



# Patient Experience & Involvement Newsletter

Tuesday 06.04.2021

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

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



## Road map to Covid Recovery

Whilst the publication of the governments 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 is 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/>

### 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](http://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. As up to six people can now meet up outdoors, we have taken steps to organise an April Walk and Talk session!

The Walk and Talk meet will take place on **Monday 26<sup>th</sup> April from 2-3pm** at Abby Park (LE4 5AQ) This would be for a maximum of 6 people. We have two confirmed interested members; therefore, two places are still available. Please let us know if this would be of interest to you by emailing [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk)

We aim to expand on these groups over the May period, so will advertise further dates/times along with suitable venues in our next edition. Please let us know if there is somewhere particular you would like us to set up a walk.

## 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)



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](mailto: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 21<sup>st</sup> 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.

## 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.

Remaining café dates;

- **Friday 9<sup>th</sup> April 1-2:30pm**
- **Friday 23<sup>rd</sup> April 1-2:30pm**

The below flyer contains dates and times to all café sessions as well as more information on how the sessions will work: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/03/8-week-Recovery-Cafe-programme-ex-final.pdf>

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!



## Online Patient Leadership Programme

We are again pleased to offer the opportunity to attend a Patient Leadership Programme for members of our service user/carer network looking at developing your strategic influencing, leadership, and decision-making skills.



We are running an information session for people to find out more about the programme on **Thursday 22nd April 11am – 12pm**. Following this session the deadline for expression of interests is on **Monday 26 April**.

Please see below an overview of the programme and the information you will need to submit on your expression of interest:

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/03/Overview-of-Online-Patient-Leadership-Programme-2021.pdf>

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/03/Expressions-of-Interest-2021.pdf>

Once you have completed your expression of interest please email it to [angela@livedexperiencematters.org.uk](mailto:angela@livedexperiencematters.org.uk)

## 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 four sessions planned from April – June with the team available to support you with sharing your experiences. Dates are;

- 29<sup>th</sup> April 10am-12pm
- 13<sup>th</sup> May 10am-12pm
- 24<sup>th</sup> May 10am-12pm
- 30<sup>th</sup> June 2pm-4pm

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

## 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.



## Join our Big Conversation!

### Help to develop our new Equality, Diversity and Inclusion Strategy

Equality, Diversity and Inclusion Team

We want to hear from our staff, service users and carers to identify areas of good practice and areas for improvement and consideration for our new Equality, Diversity, and Inclusion Strategy.

Get involved by registering to join our virtual workshop to share your views and feedback and help to design and develop the strategy for 2021 – 2025 where we will be asking:

### What does a Gold Standard Equality, Diversity and Inclusion Strategy look like to YOU?

The workshop will take place on 28<sup>th</sup> April 2021 from 10-11.30am and will be delivered via MS Teams; the MS Teams link will be shared upon registration. Please contact the Patient Experience and Involvement Team if you wish to join this session.

Link to the flyer for more details: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/04/EDI-Workshop-Invite.pptx>

## We are looking for patient/carers to become members of two meetings.

- Patient Carer Experience Group (PCEG)
- Equality, Diversity and Inclusion (EDI) Patient Involvement and Experience Group

Leicestershire Partnership NHS Trust (LPT) believes that patients can be influential partners in driving, delivering, and supporting change as well as providing us with helpful feedback. Actively listening to the expertise and lived experience of our patients, their carers and families will enable us to deliver high quality healthcare services.

Those with a lived experience of LPT services will work alongside Trust staff as a member of the following groups:

### EDI

The main purpose of the EDI group is to provide drive and determination to improve under representation in experience and involvement opportunities of patients and carers accessing LPT services. Our Patient Leaders will work with the members of EDI, as equal partners to strive to embed a culture of inclusion, engagement and collaboration where everyone feels valued and recognised. For more information on the role please click the link: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/03/EDI-Patient-Rep-Role-Description-v4.docx>

### PCEG

The main purpose of PCEG is to ensure that LPT is delivering and implementing the Patient Experience and Involvement three-year delivery plan. Our Patient Leaders will work with members of PCEG, as an equal partner in the provision of assuring and strategically influencing the development and improvement of patient experience and involvement across LPT. For more information on the role please click the link: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/03/PCEG-Pateint-Rep-Role-Description-v4.docx>

These opportunities are only open to network members who have completed the Patient Leadership Programme. Please contact the Patient Experience and Involvement team for role descriptions and an Expressions of Interest form.



