



Patient Experience & Involvement Newsletter

Monday 02.08.2021

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

Welcome to August'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.

If you would like to view previous editions of our newsletter, you can find these on our webpage from January 2021 to date.



Covid Vaccination programme

Please use the following link which provides you with the latest information on the Covid Vaccination programme: <https://bit.ly/3xiUmqV>

19 July 2021 
Leicestershire Partnership
NHS Trust

Although things are changing outside...



We remain committed to the safety and wellbeing of all our patients, staff and visitors.
We require that you continue to wear face masks, and observe hands, face, space while in our healthcare setting.


HANDS


FACE


SPACE

Keeps everyone in our healthcare settings safe

Thank you for your co-operation!

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 during July at Knighton Park. It was a very hot day, so we did not move from the bench which was luckily in the shade! Below are some pictures we took to share with you:



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

- Monday 2nd August 12 midday to 1pm, Abby Park, LE4 5AQ
- Monday 16th August 12 midday to 1pm, Botanic Gardens, off Glebe Road LE1 7RH

You are more than welcome to join. 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://bit.ly/3yuZY7V>



Future Recovery Café dates are as follows:

- **Tuesday 31st August from 1pm to 2.30pm** – We are exploring have a Recovery Café picnic at Abbey Park – please let us know your thoughts.
- **Thursday 29th September from 11am to 12.30pm**
- **Friday 29th October from 1pm to 2.30pm**

If this has sparked your interest, please contact us to add you to the café distribution list (if you have not already done so) then we can ensure we send you the link and reminder closer to the time of each café.

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



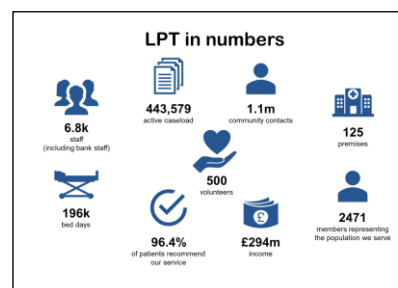
Involvement Packs (Introduction session only) We will post out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

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 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

Step Up to Great Public Consultation

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 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



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



*Tell us what you think and
help make us even better*

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 **24th 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: LPTPatientExperience@leicspart.nhs.uk

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.

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



We are looking to work alongside a small group of service users/carers to develop you as QI Patient Leaders. This would involve you working in small project groups with staff to give a patient/carer perspective and to ensure that there is patient voice included when we make changes to services. We have a range of training to support you in this role which can be found below, and we are also looking to set up a QI Patient Leader peer group.

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, and includes an Introduction to Quality Improvement session for service users and carers.

- 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 the Patient Experience and Involvement Team: LPTPatientExperience@leicspart.nhs.uk

Improving information and support to family and support networks of those with Neurological conditions. Can you help?

The Clinical Neuropsychology Service in conjunction with Huntington's Disease Psychology and the Community Integrated Neurology and Stroke service are looking at what we provide for family members and support networks of people with neurological conditions. This includes acquired brain injury such as stroke or traumatic brain injury and people with progressive neurological conditions such as Multiple Sclerosis, Parkinson's Disease, Motor Neurone Disease and Huntington's Disease.

The small project group are looking for a service user/care with lived experience to be a representative on this group, for further details or to express an interest please contact the Patient Experience and Involvement Team: LPTPatientExperience@leicspart.nhs.uk

Community Health Services – Equality, Diversity, and Inclusion Group (EDI)

Would you like to become a service user/carer representative for this group?

The groups aim is to ensure that Leicestershire Partnership Trust is a place where all who work and access our services are free from all forms of discrimination, where the diversity of our staff, patients, visitors, and service-users is recognised as a key driver of our success and is openly valued and celebrated.



Please express your interest by **14th August 2021**.

Once confirmed, an introductory meeting will be arranged with a view to observing at a September meeting, with commencement of the role as from October onwards for a year. Please contact the Patient Experience and Involvement Team: LPTPatientExperience@leicspart.nhs.uk to express your interest.

Would you like to be part of a pilot project group looking at the development of a community engagement approach to support mental health and wellbeing in Charnwood?

