



# Patient Experience & Involvement Newsletter

Monday 05.07.2021

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

Welcome to July'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://bit.ly/3xiUmgV>

### 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

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



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

- Monday 19<sup>th</sup> July from 12 midday to 1pm at Knighton Park to meet at the car park entrance LE2 3RE
- Monday 2<sup>nd</sup> August 12 midday to 1pm, venue to be confirmed

You are more than welcome to join. Please let us know if you wish to attend by emailing:

[LPTPatientExperience@leicspart.nhs.uk](mailto: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](mailto: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://bit.ly/3yuZY7V>



Future Recovery Café dates are as follows:

- **Friday 9<sup>th</sup> July from 1pm to 2.30pm (Mental Health Consultation Session – Have your say)**
- **Thursday 29<sup>th</sup> July from 11am to 12.30pm**
- **Tuesday 31<sup>st</sup> August from 1pm to 2.30pm**

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.

## 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:

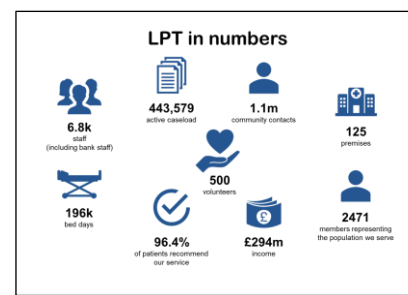
- **19th August 2021 from 1pm to 2:30pm**
- **5th October 2021 from 10.30am to 12pm**
- **8th December 2021 from 1pm to 2.30pm**

### 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:

- **11th August 2021 from 2pm to 3pm**
- **12th October 2021 from 10.30am to 11.30am**
- **16th December 2021 from 1pm to 2pm**



**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](mailto: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](mailto: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://bit.ly/2Vb7B4Z>



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.greatmentalhealthllr.nhs.uk](http://www.greatmentalhealthllr.nhs.uk) or if you need help to complete the consultation then call 0116 295 0750 or email [beinvolved@LeicesterCityCCG.nhs.uk](mailto: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



## Friends and Family Test staff display board Competition Would you like to become a member of the judging panel?



Leicestershire Partnership NHS Trust PALS teams are launching a new competition for the best Staff Friends & Family Test display board. Display boards throughout LPT, in reception and clinical areas highlight how staff have demonstrated the “You said...We did” approach when considering your feedback via the Friends and Family test.

The PALS team are looking for a small group of network members to form a judging panel. Staff entries will close on 24<sup>th</sup> September 2021.

If you would like to become part of the judging panel, please express your interest by making contact with the Patient Experience and Involvement Team

## Quality Improvement, what is it and how can you get involved?



Leicestershire Partnership NHS Trust has been working on creating a Quality Improvement (QI) strategy for some time which is referred to as “We Improve Q”. This strategy is the Trust approach to QI which is essentially how we improve services and the experiences and outcomes for patients. This QI approach consists of 6 key principles;

- One shared approach
- Knowledge and skills
- Working in partnership
- Continued Improvement
- Share good Practice
- Data for Measurement
- Charts to help capture QI project data

You can view a short film about We Improve Q here; <https://youtu.be/UyD2-CpJbtA>

We have a range of QI projects across various physical and mental health services that you can get involved with. We also have a range of training to support your knowledge when getting involved in QI projects, which is outlined below. We also have an Introduction to Quality Improvement session for service users and carers available during the summer.

- Plan, Do, Study Act (PDSA), quality improvement approach
- Coaching
- Data for measurement
- Process mapping
- Human Factors
- Service evaluations

If this is of interest, or you would like to find out more/book onto any of the above sessions, please contact us using the details contained at the end of this newsletter.

### 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](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://bit.ly/3hkBGHV>

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### Experiences and Support Needs of Adults in England who Care for Adults they consider to be at Risk of Suicide: A Research Study

Are you an adult (18 years or over) who lives in England and currently cares for an adult family member or friend you think may be, or has previously been, at risk of suicide?

We are carrying out a research project to help us understand what support might help adults in this position.

### *What is an adult carer of another adult?*

For this research, we are defining an adult carer as anyone aged 18 or over who currently looks after, on a non-professional and unpaid basis, a family member, partner or friend aged 18 or over who needs help and support because they are considered to be, or have previously been, at risk of suicide.