## Calling out for interest in our new Step up to Great Mental Health Service User & Carer Advisory Group

The Trust is currently undertaking a multi-million-pound transformation of our adult mental health services. Our ambition, working alongside staff, service users, their families & carers, is to deliver a mental health service that gives the best possible mental health support and care for local people. This plan for this change is called 'Step up to Great Mental Health' and we now have a draft plan that we are ready to take to public consultation in May 2021 to get wider input into our proposals.

We have been working with service users, their families & carers on the proposals in this plan for the past four years and now we would like to set up an advisory group to help us through the important final stages: the consultation and putting the plan into action.

You can read about the work we have done over the last four years by visiting <https://www.leicspart.nhs.uk/involving-you/all-age-transformation-of-mental-health-and-learning-disabilities-services/>

We are looking for people with personal experience of any of our mental health services, either as a service user or a family member/carer who can spare some of their time and expertise to guide our work. Our engagement team will match your skills and your time available to give so that we use your input in the best way possible. Closing date for expressions by **23<sup>rd</sup> April 2021**.

If this sounds interesting, then we would love to hear from you. Please either email us at [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk) or call us on 0116 2950818 and we will get back to you to discuss how you can help.

## 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 13<sup>th</sup> 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](mailto: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>

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## Help to improve the quality of physical healthcare of inpatients in mental health hospitals



NCEPOD are conducting a review of physical healthcare provided to inpatients in mental health hospitals and are asking the public to complete the below surveys to help inform and improve the quality of physical healthcare whilst as an inpatient.

The following link will take you the NCEPOD website which provides you with more information on this study: <https://www.ncepod.org.uk/phmh.html>

### **Patient/Service user survey:**

If you are aged 18 or older and have had an inpatient admission to a mental health hospital and have a physical health condition or received physical health care whilst an inpatient, NCEPOD would be grateful if you could complete this short survey on the physical healthcare you received. Please click on this link to access the survey: [https://ncepod.qualtrics.com/jfe/form/SV\\_5ilwTua7nNfOgGq](https://ncepod.qualtrics.com/jfe/form/SV_5ilwTua7nNfOgGq)

### **Carer Survey:**

If someone you care for has had an inpatient admission to a mental health hospital and has a long-term physical health condition or received physical health care whilst an inpatient, please complete this short survey on the care they received. Please click on this link to access the survey:

[https://ncepod.qualtrics.com/jfe/form/SV\\_1AnEE3JQUpcRW8S](https://ncepod.qualtrics.com/jfe/form/SV_1AnEE3JQUpcRW8S)

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## University Hospitals of Leicester - Driving Excellence Strategy/Priorities 2021-23 Consultation



The University Hospitals of Leicester are currently looking for patient feedback on their Driving Excellence Strategy/Priorities for 2021-23.

Strategy/priorities are created to govern how as an organisation they collect and use feedback in an effective way.

The following link provides you with access to review their strategy and also submit your feedback: <https://www.leicestershospitals.nhs.uk/patients/thinking-of-choosing-us/patient-experience/patient-feedback-driving-excellence-priorities-2021-23-consultation/>

To note: you do have the option to complete this survey anonymously.

The survey closes on **Wednesday 14<sup>th</sup> April 2021.**

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# 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.](#)



## Autism Support Helpline

A free, confidential service, providing advice, support and information for neurodiverse adults, young people, and their families.

No matter what stage of your journey, they can offer:

- Strategies
- Resources
- Signposting to other services
- Advice
- Supportive listening

Tel: 0800 031 5445 for more information.

**Autism Support Helpline**

A free, confidential service providing advice, support and information for neurodiverse adults, young people and their families.

**0800 031 5445**

Autism | ADHD | Sensory Processing Differences

No matter what stage of your journey, we can offer:

- Strategies
- Resources
- Signposting to other services
- Advice
- Supportive listening

**Daisy Chain**  
A helpline for families affected by autism

Lines open:  
Mon-Thurs 9am-8pm  
Friday 9am-5pm

Nationwide support

In partnership with  
THE NATIONAL LOTTERY COMMUNITY FUND

HM Government

Daisy Chain | Catf Fallow Lane | Norton | Stockton-on-Tees | TS20 1PF  
Registered Charity No. 1109792 Company Limited by Guarantee 4763989