We are looking for 1-2 network members to join a project group looking to pilot a community approach to engagement. This will include the development of a needs analysis to inform a local needs-based health and wellbeing offer.



The idea is to work with members of the community, to outreach into diverse groups, to provide local services based on needs i.e. mental health first aid/benefit support/housing support/befriending/walking groups/identifying what the community needs are.

This will involve going out into the community to talk to people at local events in Charnwood (if restrictions allow) This project is at the developmental stage and will be piloted in Charnwood with a view to the model being adopted across Leicester/Leicestershire and Rutland.

We are also looking to engage a small group to work alongside the project group to feedback on surveys, resources, and materials to support outreach and community engagement.

We will offer an informal conversation initially, so network members can find out more about this project. If this has sparked your interest, please contact the Patient Experience and Involvement Team: LPTPatientExperience@leicspart.nhs.uk to express your interest.

Are you interested in becoming a member of the People's Council?

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

Those with a lived experience of LPT services will work alongside Trust staff to strategically influence and shape the development, design and improvement of local healthcare services. Our patient and carer leaders will work with the Trust, as equal partners in the design, improvement and review of local services and policies.



What does a 'Patient/Carer Leader' do?

- Represents a particular condition or community (or both)
- Provides public membership on the Trust's People's Council
- Supports and helps lead improvement projects through co-design and coproduction in their capacity as an expert with lived experience
- Enables the Trust to listen and to provide opportunities for patients, carers and families in the development of local services
- Actively influences the strategic direction of the Trust
- Acts as an ambassador to encourage patient and carer involvement
- Provides their perspective to enable the Trust to place the voice of the patient and carer at the centre of everything it does to support the development and delivery of high quality public, patient and carer engagement
- Understands what the Trust does, working together with staff to identify problems and apply creative and innovative thinking in developing solutions

Why become a Patient/Carer Leader?

- To strategically influence and improve services provided by the Trust
- To help with the development of strategies and policies at LPT.
- To ensure that the views of patients, their carers and families are represented at all levels of the Trust and the 'patient voice' is heard
- To work together to build a culture and environment where patient needs come first
- To enhance openness, transparency and accountability

What can we offer you?

- Personal development via the Patient Leadership Programme
- Support to develop your leadership, influencing and decision-making skills specifically at strategic level to make meaningful contributions
- Provide individual support in the form of a mentor
- Payment for reasonable travel and other out of pocket expenses, including reasonable childcare and carers costs
- Assurance that all Trust staff are supported and equipped to work effectively with you as an expert by lived experience
- Provision of an NHS e-mail address and ID badge giving access to NHS shopping discounts
- Access to wellbeing events
- Invitations to celebrating involvement and volunteering events

You can find a longer role description via the following link <https://bit.ly/2VqICvI>

Please find the online application form here; <http://ratenhs.uk/QsRTbc>

For any further queries please contact lep-tr.peoplescouncil@nhs.net

Non LPT Involvement Opportunities

POhWER are very pleased to announce the publication of their 2020-21 Impact Report and Human Rights Survey. This is not to be confused with their Annual Report which will be published later this year.



The link to the Impact Report can be found here:

<https://www.pohwer.net/our-impact>

You can also participate in POhWER's Annual Human Rights Attitudes Survey which is completely anonymous. They will be collecting responses through October 2021 and publishing results at the end of the year.

The link to the Human Rights Attitudes Survey can be found here:

<https://www.pohwer.net/pohwer-survey-british-human-rights>

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



Enrych Newsletter July 2021/Activities and Events

Enrych run a monthly newsletter providing updates from their service. The July edition can be accessed through the below link:

<https://www.flipbookpdf.net/web/site/d94067c9e0853633952a590a4f527f3a9e5f3d12202107.pdf.html>

Enrych also have activities and events taking place throughout 2021, please click on the following link to find out what is on offer in your area: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/07/Events-Activities-2021-compressed.pdf>

The Wellbeing Befriending Service

The Wellbeing Befriending Service aims to provide a therapeutic relationship to anyone 18+ living in the Harborough District who is experiencing mild to moderate mental wellbeing challenges and has a desire to develop positive wellbeing. A client is matched with a trained, trusted volunteer who will make contact on a weekly basis to support the client with setting goals aiming to improve overall wellbeing and reduce isolation. The support is free and available for a maximum of six months.



