



Patient Experience & Involvement Newsletter

Monday 01.03.2021

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

Welcome to March'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.

Road map to Covid Recovery

Whilst the publication of last week's road map to recovery provides us all with some hope for the future, please remember that there are many sources of support available to you, so access them if you need to. It's OK not to be OK – but be reassured that you are not alone.



Covid Vaccination programme

Please use the following link which provides you with the latest information on the Covid Vaccination programme: <https://www.leicspart.nhs.uk/latest/covid-19-latest-information/covid-19-vaccinations/>

Redaction

Please note we need to redact information contained January's edition of our Patient Experience and Involvement Newsletter relating to the Covid Vaccine in stating It is "vegan"

We are unable to confirm whether the vaccine has been tested on animals, however can confirm that the vaccine contains no animal product or egg. We would like to apologise for any confusion this information may have caused.

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



With Spring comes the lockdown exit route, which is now clearly set out. We can all begin to return to more aspects of our normal life again including the setting up of Walk and Talk groups.

We would love to hear from you on how these groups will benefit those who are interested. 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)



Leicestershire Partnership
NHS Trust



Over the following pages you will find details of training and development opportunities, as well as a list of new and ongoing involvement workshops and projects at LPT.

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

Recruitment Panel Training

Would you like to get involved with recruiting new members of staff? Opportunities often arise for service user/carers involvement in recruitment. This training will prepare you for being a panel member.

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



Jobs

Future date for new and existing network members is as follows:

- **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.

Introduction to Involvement Workshops we have two workshops running for new network members including an introduction to Involvement, and an introduction to the NHS;

Overview of the Introduction to Involvement workshop:

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

Involvement Packs (Introduction 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.

Date of Introduction to Involvement workshop:

- **Wednesday 7th April 2021 from 1.30-3.00pm**

Overview of Introduction to the NHS workshop;

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

Date of Introduction to the NHS workshop:

- **Thursday 15th April from 1.30-2.30pm**

All workshops are delivered by MS Teams; the 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.

Peer Support Worker Training linked to Mental Health

Training courses are now available in March and September 2021. The closing date for applications is Wednesday 10th March. There are two videos that applicants should watch as part of the application process, and questions about this will be part of (online) group interviews. Each video is around 45 minutes each but very interesting and worthwhile watching for anyone who is interested.

Please find the following links which will provide you with training information as well as an expression of interest form:

- Training information sheet: <https://bit.ly/2NqUfxV>
- Expression of interest form: <https://bit.ly/3qITpko>

Below are two videos that applicants should watch as part of the application process, as well as questions which will form part of online group interviews:

- Recovery – Rachel Perkins: <https://bit.ly/377CMkK>
Question: Can you describe what Recovery means in the context of your life and experience?
- Peer Support – Julie Repper: <https://bit.ly/2OzbU71>
Question: Can you explain what peer support means and how it can support Recovery?

If you have any further queries, or require any support with this form please contact Teresa Spilsbury Teresa.Spilsbury@leicspart.nhs.uk Tel: 07755 749 8007

Monthly Recovery and Collaborative Care Planning Cafes via MS Teams

We are pleased to announce our stepped up Recovery Café programme over the coming months. As from 26th February 2021, we will be running our Recovery Café sessions every two weeks for a 9 week period focussing on the 5 elements of CHIME as well as an introduction to the 5 Ways to Wellbeing, including various taster activities for attendees to try.

The below flyer contains dates and times to all café sessions as well as more information on how the sessions will work

If this has sparked your interest, we do urge you to confirm via email on which cafes you would like to attend so that we can ensure we send you the link and reminder closer to the time of each session.

For more information, please contact the Patient Experience and Involvement Team directly. We look forward to seeing you!



Link to Flyer: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/03/8-week-Recovery-Cafe-programme-ex-final.pdf>

LPT Research Opportunity

Are you a current or former user of Adult Mental Health Services?
If so we would like to hear from you!

The Psychology team at The Willows and Stewart House (Rehabilitation Inpatient Units) would like to obtain service user opinions regarding some research they are conducting. They would like you to help with two research projects which relate to recovery from mental distress, and would like to obtain opinions from people who have used mental health services as your views are vital in helping to improve their research.



For this opportunity, there is an optional payment from funds identified within Research. Participants can choose to be compensated with either £10 in cash or a £10 gift voucher. The Focus Group is planned for **Tuesday 16th March 2-3:30pm via MS Teams**

If you would like to know more, please read the attached information sheet using the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/03/Rehab-Research-Involvement-session-16.03.21.pdf>

Other Opportunities:

Perinatal Services

Do you have experience of accessing or supporting someone to access perinatal services? Our perinatal services are expanding and we are recruiting a number of new staff and would like your help in choosing the right candidates to become part of their team.

