



Patient Experience & Involvement Newsletter

Monday 07.06.2021

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

Welcome to June's edition of Leicestershire Partnership NHS Trust's (LPT) Patient Experience and Involvement Newsletter. 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

which provides additional information and access to our on line Expression Of Interest form.

Involvement Walk and Talk Group

The Walk and Talk group met on during May at Abby Park. It was lovely to meet up with a small group and walk together. Below are some pictures we took to share with you:



Our June Walk and Talk sessions will take place as follows:

- Monday 7th June at Abbey Park (LE4 5AQ) from 12.00 to 1.00pm.
- Monday 21st June at The Botanical Gardens (University of Leicester) to meet/park at Swithland House (LE2 2PL) with a 10 minute walk to the gardens from 12.00 to 1.30pm

You are more than welcome to join us although spaces are limited due to covid restrictions. Please let us know if you wish to attend by emailing: LPTPatientExperience@leicspart.nhs.uk and we can then confirm the meeting place with you. Please also send through any suggestions for somewhere in particular you would like us to set up a future 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 or call 0116 295 0818



Monthly Recovery and Collaborative Care Planning Cafes via MS Teams

The Recovery Cafes are a shared space for service user/carers, NHS staff and local voluntary and community groups to come together to connect around care planning and mental health recovery

You can find out more about the cafes and CHIME by accessing the following link:

<https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/What-are-the-Recovery-Cafes.pdf>



Future Recovery Café dates are as follows:

- **Wednesday 30th June from 1pm to 2.30pm**
- **Friday 9th July from 1pm to 2.30pm (Mental Health Consultation Session – Have your say)**
- **Thursday 29th July from 11am to 12.30pm**

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!

Are you interested in sharing your experiences of mental health recovery? Or co-facilitating a Recovery & Collaborative Care Planning Café?

The Recovery and Collaborative Care Planning Cafes are YOUR space, and we would like to support those of you interested in delivering a short session on your experiences of living with your mental health and recovery or anything that has particularly helped you. Maybe you would like to facilitate at a future Recovery Café and lead the session? This could be showcasing a skill that you have, or teaching others a craft etc.

The Patient Experience and Involvement Team can support you with the planning and delivery of your session and are happy to meet with you to talk through any ideas you may have.

Please make contact with the Patient Experience and Involvement Team if this would be of interest

Recruitment Panel Training

Would you like to get involved with recruiting new members of staff? Opportunities often arise for service user/carer 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



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

- **Tuesday 17th August from 10am-11.30am**
- **Friday 10th December from 1pm to 2.30pm**

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 Reimbursement 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.

Dates of Introduction to Involvement workshop:

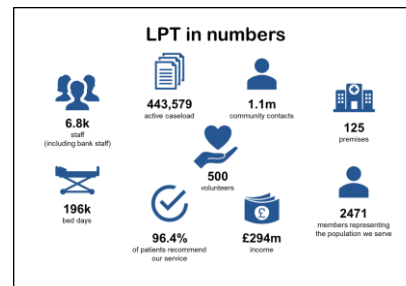
- **15th June 2021 from 10:30am to 12pm**
- **19th August 2021 from 1pm to 2:30pm**

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

Dates of Introduction to the NHS workshop:

- **23rd June 2021 from 10am to 11pm**
- **11th August 2021 from 2pm to 3pm**



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.

LD QIP

LPT's Learning Disability Service is focusing on improving its services and we would love for you to be involved...

Our vision is to provide the best care we can to local people with Autism and people with a learning disability. Our care will always be high quality, safe and proactive and we want to achieve this collaboratively with our community, patients, and carers.

We have a monthly newsletter and lots of various opportunities for everyone to get involved, whether that is to help us improve our care delivery, giving us feedback on accessibility, attending our Talk and Listen groups or being involved in our interview panels. There is an opportunity for your voice to be heard so would love to hear from you.

Please make contact via LPTPatientExperience@leicspart.nhs.uk confirming you are interested in learning disability involvement and improvements.



