



Patient Experience & Involvement Newsletter

Monday 04.01.2021

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

Welcome to our New Year's 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).



Covid Vaccine

With 2021 comes light at the end of the tunnel in regards to Covid-19. You will be aware that vaccines are starting to be rolled out to members of the public, and we hope as many of you as possible will take up the offer of this vaccine. We all hope that we can eventually return to our normal lives; however we do need to continue to follow the rules of Hands, Face, and Space until then. We understand there are many questions regarding the vaccine, so have provided some current key messages as follows;

1. The Pfizer vaccine is safe and has been fully tested and approved. The NHS will not offer any Covid-19 vaccinations to the public until experts have signed off that it is safe to do so. The MHRA, official UK regulator, have confirmed this vaccine is very safe and highly effective, and we have full confidence in their expert judgement and processes.
2. It is vegan and contains no animal product or egg.
3. National priority groups are defined and will start with the over 80's, care home residents and their staff, along with health and social care staff most at risk
4. The vaccination programme will take a few months to roll out and will initially focus on those most at risk
5. You need a 7 day gap between having your flu jab and your Covid Vaccine
6. A second dose of the Pfizer vaccine at 21 days is required to ensure maximum effectiveness

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 4 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; suggested areas so far are Leicester City, Watermead Park Thurmaston, and Hinckley.

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

Safety Planning – Suicide Prevention **Monday 18th January 2021, 1:00 - 2:30pm via MS Teams**

Ann Jackson, Lead Nurse for Suicide Prevention would like to create a small service user/carer group to work alongside to make improvements to policies around suicide prevention and clinical risk assessments. Ann would like to co-develop with you the safety planning templates. We appreciate the sensitive nature of this topic, so your involvement could be individual or as part of a small group. Ann will also discuss psychological safety with you and be able to offer support throughout this project.

18th January 2021 will be the first meeting. If you would like to find out more or if this would be of interest to you, please let us know by making contact with the Patient Experience and Involvement Team.

Recruitment Panel Training

We are pleased to announce the launch of our new Recruitment Panel training, facilitated by the Patient Experience and Involvement Team.

Overview of the training:

- Recruitment and selection process
- Job description and person specification
- Interview questions/presentation
- Types of Involvement in the recruitment process
- Confidentiality
- Do's and Don'ts for interviewing
- Recording the interview



Future dates for new and existing members are as follows:

- **Thursday 21st January 2021 from 2pm-4pm using MS Teams**
- **Wednesday 21st April 2021 from 10am-12midday using MS Teams**

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

Mental Health Central Access Point **Tuesday 26th January 2021, 1:30-3:30pm via MS Teams**

Some of you may have already been involved in an earlier workshop looking at the Central Access Point and Turning Point services merging together to further support mental health in response to the coronavirus pandemic. You can find further details of this service later on in this newsletter.

As part of this earlier workshop, a small group of service users and carers have agreed to work alongside the service in order to help them to make sense of any feedback gathered from people accessing the service as well as supporting ongoing improvements.

The 26th January 2021 will be the first meeting. If you would like to find out more or if this would be of interest to you, please let us know by making contact with the Patient Experience and Involvement Team.

Invitation to Induction to Involvement Workshops

We are pleased to announce the launch of our Induction to Involvement Workshops. We have two workshops running for new members, one practical and one strategic session.

Overview of the workshop: (practical session), will cover:

- 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 (Practical session only) 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.

Overview of the workshop (strategic session) will cover:

- How does the NHS in England work
- Integrated Care System
- What is “Step up to Great”
- Support LPT can give you

Dates for new members are as follows:

- **Tuesday 26th January 2021 from 10.30-11.30am (strategic session) using MS Teams**
- **Thursday 18th February 2021 from 10.30-12.00 midday (practical session) using MS Teams**
- **Wednesday 7th April 2021 from 1.30-3.00pm (practical session) using MS Teams**
- **Thursday 15th April from 1.30-2.30pm (strategic session) using MS Teams**

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 these sessions.

Monthly Recovery and Collaborative Care Planning Cafes via MS Teams

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.