If you have experience of perinatal services and would like to know more about what is involved, please make contact with the Patient Experience and Involvement Team.

Share your experiences with students

Pre Covid, the Nutrition and Dietetics Team delivered teaching to dietetic students through clinical placements. Due to Covid, these placements are no longer possible and teaching is now delivered virtually via MS Teams. The team are looking for service users willing to share their experiences on professionalism of staff as well as positive, negative or indifferent experiences. There are three sessions planned from April – June with the team available to support you with sharing your experiences.

If you would like to know more/if this is of interest, please make contact with the Patient Experience and Involvement Team.

Help us to shape our new mental health self-assessment tool – Invite to online workshop

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

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

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

The workshop will take place on **11th March 2021 from 11am to 12noon** and will run for a maximum of 60 minutes using Microsoft Teams.

Please click on the following link which will take you to the design group flyer providing an overview of this workshop: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/03/Invitation-to-MHSAT-design-group-V1-2.docx>

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

Non LPT Involvement Opportunities

East Midlands Alliance CAHMS Service

We need your involvement, views and experiences as we develop our Child and Adolescents Mental Health Services (CAMHS) across the East Midlands. We want to ensure that we put you at the centre of everything we do.



What's involved?

We will have a variety of projects that we would like your input on, including:

- being a member of a Young Person's Board
- being a member of a Parents Board – first Board will take place on Saturday 13th March 2021
- being involved in discussions about improving our services
- being involved in training and workshops for staff
- designing service questionnaires to share with service users and providers of many children's services, to find out more about what needs to improve in CAMHS services.

If you are interested in some or all of these projects, we will get in touch for each project we are doing and it will be up to you to decide if you would like to be involved at that time. How much you would like to be involved is totally up to you.

How do I get involved?

If you would like to be involved please complete the form below, or email us.

Please also email if you have any questions or would just like a chat about getting involved:

katie.bedford@nhft.nhs.uk

Link to access the invite: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/02/CAMHS-PC-co-production-invite-v1.docx>

NHS England and NHS Improvement in the Midlands Survey

NHS England and NHS Improvement in the Midlands want to understand more about patient access to GP services during the Covid-19 pandemic and why fewer people used GP services than had done before.

So, they would like to ask for your help to complete their short online survey or telephone interview to gather experiences from local service users about accessing GP services during the pandemic. NHS England is particularly keen to hear from patients with learning disabilities or mental health patients. The online survey can be completed here; <https://www.surveymonkey.co.uk/r/VHLZ9CH>

It is also important that they hear from people who do not have access to the internet or would prefer to answer questions by telephone. If anyone would prefer to speak by telephone to a member of their team about your experience, you can complete the registration via the below link, and someone from their team will be in touch to arrange a telephone conversation. Only your name and phone number will be passed to the NHS survey team so they can make contact. Personal details including your name and any answers given will all be anonymous. Registration link: <https://www.surveymonkey.co.uk/r/NHSPC-GPFeedbackC-19>

Alternatively, you can call Karena Matthew-Donawa to book or complete a telephone survey on 07920 782522. If you would like to complete the survey in another language, this can be arranged through an interpreting service.

Expert advisors needed in the NHS England Adult Mental Health team

Our ambition is for patients, carers and the public to be at the heart of everything we do. We believe that by involving and coproducing with people who use and care about mental health services, we can understand your diverse health needs better and focus on what matters to you. We can also improve patient safety, patient experience and health outcomes and support people to live healthier lives.



The Adult Mental Health Team at NHS England and NHS Improvement are looking to recruit a number of Expert Advisors to be part of an Advisory Network to help shape, influence and develop policy work within the adult mental health programme.

The Adult Mental Health Advisory Network has three main objectives:

1. Provide a lived experience perspective by sharing experiences, ideas and feedback
2. Review, challenge, advise and contribute to draft material
3. To help influence, shape and identify the right national priorities for the team to focus on, to support delivery of the NHS Long Term Plan

We encourage applications from both carers and people with lived experience of a range of mental health experiences/diagnoses, as well as those with both mental health and physical health needs. We are also very committed to promoting diversity and equality of opportunity for all. We therefore encourage applications from individuals from all backgrounds, particularly people from Black, Asian Minority Ethnic (BAME) communities, people from LGBTQIA+ communities and people with a co-

occurring physical disability, learning disability or autism.

Please see the [information pack](#) for further details on what the Expert Advisor role entails, and the required skills and experience.

To apply for this exciting opportunity, please complete the [Application Form and Equality Opportunity Monitoring Form](#).

Alternatively, if this form does not work for you, please complete the Word document [Application Form and Equal Opportunities Monitoring form](#) and return it by email to laura.tyrrell1@nhs.net.