### **What does at risk of suicide mean?**

We are interested in carers' perspectives of suicide risk. If you are a non-professional carer and you think that the person you care for is at risk, or has previously been at risk, of suicide you are eligible for this research.

### **What does the research involve?**

This research involves completing an online survey. The survey takes around 20 minutes to complete and is anonymous (we will not ask you for any personal details).

We are also carrying out interviews which will explore the same issues as they survey in more depth. The survey provides information about how to express interest in taking part in interviews.

The online survey and participant information can be found here:

[https://brookeshls.co1.qualtrics.com/jfe/form/SV\\_2a9cJJyH6SpSgn3](https://brookeshls.co1.qualtrics.com/jfe/form/SV_2a9cJJyH6SpSgn3)

To note: the survey will be live until 1st November 2021. After this time it will not be possible to complete the survey.

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Midlands Young Advisors are excited to announce that they will be recruiting up to 5 new Young Advisors. This is a chance to join the team during an exciting period of growth and development, where a young person can have the opportunity to really make a difference to mental health services.



They undertake a variety of projects such as:

- Producing and delivering training on mental health topics, in schools, for clinical practitioners, and on university courses
- Coproducing and codeveloping projects across the NHS, Health Education England, The Youth Justice Sector, and beyond!
- Supporting and running recruitment for future CYP Mental Health Practitioners
- Running an annual conference on hot topics in young people's mental health.

Please find links to the job advert, and recruitment flyer:

Job Advert: <https://bit.ly/3k4Sipd>

Flyer: <https://bit.ly/3ACl85V>

For all enquiries or queries, please email [youngadvisors@associatesolutions.co.uk](mailto:youngadvisors@associatesolutions.co.uk) directly.

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

### **Get involved through The Carers Centre**

We know how incredibly important mental health services are to carers and we want to ensure that there are supported opportunities for carers to get involved in the consultation.



**The Carers Centre**  
LEICESTERSHIRE & RUTLAND  
*at the heart of caring*

It has been agreed with the CCG that The Carers Centre will offer a number of different ways for carers to have their say and get involved in the consultation, including:



- One to one sessions to complete the survey - by phone or zoom
- Group consultation Workshop - by zoom
- Creative Expression Workshop - by zoom
- Support to access the survey information and resources - online and paper copies
- All activities will be taking place in July and they will be sending out more details of how to get involved soon but if you would like to know more please get in touch on 0116 2510999 or email [enquiries@thecarerscentre.org.uk](mailto:enquiries@thecarerscentre.org.uk)

## Lottery Project Annual Report - 2020 -2021

The carers centre have put together their first-year report focusing on what carers and volunteers have told them about their National Lottery Community Funded projects. Despite the challenging times we have all been through during the last year many carers and volunteers had positive feedback and stories to tell, and thanks go out to all of those who have contributed.

The report can be accessed here: <https://bit.ly/3dTRS0L>

## National Co Production Week – 5<sup>th</sup> to 9<sup>th</sup> July 2021



social care  
institute for excellence

National Co-production Week is back for a sixth year to celebrate the benefits of co-production, share good practice and promote the contribution of people who use services and carers in developing better public services.

Co-production is about working in equal partnership with people using services, carers, families and citizens. Co-production offers the chance to transform social care and health provision to a model that offers people real choice and control.

### Events, activities, and online resources

Programmes, activities and events hosted by SCIE and other partners promoting Co-production Week 2021 are listed below. Watch webinar recordings, read through some blogs or have a browse of some practical examples of co-production.