## 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 23:

[https://www.leicspart.nhs.uk/wp-content/uploads/2021/04/NHS\\_Distraction\\_Pack\\_23.pdf](https://www.leicspart.nhs.uk/wp-content/uploads/2021/04/NHS_Distraction_Pack_23.pdf)

#### Link to Distraction Pack 24:

[https://www.leicspart.nhs.uk/wp-content/uploads/2021/04/NHS\\_Distraction\\_Pack\\_24.pdf](https://www.leicspart.nhs.uk/wp-content/uploads/2021/04/NHS_Distraction_Pack_24.pdf)

#### Link to Distraction Pack 25:

[https://www.leicspart.nhs.uk/wp-content/uploads/2021/04/NHS\\_Distraction\\_Pack\\_25.pdf](https://www.leicspart.nhs.uk/wp-content/uploads/2021/04/NHS_Distraction_Pack_25.pdf)

## Recovery College Summer Prospectus

Leicestershire Recovery College has been delivering courses online via Skype and Microsoft Teams, with a total of 25 courses delivered over the Spring Term which ended in March. We are pleased to launch our Summer 2021 programme, containing a range of online courses designed to support health and wellbeing from the comfort of your own home.



We are continuing to enrol over the phone and also provide useful links & resources to support mental health via [Twitter](#), [Facebook](#) and our webpage.

Please call 0116 295 1196 if you wish to speak to a member of the recovery college team to request a copy of the current prospectus and/or to enrol.

You can access the prospectus online through the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/03/Summer-Term-2021-Interim-Prospectus-final.pdf>

University of Leicester - U.Matter will be restarting their free Writing and Drawing for Wellbeing sessions from the end of March 2021. This new sequence of workshops will run monthly up until summer and culminate in a virtual exhibition.



All levels will be catered for, but no experience of writing or drawing is required. Participants will ideally need the following basic materials – paper to draw on (ideally no smaller than A3 – but whatever you have available will work!) willow charcoal, a rubber, pen, and pencil.

Please [See here for more via the wonderful University of Leicester, U.Matter](#) which includes details on how to register your interest.

## 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



## Your Voices, Feedback and Updates!

### 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](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](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](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](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.

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### Personal Safety Planning working group - update

The working group is currently looking at preferenced materials which have been produced nationally to take forward to adapt and co-create LPT personal safety plans along with information leaflets/a letter of hope. The next meeting will take place on Thursday 8<sup>th</sup> April.

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### Involvement Evaluation Survey – feedback

Thank you to those of you who provided valuable feedback on our draft involvement evaluation survey. We received some really positive feedback! We now are in the process of collating this feedback and will make the necessary changes/improvements to this survey with the view to sending to our network members upon completion of their involvement activities, so we ensure we continue to listen and learn from their experiences.

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### Mental Health Central Access Point (MHCAP) Working group - update

Unfortunately due to unforeseen circumstances the March meeting had to be rescheduled with the next meeting taking place on Thursday 22<sup>nd</sup> April. The group are learning more about what the service is about, looking at a pathway to access this service and the volume and type of calls being received. The working group intend to develop the way we collect feedback from those accessing

the service and how we can make improvements moving forward. Currently the group have supported the service to create branding in which to advertise this service.

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### **Youth Advisory Board (YAB) – update**

During March YAB received a “Recruitment” training session facilitated by the Patient Experience and Involvement Team. This session included covering how to be an equal partner on an interview panel, levels of involvement, contributing to questions/confidentiality and disclosure.

Four YAB members will be joining the wider LPT Peoples Council, with members having met with the chair, Mark Farmer along with providing support to attend these meetings.

YAB have also been working with the mental health transition team in order to share their feedback and experiences, the transition project team will keep us updated with any developments.

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### **Mindset Shelf**

Rochelle, one of our network members has launched a self help book club on Facebook called ‘Mindset Shelf’ in order to help others in need. Reading can contribute towards recovery and can be seen as a complimentary therapy alongside other treatments. The book club has an active community which focuses on self help books which can improve the quality of peoples lives and add value towards the recovery process. The following link to Minset Shelf is below where Rochelle hosts regular book club meetings; <https://m.facebook.com/groups/mindsetshelf>

You can also find out more about Rochelle and the book club here;

<https://www.edgehill.ac.uk/news/2021/03/alumna-turns-life-around-to-start-self-help-book-club/>

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### **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**

[LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk)

FREEPOST LPT Patient Experience

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