The closing date for applications is **Wednesday 10 March at 11:59 PM**

Covid 19 Vaccination Survey



Leicester City Clinical Commissioning Group
West Leicestershire Clinical Commissioning Group
East Leicestershire and Rutland Clinical Commissioning Group

The Clinical Commissioning Groups in Leicester, Leicestershire and Rutland have launched a Covid-19 vaccination survey exploring views of people in Leicester, Leicestershire and Rutland, and what matters most to them. We want to understand if people are ready for their Covid-19 vaccine and how they can help you to feel reassured and confident in your decision to be vaccinated. The survey closes on Friday 12th March 2021.

Link to access the survey: <https://eu.questionpro.com/t/AB3uqrqZB3u99k>

Help researchers understand how you process language

Researchers are asking adults with autism, dyslexia or neither of these conditions to help with research. Individuals need to be 18 years of age or older, and speak English to native-level fluency.



The study is in two parts. The first part includes some questionnaires that should take around 10-15 minutes. The second part involves some further questionnaires and short tasks taking about 30 minutes.

Please find the following link to the first part of the study:

<https://research.sc/participant/login/dynamic/8CCB514F-4647-41C1-8BEB-28C37F805AAE>

When you follow this link, please click START. This will show the information page for the study, and you can then decide if you want to take part. If you choose not to take part, you can simply close the page. If you choose to take part, please work through the survey.

Once you have completed the first section of the study, we will email you a personalised link to the second part. You will be able to log in and out of this second part to complete the study at your pace.

Please feel free to share the link above with anybody who might be interested in taking part. We're interested in hearing from autistic and dyslexic individuals, and individuals without a diagnosis.

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

Every Mind Matters Tips and advice on mental health and wellbeing

To support people during this time, Public Health England has launched a nationwide Better Health - Every Mind Matters campaign to equip adults with tips and advice to look after their mental health and wellbeing and help support others such as family and friends.



For more tips and support, [visit the Every Mind Matters website.](#)



'Positive Thinking' - The Brahma Kumaris World Spiritual University

Please see below a useful online resource for those wanting to learn and explore more on **'Positive Thinking'**.

Sessions hosted by The Brahma Kumaris World Spiritual University (UK) – A place that provides opportunities for people from all backgrounds to explore their own spirituality and learn skills of reflection and meditation.

Learn how to:

- become a master of your thoughts and feelings
- tap into the natural positivity of the mind
- finish energy-draining self-talk and language
- improve the quality of your relationships
- remain free from negative influence and pressure

Developing inner calm, clear thinking and personal well-being, for more details - please visit their website: www.brahmakumaris.uk



Relay UK

Relay UK is a service that supports people who have speech and or hearing impairment. You can find out more information at www.relayuk.bt.com.

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 21:

https://www.leicspart.nhs.uk/wp-content/uploads/2021/02/NHS_Distraction_Pack_21.pdf

Link to Distraction Pack 22:

https://www.leicspart.nhs.uk/wp-content/uploads/2021/02/NHS_Distraction_Pack_22.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!

BrightSparks Arts in Mental Health - 'ARTY SOCIAL' and other online groups

Brightsparks are proud to launch their virtual Arty Social sessions, 90 minutes of creative talk, fun and activities hosted by Tim Sayers held virtually every Thursday.

For more information please visit

<https://www.brightsparksarts.uk/r/arty-socials-2021>.

Please see the following page for breakdown on available activities

Creative Arts - Tuesday mornings 10.30 – 12.00am.
For more information please Visit
<https://www.umatterleicester.co.uk/online-visual-art/>
The first sessions being led by the wonderful Jo Sheppard.

Creative Writing Wednesday mornings 10.30 - 12.00am.
For more information please see
<https://www.umatterleicester.co.uk/remote-art-online-creative-writing/> . The first session will be delivered by Brandon Oliver.

The Comedy Asylum - Friday afternoons 1.00 – 2.30pm.
Details tbc. These sessions will be run by the one and only Rob Gee!

Please contact Tim Sayers directly to express interest in all the online workshops and for login details by email:
Tim.Sayers@leicspart.nhs.uk.

Brightsparks online can offer mental health service users support with acquiring IT equipment as well as telephone support to help to attend these sessions.



The poster is titled 'ARTY SOCIAL' in large, bold, black letters. At the top left is the 'BRIGHTSPARKS' logo with the tagline 'ARTS FOR MENTAL HEALTH & CARE'. At the top center is the 'U. matter' logo. At the top right is the 'Leicestershire Partnership NHS Trust' logo. The main text reads: 'JOIN US EVERY THURSDAY AFTERNOON FOR 90 MINUTES OF CREATIVE TALK, FUN, AND ACTIVITIES. HOSTED BY TIM SAYERS, WITH SESSIONS LED BY DAMIEN TOZER WITH SUPPORT FROM STUDENT ARTS PSYCHOTHERAPIST MARNIE ASTON + OTHERS.' Below this, it says: 'You'll be encouraged to participate + share your thoughts, experiences and art, but you can just come along if you wish. And every session will end with a bit of arts therapy based activity!' and 'AND IT'S FREE WITH FREE VIRTUAL REFRESHMENTS.' The event details are: 'To take place every Thursday afternoon 2 - 3.30 on-line via U.matter at The University of Leicester.' Contact information: 'Each session delivered via Zoom. Please contact Tim Sayers for further information and/or login details on tim.sayers@leicspart.nhs.uk Or telephone 07795 475 806'.

