



Patient Experience & Involvement Newsletter

Monday 07.12.2020

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

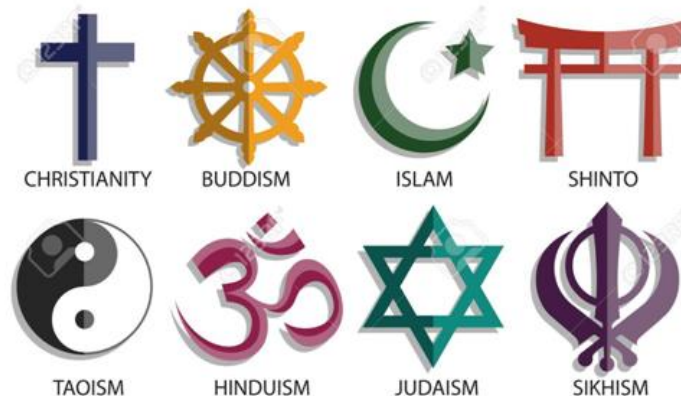
Welcome to our festive edition of Leicestershire Partnership NHS Trust's (LPT) Patient Experience and Involvement Newsletter. We hope the items contained in this newsletter provide you with useful and informative information.

You will find contained in this month's edition, 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).

Introducing different types of festivals

Festive celebrations take place in all cultures, all across the globe and for lots of different reasons. Whether it's for religion, music, food, or simply for culture, there are festivals for all of us.

Above all festivals can be celebrated but this does not mean we have to physically partake; we can simply educate and empower our own mental knowledge by reading and learning more about other Multi-Faith Communities we have in today's society. More information can be found in 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 in Tier 3 currently, 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.

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



Invitation to Induction to Involvement Workshop

We are pleased to announce the launch of our Induction to Involvement Workshops. During December we will be running two sessions to target our existing membership, with a view to providing dates in the New Year for any new members going forward. Our next session is:

- **Wednesday 16th December 2020 from 2 to 3.30pm using MS Teams**

Overview of the workshop: In our practical session, we will cover the following:

- Working together as equal partners
- Involvement framework
- Involvement charter
- Confidentiality agreement
- Skills/Experience/Needs and Interest form
- Support and training we can offer you
- Reward and Recognition Policy

Involvement Packs: We will post out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

MS Teams Link: Will be shared via email a week before the workshop is due to take place.

Please make contact with the Patient Experience and Involvement Team if you wish to join this session.

Involvement Network Christmas Get Together

Friday 18th December 2:00 - 4:00pm

We are holding a virtual Christmas get together for us to come together and have a bit of fun before the Christmas holidays. This will be an opportunity for us to have some Christmas cheer, maybe a quiz with a few other Christmas games.

MS Teams Link: Will be shared via email before the session is due to take place. Please make contact with the Patient Experience and Involvement Team if you wish to join this session, and if you have any ideas on games/activities we could include in this session.

Recovery and Collaborative Care Planning Monthly Cafes via MS Teams

Monday 21st December, 1-2:30pm - Festive Café

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 Xmas café will be a festive celebration with a Christmas quiz, a creative workshop from Tim Sayers, LPT's Arts In Mental Health Coordinator, along with a special guest.

MS Teams Link: Will be shared via email before the session is due to take place. Please make contact with the Patient Experience and Involvement Team if you wish to join this café.

Link to find out more about the cafes: <https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/What-are-the-Recovery-Cafes.pdf>

Christmas Day MS Teams meet up

Friday 25th December – time to be arranged

One of our network members has offered to hold a MS Teams session on Christmas Day for anyone that would like to connect and say hello. Please let us know if this would be of interest and we can send you the Teams link.

Non LPT Involvement Opportunities

Public invited to *Building Better Hospitals* consultation events

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.

To join an online events visit:

<https://www.betterhospitalsleicester.nhs.uk/meetings-and-events/> and click on the event link when you are ready to join.

When are the events?

The public events

Join a public event and ask questions in exactly the same way as you would have done in a face-to-face public meeting, using the functionality of Microsoft Teams. To access any of the public events visit: <https://www.betterhospitalsleicester.nhs.uk/meetings-and-events/> and click on the event link you want to join.

The public events are due to take place on:

- December 12 (2-3.30pm)
- December 13 (2-3.30pm).