Introduction to Research

Research can be defined as the creation of new knowledge. Medical and healthcare breakthroughs would be impossible without research, which makes it a core function of the NHS. Over the last year, the COVID-19 pandemic has highlighted the importance of research in healthcare. Without research, there would be no new ways to prevent disease, alleviate pain or provide treatments. Research allows healthcare to progress and improve. Join this session to learn more about what research is, why it's important in the NHS and how you can be involved. Future sessions are as follows:

- Friday 3rd September 2021 – 9 – 10am
- Friday 12th November 2021 – 9 – 10am

Please make contact via LPTpatientExperience@leicspart.nhs.uk to book your place

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.

Step Up to Great Public Consultation Goes Live!

Monday 24th May 2021, marks the start of a 12-week public consultation into LPT's mental health services.

<https://www.leicspart.nhs.uk/news/step-up-to-great-mental-health-services-in-leicester-leicestershire-and-rutland/>



The consultation is being run by the local Clinical Commissioning Groups (CCG's) in association with Leicestershire Partnership NHS Trust, and is asking people about plans to invest in transforming parts of our adult and older people mental health services.

How to have your say

If you can get online, then visit our website – www.greatmentalhealthlr.nhs.uk or if you need help to complete the consultation then call 0116 295 0750 or email beinvolved@LeicesterCityCCG.nhs.uk

The consultation brings together proposals on two key areas of adult and older people's mental health:

- improving care provided when it is urgent
- improving planned care



4 Service User and Carer Consultation sessions have been arranged, dates and times are as follows:

- Tuesday 29th June 2021 from 10.30am to 11.30am
- Tuesday 6th July 2021 from 3pm to 4pm
- Wednesday 21st July 2021 from 6pm to 7pm
- Thursday 5th August 2021 from 2pm to 3pm

For more information, please click on the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/05/21170-NHS-MentalHealth-A5-Digital-Flyer-v2.pdf> and book your place through the Patient Experience and Involvement Team

Non LPT Involvement Opportunities

Autism Post-Diagnostic Support

Leicester, Leicestershire and Rutland (LLR) Autism and Learning Disability Services and authorities would like to work with autistic adults, parents, unpaid carers, and families on a new project which is about improving services and support.

LLR have organised a number of virtual focus groups, the latest will take place on:

- Tuesday 8th June 6.30pm – 8pm

The date and time for the focus group is via Zoom. For more information, please view the poster on the below link;

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/05/Autism-Post-Diagnostic-Focus-Group-Poster-FINAL-PDF.pdf>

For more information or to get involved, please contact:

Ester Vickers, Autism Officer.

Tel: 0116 454 4243 or by Email: Ester.Vickers@leicester.gov.uk



Invitation to BAME and Eating Disorder Table Talk for young people

Please find Information inviting young people with lived experience of Eating Disorders who identify as Black or Asian to share their experiences, successes, and ideas on how to improve services, in a workshop being run by West Midlands AHSN and the HiN, supported by BEAT, on Monday 7th June.

Details on how to sign up are included here:

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/05/BAME-ED-Table-Talk-Event.pdf>

For those interested, please email hin.equality.ed@nhs.net

This workshop forms part of the overall aim to reduce inequalities by improving access to FREED.



NHS England are advertising current opportunities to get involved, Please see their webpage by following this link [NHS England » Current opportunities to get involved](#)

Community Nursing Priority Setting Partnership

Have your say! What are the most important questions for future research on community nursing?

We recently ran a survey that asked patients, carers, and healthcare professionals to tell us their questions about community nursing. Thank you to everyone who took part. Some topics and issues raised were out of scope of this project.

These have been put to one side and will be shared in the most appropriate places for them to be addressed.

You can see more about the project here:

https://www.arc-oxtv.nihr.ac.uk/research/Research_priorities_for_community_nursing

or you can call 07920 562650 for more information.

