has better air quality than they have had for years, the water in Venice is clean and dolphins are returning.

Listen to the earth.

Listen to your soul.

Stop fighting each other.

Start caring for each other.

Start caring for this planet and all its creatures.

Because next time I will come back.....even stronger.

Signed: CORONAVIRUS

Your Voices, Feedback and Updates!

The Patient Experience Network (PEN)

We are thrilled to hear that we were a PENNA 2019 winner for Environment of care with LPT's Knead to Chat project led by Malcolm Heaven.

Knead to Chat uses therapeutic bread making activities to bring people together within the framework of the Five Ways of Wellbeing.

Connect – creating a safe, relaxed space for people to meet with others, helping develop a social network to support and enrich lives

Be active – encouraging connectivity and mobility providing an opportunity to get up on your feet and use energy in the kneading process

Take notice – baking bread is a mindful activity that gives times to reflect on what matters to you. Through conversation we encourage the sharing of stories, experiences and challenges

Keep Learning – learning new skills or rediscovering an enjoyable activity and using dormant skills. Either way it's a fun way to learn and build confidence

Give – home baked bread is a wonderful gift to share. To give something you have put time into making can have a positive impact on your well-being and help with good functioning.

A key element of the project is the development of volunteers to lead bread baking activities in the community. As well as enhanced bread making skills, we train and support volunteers so that they are able to stimulate thinking and discussion in groups.



Patient Leadership Programme – Participants we need your feedback!

This programme is now coming to an end and we would like to include your feedback in the next edition of this newsletter, therefore if you have attended this programme and would like to share your experiences, then please do let us know.

We would like to offer this programme to more of our network members so we are particularly interested in hearing about your experiences, anything you have enjoyed, what you have gained from the course, as well as any suggestions to include in future sessions.

People's Council – Update

The Peoples Council have been coming together to start to shape the branding and aims for this group, as well as getting to know each other. We have asked the chair of the Peoples Council to explore with its members to provide us with a monthly update for future editions of this newsletter. Members of this group, please get in touch with us if this is of interest or alternatively speak directly with the Peoples Council Chair.

Recovery Café Relaunch - Feedback

Thank you to those of you that attended the launch of our first virtual Recovery Café, it was great to see new as well as familiar faces. The launch was a great success with many service users, carers and staff all taking the time to attend and to reconnect with the recovery concept of CHIME; Connectedness, Hope, Identity, Meaning and Empowerment.

Rob Gee, a Mental Health Nurse and Performance Poet and was our guest speaker delivering a light hearted and fun session on self care. In his session, we produced our first Recovery Café group poem. The following link will take you to the poem; <https://www.leicspart.nhs.uk/wp-content/uploads/2020/10/Recovery-Café-Self-Care-Poem.pdf>

We also received some lovely feedback from the attendees, and would like to share the following feedback received from a service user/carer network member:

“it was lovely connecting with you all today at your Virtual Recovery Café...I would like to take the opportunity to feedback to say how nice and welcoming this Recovery Cafe was for newcomers to join (particularly for me as this was my first ever time) and I very much felt the warmth and welcoming you all gave, it was a very friendly and amicable cafe created”

Introduction to Involvement Workshop – Test session

We recently held a trial session with a few of our network members to test out the workshop, looking at the content/style and flow of the session. We received some great feedback and have made subsequent revisions to how the workshop will be delivered. We are testing the revised session again with the same group with a view to offering future dates out to our network from November onwards.

Leadership Behaviours Feedback Session – Update

Thank you to those who attended the Leadership Behaviours Feedback Session on 14th October. Your feedback has been shared with the Workforce Development Team who will provide an outcome to this feedback in due course.

Mental Health and Wellbeing Workbook - Update

We are very excited to announce that we have been successful in our bid to secure funds to professionally print as well as translate the workbook into the top three languages spoken across Leicester/Leicestershire and Rutland!

We will of course keep you updated on when these versions will become available, however in the interim, you can find a copy of the workbook here <https://www.leicspart.nhs.uk/wp-content/uploads/2020/10/MH-and-Wellbeing-Workbook.pdf>



IAPT Workshop and Bid - Feedback

Thank you to those who attended the IAPT workshop at the beginning of September 2020. The bid was submitted and your feedback and information provided through the workshop and survey has been used in the bid application.

The team are currently working on a presentation that will take place as part of the process and are inputting into that presentation to ensure they reflect what they have heard from the workshop, but also to set out how they will engage service users if successful in being selected.

The team will provide you with an update on the process and outcome once this has been completed over the coming weeks.

Community Knowledge and Signposting Focus Group - Feedback

LPT's Transformation Team would like to thank those of you who attended their two workshops back in September 2020. Your feedback and content will help the team to shape the principles behind the webpage and design a specification.

The team will create a task and finish group to oversee the development and wish for our network members to be involved as well as LPT staff. The team are hoping to deliver changes as soon as technically possible using a phased approach. We will keep you updated on developments.

LPT Youth Advisory Board (YAB) update

YAB are continuing to meet virtually each week on Tuesdays at 5pm via Microsoft Teams, and following a recruitment drive, the group has recruited four new members which is great news. YAB have supported the Leicester, Leicestershire and Rutland (LLR) wide #BetterhospitalsLeicester, consultation. Staff from the clinical commissioning groups and University Hospitals of Leicester presented the YAB group with the consultation programme and supported discussions around how YAB are supporting other children and young people across LLR to engage with sharing their views.

The group are also planning a response to the "free school meals" agenda, and are looking at fundraising to put together Christmas food/treat packages for service users who use LPT Families Young People and Learning Disability services who would be in need this type of support. More information to follow next month's edition.

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

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