Workshops

If you want to talk about a specific topic within the consultation and give more detailed insights and views, then join a workshop. These will be limited to a pre-registered audience of up to 15 people. People will have the choice of joining a workshop covering one of three topics on each date. To access any of the public events visit: <https://www.betterhospitalsleicester.nhs.uk/meetings-and-events/> and click on the event link you want to join.

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.

The sessions takes place on:

- December 7 (7-8.30pm).

To join the question and answer panel and any other online events visit: <https://www.betterhospitalsleicester.nhs.uk/meetings-and-events/> and click on the event link you want to join.

Share your feedback on mental health services for veterans

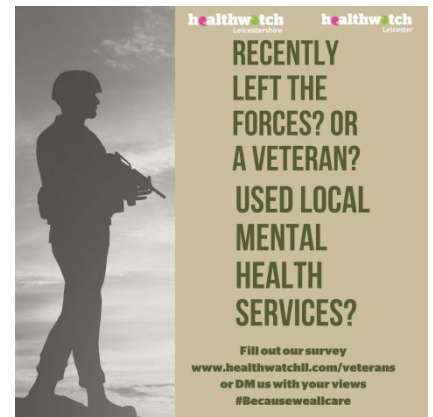
Healthwatch Leicester and Healthwatch Leicestershire want to hear from local veterans to find out their experiences of mental health services. We want to understand what your experiences have been like when accessing mental health services or trying to get help for mental health issues.

We would like to speak to all veterans who have worked in any of the UK forces. We want to explore what support you received when returning to civilian life and if you received any mental health support.

The aim of the project is to understand how veterans deal with mental health, explore the options available and any improvements to services that can be made.

We need veterans to get involved and share their experiences. Please complete our survey - <http://tinyurl.com/HWLLveterans>

We are also conducting one-to-one and group talks. If you would be interested, please contact us on 0116 251 8313 or email enquiries@healthwatchll.co.uk



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

Little Lullaby - Our service for young parents returns

October has seen the return of Little Lullaby our service for young parents

We have received funding from the National Lottery, which has enabled us to relaunch a digital version of Little Lullaby across the UK and we are back on [Instagram](#), [twitter](#) and our website: www.littlelullaby.org.uk.



Many Young Parents have been actively involved with the charity despite the end of the project. We are really hoping to welcome new members (young dads and mums) to our Young Parent Panel who help set our direction, advise and contribute to the success of the project. We are also looking for volunteers to blog or vlog about their experiences as a young parent or take part in social media takeovers. No prior experience is necessary and we can help guide on topics and putting together a blog.

If you are interested in blogging, vlogging or joining our Young Parent Panel, please contact us at info@littlelullaby.org.uk or check out our Instagram [here](#) and follow us.

Our platform connects young parents to support and offer practical help to each other. Please do not hesitate to [contact us](#) should you have any questions or require further information

Carers Passport scheme

The Carers Passport has been developed in response to the difficulties and challenges that carers face daily and to highlight the importance of carer recognition, particularly during the ongoing coronavirus pandemic.



Carers Passports are designed to:

- Recognise the support carers provide.
- Raise awareness of caring.
- Be conversation starters and ease recognition in a variety of situations.
- Enable carers to access support or services offered to those in a caring role.

The passport will be recognised around Leicester, Leicestershire and Rutland. Carers who are already registered with Support for Carers will automatically receive their wallet sized Carers Passport card by post, carers can also request a lanyard if required.

New requests for Leicestershire carers can be made via Support for Carers on 01858 468543 or by emailing maureen@supportforcarers.org.

LOOKING AFTER SOMEONE?

If you provide help to a family member, friend or neighbour who cannot manage on their own, make sure you have a carers passport.

Carers Passports are designed to:

- Recognise the support you provide
- Raise awareness of caring
- Be conversation starters and ease recognition in a variety of situations
- Enable you to access support or service offers to those in a caring role

Your local support organisation who can provide your carers passport is: **Support for Carers** T: 01858 468 543 E: maureen@supportforcarers.org W: www.supportforcarers.org
1st Floor, Torch House, Torch Way, Northampton Road, Market Harborough, LE16 9HL

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 14:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/NHS_Distraction_Pack_14.pdf

Link to Distraction Pack 15:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/NHS_Distraction_Pack_15.pdf

My Mind Matters Project Activities

Due to the COVID-19 pandemic the My Mind Matters project is running activities via Zoom known as the Ngage Group and the winter wellbeing programme. The winter wellbeing programme offers activities and a safe place where you can discuss interests and make friends.