Please take part in this survey if you are:

- An adult (aged 18 or over) and you have been treated by a community nurse or you have been in contact with community nurses in England.
- A family member, friend or carer (paid or unpaid) of someone treated by a community nurse.

What are we asking you to do?

Please read the list of questions and tick 10 that you think are most important for researchers to answer based on your own experiences and opinions.

Please ask others to complete this survey too. We want to make researchers aware of the issues that matter most to people. This is a confidential survey and you can take part anonymously.

Poster and link to access the second survey: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/06/Poster-and-Link-to-survey.pdf>



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

Opening Doors - Telefriending Service

the CENTRE
LESBIAN GAY BI & TRANS

Leicester LGBT Centre
and Opening Doors
have a Telefriending service
for LGBTQ+ people over 50
in Leicester, Leicestershire
and Rutland
Interested?
Call: 07498 025475 or
email: openingdoors@leicesterlgbtcentre.org

OPENING DOORS LONDON

The Carers Centre and Carers week (7th to 13th June 2021)

The Carers Centre - a registered charity which has been operating since 1994 is running a number of self-advocacy and support groups for un-paid carers plus a number of respite groups/activities.



We are aware that as a result of the pandemic there are a large number of new carers in the UK, many of whom are balancing working with caring. In response to this, we decided to set up a monthly, evening support group for working carers and is free to attend.

The aim of the group is to provide carers with a safe space to support each other as well as to provide them with the information and skills so that they can self-advocate and thereby secure the relevant services they need. The first meeting of the group coincides with Carers Week in June and will be on **Tuesday 8th June 7-8:30pm.**

The groups are all free and are open to any carers - whether of children or adults who live in Leicester, Leicestershire or Rutland.

Please view the below links to a poster and leaflet for more information:

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/05/Working-Carers-Group-Flyer-1.pdf>

https://www.leicspart.nhs.uk/wp-content/uploads/2021/05/Together-We-Care-Working-Carers-Group_.pdf

Carers Week takes place from 7th-13th June and with the Carers Centre also running a programme Via zoom throughout this week. Please click on the following post for more information:

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/05/TCC-Carers-Week-Programme-2021.pdf>

Activities

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>

Outdoor Bootcamp- Coalville

A brand-new Outdoor Boot Camp in Coalville Park is starting on 7th June 12.30-1.30pm. A joint venture with NWLDC Health & Wellbeing team and Easy2Health.

To book your place please email Georgia.james@nwleicestershire.gov.uk or call 01530 45473



OUTDOOR BOOT CAMP **New!**

Starts Monday 7th June 2021 12.30 - 1.30pm
Coalville Park, 42-46 London Rd
Coalville LE67 3JB

- Suitable for all levels of fitness
- Classes are suitable for ages 18-64
- First 4 sessions free then £2.50 per session
- No equipment just exercise mat and water is recommended

TO BOOK CALL GEORGIA ON 01530 454735 or
Email Georgia.james@nwleicestershire.gov.uk

ENRICH North West Leicestershire **ACTIVE TOGETHER** **easy2health**

Learning Disability Awareness Week 2021 – Virtual Arts Competition

LPT are hosting a virtual art competition for our Learning Disability patients and services users to mark Learning Disability awareness week. The following link will provide you with more details on how you can take part:

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/06/LD-week-21-art-competition.pdf>



Good luck with your art creations!

Useful Contacts

NSPCC
0808 800 5000
(24hrs)

National Domestic Abuse Helpline
0808 2000 247
(24hrs free)

Mind
0300 123 3393
(Mon-Fri 9-6)

Victim Support
0808 168 9111
(24hrs)

Cruse Bereavement
0800 808 1677
(Mon-Fri 9-5)

ChildLine
0800 1111
(24hrs)

Action on Elder Abuse
0808 808 8141
(Mon-Fri 9-5)

Respect - Men's Advice Line
0808 801 0327
(Mon-Fri 9-5or8pm)

Samaritans
116 123
(24hrs free)

National Centre for Domestic Violence
0207 186 8270

Show and Share

This is a space for our network members to display any creative activities over the last month, to share their thoughts or to share anything they have found useful during these exceptional times.