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

Virtual Recovery Cafes	
Month & Theme	Date & Time
January – Identity	Weds 27th 11-12.30
February - Meaning	Fri 26th 1-2.30
March - Empowerment	Weds 24th 11-12.30
April - Connectedness	Fri 30th 1-2.30
May – Hope & Optimism	Mon 24th 11-12:30
June - Identity	Weds 30th 1-2:30

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

Be part of Research in LPT

Research is creating new knowledge, or expanding on current knowledge. In the NHS, research helps us to answer questions to provide the best quality of patient care. This could be to provide new treatments, therapies and diagnostic tools, or even to inform lifestyle changes.



Patient and Public Involvement (PPI) can help us to strengthen the quality of research and make sure that it is meaningful to patients, service users, and carers.

The Research and Development team are looking for new PPI Research Partners. As a Research Partner, you could be involved in designing, managing, undertaking and distributing research in collaboration with researchers across LPT.

By being involved, you could:

- Help to identify the important questions which research can answer
- Guide researchers in designing their projects
- Ensure the research questions are relevant to patient care
- Design information sheets for participants, and make sure they are easy to understand
- Provide expertise to projects by using your lived experiences

If you would like to become a Research Partner in LPT or to find out more, please email LPTPatientExperience@leicspart.nhs.uk in the first instance.

Non LPT Involvement Opportunitites

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

Covid Winter Grant Scheme

Leicester City Council's Covid Winter Grant Scheme comes into effect from December 2020, building on the support given to the most vulnerable during the pandemic.



The government funding helps councils to directly help the hardest hit families and individuals whose finances have been affected by the Covid-19 pandemic and will help to support with food, bills and other essentials. Grants paid through this scheme will cover the period to the end of March 2021.

Further information regarding the grant is available at <https://www.leicester.gov.uk/your-council/coronavirus/coronavirus-support-for-residents/covid-winter-grant/>

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.

Links to the latest editions can be found below:

Link to Distraction Pack 16:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/NHS_Distraction_Pack_16-2.pdf

Link to Distraction Pack 17:

https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/NHS_Distraction_Pack_17.pdf

Link to Distraction Pack 18:

https://www.leicspart.nhs.uk/wpcontent/uploads/2021/01/NHS_Distraction_Pack_18.pdf

Recovery College Spring Prospectus

The recovery college is happy to launch their spring term prospectus. The prospectus is filled with information on courses available to service users.

The prospectus can be accessed through the following link:

<https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/Spring-Term-2021-Interim-Prospectus-FINAL.pdf>



The Recovery College are also supporting their students by uploading daily resources and course updates on their closed Facebook group. Everyone is welcome to join the group, so you can stay updated too. Search on Facebook for @LPT Leicestershire Recovery College or follow the following link; <https://www.facebook.com/groups/recoverycollege>

Finally, the college also has some helpful resources on their webpage including an online

mindfulness course and gratitude tips from one of the tutors - check them out here;
<https://www.leicspart.nhs.uk/service/leicestershire-recovery-college/>

If you are interested call 0116 295 1196 for further information. Courses are available to carers and LPT staff too!

Bright Sparks Arts in Mental Health

Bright Sparks Arts in Mental Health is continuing to run its Remote Art Programme available to anyone struggling with their mental health. The programme provides artist led support to be creative and friendly chat over the phone or via email.

If you would like to take part please email;
office@brightsparksarts.uk

Or Text 'Remote Art' and your postal address
to: 07585 602238



The poster features a watercolor-style background with the words 'REMOTE ART' in large, white, block letters. Below the title, a red banner contains the text: 'Remote Art: BrightSparks at a Distance is available to people living in Leicester, Leicestershire and Rutland who are struggling with their mental health.' The main image shows a woman in a blue hoodie looking at her smartphone. To the right of the image, text reads: 'The project involves professional artists working over the phone and via email with participants, supporting them to create art work, crafts, music, comedy and creative writing. Following the lock down, we will celebrate the work created at a special event. If you would like to take part... Email us at office@brightsparksarts.uk Text 'Remote Art' and your postal address to 07585 602238'. At the bottom, logos for BrightSparks, Arts Council England, Communities Fund, and NHS are displayed.