Please note that the Friday Furry Friends activity, you do not necessarily need to have a pet. If you like animals or are grieving due to a loss of an animal you are more than welcome to attend.

The Ngage Group is an online community drop in group held weekly on Thursdays where all are welcome to attend. The purpose of the meeting is to provide community engagement which can be anything from Yoga and Bingo to informative conversations such as discussing wellbeing.

We also offer one to one support for coping techniques for certain mental health issues such as anxiety. This is a weekly telephone call for 30 minutes which last up to 4 weeks. We are able to extend this up to 12 weeks if required. Please note that our telephone line (01858411383) is still open during business hours to offer any advice/signposting with regards to mental health issues or wellbeing concerns for those within the Harborough District.



Your local charity improving lives

MY MIND
MATTERS



HARBOROUGH WINTER WELLBEING SUPPORT PROGRAMME: 1st November- 1st March

My Mind Matters works in partnership with local organisations and community support groups to provide a programme of daily activities which are shown to improve and maintain wellbeing.

Keeping safe and warm this winter, our activities are moving online so we can continue to build community and stay socially connected through challenging times. Open and free to join for those living in Harborough District 18+.

To find out more information about the My Mind Matters project and see how we can help you please contact us via phone or email.

Call us on : 01858 411 383

Text us on : 07548 224 731

Email us on : mindmatters@vasl.org.uk

Visit our website: www.vasl.org.uk



Leicestershire
County Council



East Leicestershire
and Rutland
Clinical Commissioning Group



West Leicestershire
Clinical Commissioning Group

VASL 1st Floor Torch House, Torch Way ,
Northampton Road, Market Harborough Leics LE16 9HL
Charity No 1141274 Reg Company No 7517828

Mini Multi-Faith Calendar

The Main Christian Festivals:

Christmas Day: 25th December, celebrates the birth of Jesus Christ. Traditionally Christians go to church for this celebration and usually includes spending time with loved ones decorating a tree in their home, eating a special meal, giving gifts, sending cards and decorating the home. Some children may also believe that Father Christmas brings presents the night before Christmas Day.



Easter: is the most important festival in the Christian calendar and takes place in March or April. It marks the death of Jesus Christ on Good Friday and his rising from the dead on Easter Sunday. Easter is a time when Christians take time to reflect and prepare for Easter. Easter eggs are chocolate eggs often given as presents at Easter as a symbol of new life.

Other Religious Festivals:



Diwali: is the most important religious festival celebrated by followers of Hinduism. It is also called Diwali/Deepavali or Deepawali and is commonly referred to as the Festival of Lights. The Festival of Lights celebrates the Hindu New Year. It is a celebration of the victory of light over darkness and the triumph of good over evil. Diwali normally falls in October or November and lasts for five days and it is the biggest and brightest of all Hindu festivals where many prepare to decorate their houses with lights, clay lamps and

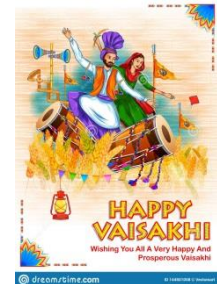
candles and exchange gifts.

Hannukah: one of the most widely observed Jewish holidays is a festive eight day celebration that for many people falls during the darkest, coldest season of the year (November or December). Also called the Festival of Lights, the holiday brings light, joy and warmth to homes and communities as they celebrate with candles, food, family and friends.



Eid/Eid al-Fitr: also called the “Festival of Breaking the Fast” is one of the most important Muslims festivals in the Islamic calendar and marks the end of Ramadan, when Muslims have fasted for a month. Lots of people celebrate this by spending time exchanging gifts and visiting friends and family. The date when it takes place changes every year. Muslims attend special services and meals.

Vaisakhi (also spelled Baisakhi): is a Sikh New Year Festival. One of the most important dates in the Sikh calendar. It marks the start of Punjabi New Year. Celebrated among the Sikhs and also Hindus, Vaisakhi is a spring harvest festival that is celebrated in the month of April every year with parades, dancing and singing.