Self-Care Unpacked – Zoom recorded session on the topic of Yoga Nidra and Mental Health

One of our network members have shared a recording on Yoga Nidra and Mental Health. To access this recorded session, please click on the link below:



<https://us02web.zoom.us/rec/share/w2S3fe1aG6l7aZTdRJD1Lu0e628I96iColmrdQ5P1N4BhW84BROhvgB-3SPv4cN9.p3W0Q0fQ3wkdaZBU>



“PIER (*Psychosis Intervention Early Recovery*) gave me a safe place to shelter in from the storm of my mental health problems”

Please find the following patient story regarding their personal recovery journey: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/05/Patient-story.docx>

Mental Health and Wellbeing Workbook

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.

Recruitment Panels – Patient Perspective – May update

Providing a patient perspective as part of a recruitment panel is becoming an integral part of the Trust's recruitment process. We have four sets of interviews taking place in June and will keep you updated in our next edition. If you would like to find out more about getting involved in interview panels please see our recruitment training on page 3 of this newsletter.

Youth Advisory Board (YAB) – update

YAB re-met with digital content creator Alex last month. Alex showed the changes that have been made to social media health for teens posts after YAB shared ideas/suggestions. A YAB member has written a short paragraph/article for the Health for Teens site and Public Health colleagues to promote vaccine confidence in young people, having had both Covid-19 vaccines. You can view the Health for Teens webpage here; <https://www.healthforteens.co.uk/>

A Modern Matron from University Hospitals of Leicester (UHL) joined YAB to discuss how UHL are working on making the children hospital wards more environmentally friendly. Young people engaged with the Matron around ideas that could be implemented to reduce the carbon footprint and gave suggestions for UHL to take forward. The Matron will return to YAB in two months time to report the progression of this work.

Involvement Activity Evaluation Survey update and launch

Thank you to those who feedback on our draft Involvement Activity Evaluation Survey. Your feedback has helped to shape the questions, format and style of this survey. We are due to launch the survey in July, which we hope will provide you with the opportunity to feedback on how you have found your most recent involvement activity so we can continue to actively listen, learn and make improvements from your involvement experiences.

Personal Safety Planning working group - update

The working group met last week and are taking forward their ideas to co create a pamphlet/booklet which will go along side an individuals personal safety plan. We will keep you updated in future editions of this newsletter.

Service User/Carer Leaders representatives at corporate meetings.

The Trust has several meetings which form a governance structure providing guidance and assurance on various aspects including patient safety, risk, complaints, patient experience etc. We want to ensure that we have a patient/carer voice at these meetings to ensure that our communities are at the centre of everything we do. As part of a pilot, a small group of service users have now become members of our Patient and Carer Experience Group, and Equality, Diversity and Inclusion Group meetings. These new patient/carer leaders have a 'buddy' in the form of a member of staff from the meeting to support them to take part, and all have attended their first meetings. We shall provide future updates as these roles develop

Mental Health Central Access Point working group – update

The group continues to meet on a montly basis and have worked with the team to create branding for the official launch of the service.

The service has started to collect Friends and Family Test (FFT) feedback which gained over 100 responses within the first month. This feedback was a mixture of positives and negatives, and the group will now be theming this feedback to see where the organisation can regularly make improvements to the service.

We will keep you updated on these changes as they progress in future editions of this newsletter.

PINMED - Update

Thank you to those of you who expressed an intereest in becoming involved in testing out the PINMED app. Testing will be taking place shortly with a view to feeding back to the Pharmacy Team on how easy and accessible the app is. A working group will be formed once the testing phase has finished. We will keep you updated on the working 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

LPTPatientExperience@leicspart.nhs.uk

FREEPOST LPT Patient Experience

0116 295 0818

Twitter; @LPTPatientExp