- Webinar: Have I got co-production news for you - 7 July: <https://www.scie.org.uk/co-production/week/webinar-2021>
- Participatory online workshop: Co-production values and principles - 8 July: <https://www.scie.org.uk/co-production/week/workshop-2021>
- SCIE on Twitter: [https://twitter.com/SCIE\\_socialcare](https://twitter.com/SCIE_socialcare)

Find out more about what SCIE got up to as part of Co-production Week 2020: <https://www.scie.org.uk/co-production/week/2020>

## 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: <https://twitter.com/RecoveryCollege> , Facebook: <https://bit.ly/3jSBJML> 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://bit.ly/3dTRWh1>

### **Latest available Recovery College courses throughout July 21**

Please find the following link advertising the latest available courses from the Recovery College We have several other courses on offer during this month including a number of online taster sessions that we have added to our course list due to covid restrictions for classroom-based sessions. Link to access the July courses: <https://bit.ly/3hkcTUA>

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### **WORD! Event**

WORD! is a poetry organisation uniquely co-produced by LPT and delivering one of the longest running poetry events in the UK. This last Thursday in July, join us online for a particularly special edition, when WORD! will be launching and celebrating an online exhibition of writing and drawing for wellbeing, curated by poet and LPT Arts Coordinator, Lydia Towsey - and artist, Scott Bridgwood.



The event will be chance to step into an online gallery - via live readings - and of course sumptuous visuals - all created by people from across our community over the last year of Lockdown. With an exciting headline - to be unveiled...! Check [www.wordpoetry.co.uk](http://www.wordpoetry.co.uk) for more.

Join Lydia Towsey and a specially curated facilitating artist for a chance to workshop in advance of the evening's event. The workshop will take place online and take the newly launching exhibition as its inspiration. Boost your health and wellbeing by coming together and nurturing your creativity. Email [hello@wordpoetry.co.uk](mailto:hello@wordpoetry.co.uk) to book your free place.



WORD! - The Writing and Drawing for Wellbeing Special  
Thursday 29th July, 2021 7.30pm - 8.30pm Online (FREE)  
Online - link via [www.wordpoetry.co.uk](http://www.wordpoetry.co.uk)

Thursday 29th July, 2021  
2-4pm - Online (FREE) Email [hello@wordpoetry.co.uk](mailto:hello@wordpoetry.co.uk)



### **Patient Experience and Involvement – Summer Programme!**

The Patient Experience and Involvement team are producing a Summer Programme for our Network members, providing activities, workshops and training sessions for Summer/Autumn that we will be launching soon. Keep an eye out in your inbox for further information.

## 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 have found useful during these exceptional times

### Mind Wellness Toolbox

Mind Wellness Toolbox was developed through a co-produced patient-led project with the Trust's transformation Team, it was created by an outpatient, Rochelle, who wanted others to have relevant and accessible information at their fingertips as she understands the struggles faced by others affected by mental illness.



After a hospital admission, Rochelle wanted to rebuild her life. Appointments with nurses and psychiatrists mainly focused on current mood and medication, the appointments were not progressive in terms of improving the quality of her life. Rochelle wanted more than a mediocre life, so she began her recovery journey back in 2014, this involved visiting libraries, citizens advice and lots of other organisations. She gained a lot of information which helped her to build a life of her dreams. It was recognised that there wasn't a website which included relevant information, online learning and useful links that outpatients could benefit from. Outpatient care lacks the holistic approach and this website wanted to reflect Rochelle's aims of creating an 'Online Wellness Hub' which would equip service users, inpatients/outpatients, NHS staff and the wider public with knowledge of where to get help, what services are available, ways to improve lives (through online learning through the online modules which the CCQI of Australia gave permission for Rochelle to use on her website. The CCQI materials were suggested by Rochelle's eating disorder doctor). The website was designed to include information, resources, useful links and more under 'one-roof'.

Understanding that LPT had a website for teens (health for teens) and a website for under 5s (health for under 5s), Rochelle wanted to create a 'health for minds'/mental health website however she wanted the name to reflect positive well-being, hence 'Mind Wellness' instead of 'Mental Illness' and 'Toolbox' as the website can act as a reference point for others.

You can access this website via the following link; [www.mindwellnesstoolbox.com](http://www.mindwellnesstoolbox.com)



One of our network members has shared their artwork created during June



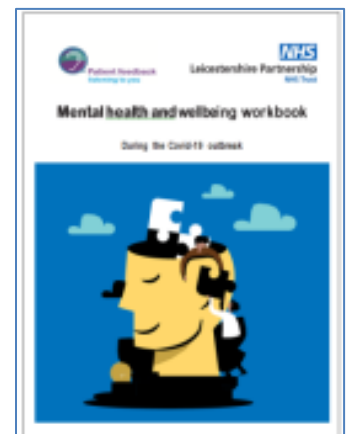
## Your Voices, Feedback and Updates!