Useful Links and References: “life looks different when viewed from a spiritual perspective...”

We are pleased to include some useful online learning resources for those wanting to learn and explore more on Spiritualities /Inter-Faith from all backgrounds.

The Brahma Kumaris World Spiritual University (UK) - provides opportunities for people from all backgrounds to explore their own spirituality and learn skills of reflection and meditation derived from Raja Yoga, which help develop inner calm, clear thinking and personal well-being.

Please visit website: brahmakumaris.uk

The Inter Faith Network - is a charitable organisation that provides knowledge and mutual understanding of the teachings, traditions and practices of the different faith communities.

Please visit website: Interfaith.org.uk





NEON is running three trials to test whether people benefit from viewing, hearing and reading stories of recovery from mental health conditions. They have assembled a collection of 500 recovery stories from around the world.

Based on the feedback NEON has received so far, the responses have not been as diverse as they would like. They are therefore making a conscious effort to increase a more representative participation in both their trials and in their collections.

More diverse responses will mean a more realistic/useful study for people with mental health conditions and/or concerns. They are aware that mental health carries considerable stigma in many communities for a variety of reasons and are aspiring as much as possible to reflect this, and therefore would like to encourage people experiencing mental ill health from all communities (including those identified as protected characteristics under the Equality Act 2010) to take part.

If you want to find out more and take part in the trial, you can sign up at <https://recoverystories.uk/>

Stories can be donated at:

<https://www.researchintorecovery.com/research/neon/neoncollection/donateastory/>

Please feel free to visit: <https://recoverystories.uk/> for further information



Raffle in Support of our much-valued LPT Volunteers



We are raising funds to support and to celebrate our wonderful volunteers who give their time and skills freely to help patients, service users and staff in the Trust. This year in particular volunteers have gone the extra mile to support the NHS locally and served as valuable keyworkers during the pandemic. We have over 450 volunteers active in a variety of roles and they are really making a difference.

We use the money we raise to send every volunteer a birthday card, to give every new volunteer a welcome pack, to fund long service awards for dedicated volunteers and we are planning to host the Trust's first ever volunteer conference.

Please support our seasonal raffle by purchasing a ticket at <https://go.rallyup.com/lptvolunteersraffle>
(You will need to use Chrome or MS Edge for the link to work efficiently and not Explorer)

Prizes include two confectionery hampers, handcrafted Mr and Mrs Santa Claus, a gin tasting kit bottles of prosecco, bottles of wine, toiletries and biscuits. The draw will be made on Friday 11th December so please don't wait, get your tickets today.



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 9-5or8pm)

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

Celebrating Excellence

LPT's annual Celebrating Excellence awards aim to recognise exceptional individuals and teams for their dedication and commitment to our vision: 'creating high quality, compassionate care and wellbeing for all' and values of compassion, respect, integrity and trust.

This year's award ceremony was unfortunately postponed due to Covid-19. We received over 200 nominations, and following a tough shortlisting process LPT's Communications team are now very pleased to reveal the official shortlist (for work undertaken from April 2019 to February 2020)



We are delighted to announce amongst the shortlisting, the following nominations:

Recovery and Collaborative Care Planning Cafés.

Azar /Tania/Lyn Williams/Claire Armitage/Haley Cocker – have been shortlisted for Excellence in Partnerships award.

April S – has been shortlisted for Excellence in Patient or Service User Involvement Award for their involvement in the PROM work – (Patient Related Outcome Measures).

Involvement Group – Nominated but not shortlisted for Excellence in Patient/Service user involvement Award.

Malcolm Heaven – Knead to Chat programme was nominated but not shortlisted for Excellence in Patient/Service user involvement Award.

Kelly Anne Webster – is a staff member working in Adult Learning Disability services and was nominated but not shortlisted for Excellence in Patient/Service user involvement award.

Covid Heroes

It is our great pleasure to launch a special Celebrating Excellence award for this year – Covid Heroes: ordinary people doing extraordinary things. The last few months have been nothing like anything we've ever experienced before, so we wanted to launch this year's awards as a special dedication to the hard work of LPT staff (including bank staff and volunteers) throughout the Covid-19 pandemic.