Eating Disorders Awareness Week, 1-7 March 2021

Join the campaign to create a future where people experiencing a binge eating disorder are met with understanding and compassion.

Beat are focussing on an often-misunderstood illness that 1 in 50 of us will experience in our lifetime.

For more information regarding Eating Disorders Awareness Week 2021 - Binge Eating Disorder (BED) please visit: [Eating Disorders Awareness Week - Beat](#)



Useful Contacts



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



If I had a broken arm

The analogy "if I had a broken arm, I wouldn't need to explain that I was hurting" is totally irrelevant to mental health.

If I see a Doctor and state I am in pain, they would say "where does it hurt?" It's my head that hurts, not my arm, and I need a completely different department.

Because you have spoken out, people can't second guess you, nor should they be expected to as sometimes we don't always get the answers that we feel fit us, there may be a trillion reasons why, no size fits all, everybody is different and nobody has all the answers. If your therapy didn't completely fix you... don't blame the x ray!

Mental health is not black and white so be grateful, people can only give you what they have got and no one is a miracle worker. I wish they were! Remember when you get angry, when you give people all you have and are disappointed with the reaction, they are giving you all they have got to support and help you. Please do not bite the hand trying to feed you as we all have different tastes and diets, and they are doing their best.

It's ok to not be ok but it's not ok to think they are always ok...they are trying. Imagine a world without people offering to support you! Trust them, be patient and kind as we are all human xx

Service user/carer Network Member

Mental Health and Wellbeing Workbook - Update

The workbooks have been translated into four different languages and are available electronically as well as in hard copy format. The workbook has also been placed in LPT Book of Brilliance which showcases successful projects and initiatives across our organisation.

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 copies of the workbook, please make contact with the Patient Experience and Involvement Team.

People's Council update

The People's Council is an independent advisory body to Leicestershire Partnership NHS Trust (LPT), and is made up of volunteers with lived experienced called 'Patient and Carer Leaders' as well as representatives from the Voluntary and Community Sector from across Leicester, Leicestershire and Rutland. It was established because of conversations that were being had about strengthening the voice of service users, their carers and family in the development and delivery of LPT services and policies.

We had our first meeting in Autumn 2020, where we started the process of coming together as a team. We discussed how we wanted to operate, and member behaviours so that we create a positive and supportive working environment. At our most recent meeting we met to discuss revisions to the Trust's Step Up To Great strategy and agreed given the importance of it that we wanted to have a role in it's development.

As a Council we have decided that our mission statement is: 'Providing an independent voice to make LPT services great for all' - this reflects on that that while we are an LPT body, that we are equal partners with the Trust's Executive Team and Board. We will be dealing with matters that sit at both the strategic and service delivery levels and will also work with LPT to help shape its engagement plans by advising on the best ways to reach the communities that it needs.

Having recently had a joint session between the Council and the Board of the Trust, the Council is currently working on priorities for the year ahead. With the help of LPT's communications team we also been developing branding, including a logo for the Council and a social media plan to help generate awareness of who we are and what we aim to do.

With the communication team's help, we will soon have an online presence both on the Trust's website and on social media. Once this is up and running, we will let you know more. If you would like to talk to me about the work of the People's Council then you can drop me a line at: mark.farmer2@nhs.net

Personal Safety Planning working group - update

The working group for this project met for the first time on 16th February to look at how the group will work together, along with an open discussion on what Safety Planning means in practice. Different safety planning materials already in use have been shared with this group for consideration. We will keep you updated on the groups progress in future editions of this newsletter.

We would also love to hear about your involvement journey during this time:

Would you like to share how you have found your involvement journey so far?

What involvement projects have you been involved with?

Would you like to feedback to us so we can share your involvement experiences in future editions of this newsletter?

Your feedback on the projects/activities you have been involved with will help us to inform others at the beginning of their involvement journey.

We are happy to arrange one to one sessions with you to explore what service areas you are particularly interested in so we can match you to projects that fit your needs and interests.

Please contact us if you have any questions/suggestions

LTPatientExperience@leicspart.nhs.uk

FREEPOST LPT Patient Experience

0116 295 0818

Twitter; @LTPatientExp

"Any one of us could be affected by an unexpected life event or illness where peer support will be vital to our recovery and wellbeing"