As part of the launch, we are actively recruiting volunteers who are looking to make a difference in their community. Each volunteer will become a valued member of our inclusive team, receive full training and support as well as lots of opportunities to connect with other volunteers.

So, if you know anyone who is considering becoming a volunteer befriender please ask them to visit our website www.vasl.org.uk or contact me on 01858 456042 or email wellbeing@vasl.org.uk

For more information, please see the attached leaflet: https://www.leicspart.nhs.uk/wp-content/uploads/2021/07/WBS_Leaflet_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.



August activities: please click on the following flyer for details on sessions taking place during August 2021: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/07/Availiable-Course-August-2021-Leicestershire-Recovery-College.pdf>

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>



Patient Experience and Involvement Training and Development Prospectus!

The Patient Experience and Involvement team have produced a prospectus for our Network members providing activities, workshops and training session on offer. This also includes a range of commissioned sessions taking place throughout August and September to develop your Patient Leadership skills. Please find a link to the prospectus here; <https://bit.ly/2WTxeLJ>

Useful Contacts

NEVER ALONE

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

Well done to April Smith! - Celebrating Excellence Award 2021

In August, April finally received her Celebrating Excellence Award for Patient Involvement in the PROMS (Patient Related Outcome Measures in Collaborative Care planning) work she delivered on the Inpatient Wards in the Bradgate Mental Health Unit back in 2019.

Below are pictures of April receiving her award:



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
- **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 – August 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 August with a further two panel interviews due to take place to recruit to the Mental Health Practitioner positions as well as being part of a

stakeholder panel for the Assistant Director of Nursing position.

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.

Mental Health Step up to Great Consultation – Update

The mental health consultation has been going on for several weeks now and we are now in the last two weeks before the consultation draws to a close. It has been a rather challenging consultation due to the pandemic and not being able to get out and talk to people in the community like we would have done pre pandemic. However the team have worked really hard and many people have completed the surveys, attended events or given feedback via other methods, voluntary and community groups have also played a big part in ensuring we listen to all community groups across Leicester, Leicestershire and Rutland.

We will be able to share more information about the reach of the engagement, and the outcomes of the mental health consultation in due course.

Please do ensure you have your say, you can find further information and the consultation survey via this link; www.greatmentalhealthllr.nhs.uk

PENNA National Awards 20-21 - Finalists

Two patient involvement initiatives at LPT have achieved national recognition as finalists in the annual Patient Experience Network (PEN) Awards 2021.

The Recovery and Café Planning Cafes and have been shortlisted in the “Strengthening the Foundation” award category and the Mental Health and Wellbeing Workbook has made the “Support for Caregivers” award category.



Alison Kirk, Head of Patient Experience and Involvement at LPT, said: “Both of these two fantastic initiatives demonstrate how, through working in a co-productive way with our service users and carers, we can jointly create tools and support which can make a real difference.

“The successful element of both initiatives is partnership, bringing lived experience alongside quality improvement to deliver on what really matters to service users and carers. Thank you to all our wonderful service users and carers for working alongside us.”

To find out more, please click on the following link: <https://www.leicspart.nhs.uk/news/national-recognition-for-two-patient-involvement-initiatives/>

Youth Advisory Board (YAB) – update

A further four new members have joined the group during June/July, with two being referred from services which is great to see.

Mental Health in Schools Teams (MHST), and LPT communications manager joined YAB to understand the views of young people (YP) around the communications strategy and engagement of YP in schools to support what would help YP to access the MHST programme for support, there were some great ideas generated.

YP were shared current care plans used within Child and Adolescent Mental Health Services (CAMHS) to explore how to embed the voice of children and young people (CYP) within the written plan. Ideas and suggestions have been taken and shared with CAMHS Matron.

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

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