The Covid Heroes awards aim to recognise and celebrate individuals and teams who have gone above and beyond throughout the Covid-19 pandemic, showing dedication and commitment to our vision of 'creating high quality, compassionate care and wellbeing for all' and our values of compassion, respect, integrity and trust.

Do you know a Covid Hero at LPT? Say thank you by nominating them using the following link:
<https://www.leicspart.nhs.uk/about/celebrating-excellence-2020/covid-heroes/>

Entries will close at 23.59 on 8th January 2021.



Recovery Café Feedback

The Virtual Recovery Cafes have been well attended and have been great fun to facilitate and to attend. Please see some of the feedback received below from Novembers Café:

“Very upbeat and uplifting session. Great contributions”

“Thanks so much for inviting me to the Recovery and Collaborative Care Planning Café today! I really enjoyed attending, and would be interested in joining in going forwards. It’s a lovely environment!”

Leadership Behaviours Feedback Session – Update

The Our Future Our Way Project Team would like to extend their thanks to all our network members who have contributed to the culture, leadership and inclusion programme that the team are currently undertaking in Leicestershire Partnership NHS Trust.



The team were pleased to be able to feedback to you by way of introduction to our new leadership behaviours framework that are pivotal to the 9 priorities identified throughout the engagement with staff, service users and other stakeholders, as well as being a vehicle for to align the improvement to our Step Up To Great strategy.

The team have a written record of the feedback you gave to both at the session and afterwards and are ensuring those comments are fed back into each work stream and they look forward to keeping you up to date with progress over the coming year.

Patient Leadership Training Programme – Participant Feedback Review:

“I joined the ‘Online Patient Leadership Training Programme’ as an individual who’s has lived experiences of receiving health care services from Leicestershire Partnership NHS Trust (LPT). By joining this training programme I learnt to develop key strategic influencing, leadership and decision-making skills. This was by focusing on strengthening the key abilities, knowledge and confidence so I could support changes and implement improvements across our Local + National Health Services. Thank you very much Angela for providing this course - it’s an excellent content of the Patient Leadership Training Programme that builds on our own knowledge, to reinforce, and then expand further. Following the skills acquired from this training programme I’m also pleased to now share my recent new Patient Leadership post as a Patient Public Involvement and Engagement (PPIE) Committee - BAME Lead. I personally couldn’t have secured this opportunity without doing this Professional Training delivered by Angela Newton - Programme Facilitator and Founder, of the Lived Experience Matters. The support from Angela Newton was first rate, while the course was well paced and pitched at a level which allowed me to learn quickly and in depth without becoming bogged down in too much techno-babble. Thanks Angela for such a great 'Online Patient Leadership Programme' - look forward to training with you again! Would definitely recommend this training programme to anyone who wishes to learn more about Patient Leadership! Wishing the programme future successes”.

Mental Health and Wellbeing Workbook - Update

The workbooks are in the process of being translated into Gurayti/Hindi and Urdu. Once finalised they will go to print and 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/2020/11/MH-and-Wellbeing-Workbook_.pdf



LPT Youth Advisory Board (YAB) Update

A further two new members have joined the group since November after a two month recruitment drive. Links have been made with Rutland, Engagement and Participation Lead for the Rutland area and joined a meeting in November to understand the group and promote across Rutland networks and areas.

YAB have started a Christmas Treat/Food Parcel Appeal and have successfully raised £520. Packages will be made up and distributed across Child and Adolescent Mental Health services the week commencing 7th December

CAP workshop - feedback

The team would like to thank those of you that attended the workshop. The feedback is currently being used to improve services and they are looking to update the service name as an outcome of the workshop discussions. A small group of service users have also agreed to work alongside the team in order to review feedback and implement improvements.

Value Based Recruitment Questions/training session – Update

Thank you to those who took part in our recruitment training session. Feedback has been positive as most found this session useful and informative. We are aiming to provide quarterly sessions throughout the New Year and will keep you updated on future dates.

Caring Confidentiality Leaflet - feedback

Thank you to those who provided feedback on the Caring Confidentiality Leaflet. Your feedback is now with the service involved who will provide us with an outcome which we will aim to include in a future 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

0116 295 0818

Twitter; @LPTPatientExp