### 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](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.

### Recruitment Panels – Patient Perspective – July update

Providing a patient perspective as part of a recruitment panel is becoming an integral part of the Trust's recruitment process. We have been busy during June and July with three panel interviews completed in June and a further four panels due to take place to recruit Mental Health Practitioner positions as well as providing a patient perspective on the Complaints and PALS Manager position.

This month we are also launching our Recruitment Panel Evaluation Survey so we can continue to actively listen, learn and make improvements from your experience in providing a patient perspective as a member of a recruitment panel.

If you would like to find out more about getting involved in interview panels, please consider joining our in house recruitment panel training, which can be found on Page 3 of this newsletter.



## The People's Council Priorities

LPT's independent Patient, Carer and Voluntary & Community Sector led People's Council has set its priorities for the year ahead and its plans for how it will raise awareness of its work. Our priorities, which we will look into in detail between now and April 2022 are:



Providing an independent voice to  
make LPT services great for all

- A review of the Step Up To Great for Mental Health plans
- Equality, Diversity and Inclusion and LPT's refresh of its approach to this
- The personalisation of care and how care is wrapped around a patient needs and wants and what support a person's care network needs to provide the best possible care

The Council's aim will be to shape how LPT wants to make plans for the way in which it wants to deliver better services in these areas.

Council Chair Mark Farmer:

*"Following recent discussions between us as patients, carers and representatives of local Voluntary and Community Sector we have decided on our own priorities for the year ahead. We will be being engaging with patients and carers in these areas of review. You can find out more about our work at [www.leicspart.nhs.uk/involving-you/the-peoples-council/](http://www.leicspart.nhs.uk/involving-you/the-peoples-council/)"*

Al Richardson, Chair of The People's Council Communication Sub-Group:

*"We are always looking at ways in which we can improve the approach to raising awareness of our work and how we will engage people in understanding our priorities."*

*Please drop us a line at [lep-tr.peoplescouncil@nhs.net](mailto:lep-tr.peoplescouncil@nhs.net) with any ideas."*

To speak to the Chair of The People's Council at Leicestershire Partnership NHS Trust about its work and priorities, please arrange to do this through email to [mark.farmer2@nhs.net](mailto:mark.farmer2@nhs.net)

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### Youth Advisory Board (YAB) – update

A YAB member has written a post/blog to support covid vaccine confidence and update in young people (YP) over 18 years old. This has been shared across LPT social media and trust websites along with colleagues in public health and the Local Authority (LA).

A Public health colleague joined YAB to discuss covid confidence and issues for YP and older adults accessing the vaccine within the city. Offer for YAB to be involved in a wider project with public health and CCG presented to the group members.

CCG colleagues joined the YAB to share updates around the wider mental health (MH) consultations, sharing the previous ideas and involvement of the group and sharing the outcomes of previous discussions generated included the development of wellbeing drop in spaces across the county and rural areas. Further input was provided from the group around ideas and suggestions to support CYP whilst waiting for help from services.

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### Involvement Activity Evaluation Survey - launch

The beginning of July see the launch of our Involvement Activity Evaluation Survey. As and when you complete an involvement activity, we will provide you with an opportunity to complete our on line survey so we can continue to actively listen, learn and make improvements from your involvement experiences. If you would prefer to feedback by phone or post, please make contact with the patient experience and involvement team using the details contained at the end of this newsletter

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## **PINMED – Update**

Testing of the PINMED app has now taken place with feedback provided to the developers of this app. We will keep you updated on process in our next edition.

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## **Community Mental Health Team – Feedback update**

Thank you to those who feedback on the draft survey questions for a quality improvement project in the community mental health team. The team has taken on board all your suggestions and completely changed the survey to reflect your feedback as follows:

- How was your call dealt with? (Was it helpful?)
- Was it helpful to speak to a nurse on the day you called in?
  - If so how did this help?
- What else could we have done?

The team are really grateful for your input and will provide a further update as when they start collecting feedback and improving the on call duty part of their service offer.

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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

0116 295 0818

Twitter; @LPTPatientExp