Useful Contacts



The poster has a pink background and features a central graphic of a rainbow arching over two hands (one white, one yellow) holding each other. The words 'NEVER ALONE' are written in a bold, black, sans-serif font across the rainbow. Surrounding the graphic are several contact numbers and service names, each with a small arrow pointing towards the center:

- 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

Mental Health and Wellbeing Workbook - Update

The workbooks have now been translated into 4 different languages and are available electronically with a limited number of hard copies available.

Links to each workbook can be found below;

- **English** - https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/MH-and-Wellbeing-Workbook_.pdf
- **Hindi** - https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook_Hindi.pdf
- **Urdu** - https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook_Urdu.pdf
- **Gujarati** - https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook_Gujarati.pdf



Please do share these workbooks with your families and friends. If you would like a hard copy of the workbook then please contact the Patient Experience and Involvement Team.

IAPT Workshop/Bid – Update

Unfortunately LPT have not been successful in the recent IAPT tender bid. No doubt you will share our disappointment around this news and we will look to regroup soon and work through any learning and feedback that we have received. The award has been given to independent provider Vita healthcare group who already provide similar services elsewhere.

The feedback and score is suggestive that it was a good bid and we know it was a strong model of integrated working. We are sorry that it is not better news. We will continue our work to improve mental health services for our people in LLR and will obviously explore the best ways to work with the new IAPT provider going forward. Whilst this outcome will cause challenges, we are sure we will work hard to focus on the needs of our service users, carers and communities. We would like to again take the opportunity to thank you for your time in contributing to the bid we submitted.

Youth Advisory Board (YAB) Update

YAB successful Christmas Treat/Food Parcel Appeal raised £520!

Packages were made up and distributed across Child and Adolescent Mental Health services prior to Christmas.

The picture on the right shows the amazing work these young people did. Well done to all involved!



Urgent mental health support strengthened as we merge helplines

Mental health central access point: 0808 800 3302

Thank you to those involved in the workshop making improvements to the Central Access Point Service.

From 16th December 2020 everyone in Leicester, Leicestershire and Rutland now has free telephone access to round-the-clock urgent mental health telephone support.



This launch also saw us merge our 24-hour all-age Central Access Point service, with Turning Point's free-phone adult crisis helpline, which we have commissioned (along with our crisis house) since 2017.

Using Turning Point's established Freephone* number **0808 800 3302** and the re-named **Mental Health Central Access Point** will give people of all ages free round-the-clock telephone access to urgent support, advice, signposting and referral for themselves or on behalf of others.

LPT staff and Turning Point will be working more closely together and for the first time will be co-located at the Bradgate Mental Health Unit, where we will welcome Turning Point's 25-strong team of skilled and experienced recovery workers handling the incoming calls.

Initially calls from the Central Access Point number 0116 295 3036 will be diverted to the new number, with plans for a formal launch and publicity campaign for the single Freephone service in the New Year.

- Our central access point was set up in (April 2020) in response to the COVID pandemic, providing all-age access to mental health support and reducing pressure on emergency services. The crisis line currently provides a free, confidential 24-hour mental health helpline for anyone in LLR experiencing a mental health crisis.

A small group of service users and carers have agreed to continue to work with this service in order to regularly review feedback received from service users and to ensure there is continued learning and improvements.

Virtual Recovery Café Update

The festive café was great fun! Many thanks to those of you that attended, and a special thanks for your festive attire as well as your best singing voices.

We started the session with a focus on our hopes and aspirations for the New Year, and had some lovely discussions around appreciating the smaller things, from walking, watching movies, to having a Baileys in your coffee!

We had a special guest, Tim Sayers, who is our Arts in Mental Health Coordinator, with his guitar providing a festive sing along. *"singing is certainly not my thing although I thoroughly enjoyed the café and came away feeling connected and uplifted"*

Please do take some time to reflect on your own year; what are you proud of? what are you grateful for? and what are your hopes for 2021?

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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Twitter; @LPTPatientExp

