

# Patient Experience & Involvement Newsletter

Monday 04.10.2021

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

Welcome to October'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.



## Our email has changed!!

As part of the Trust's switchover to nhs.net – our Patient Experience and Involvement email has changed to [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net), you will receive a forward from our old email address when sending your emails, but this will be for one month only, so please take note of our new email address now

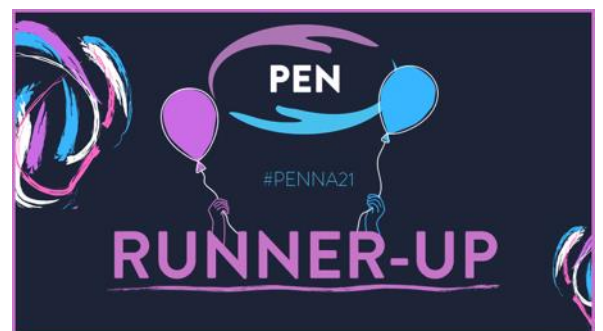


---

## National Patient Experience Network Awards

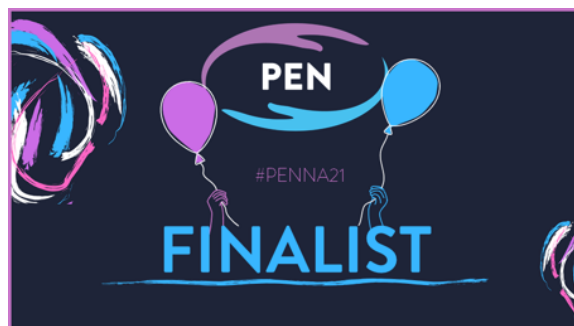
Two patient involvement initiatives at LPT achieved national recognition in the annual Patient Experience Network (PEN) Awards, which took place from 13-17 September 2021.

The first initiative, Recovery and Collaborative Care Planning Cafés, were runners up in 'Strengthening the Foundation' award category. The Cafés are a shared space for patients, carers, health professionals and partners to come together to have collaborative conversations around care planning and recovery. The cafes were developed alongside patients who attend the sessions and share their lived experience of recovery and why it matters to them.



One of the Recovery Café attendees said: "No words can express how I feel about the Recovery College and Café helping me. I joined shortly after I left a long therapy session with a women's program. I live alone and have been shielding, I didn't know what to do, yet I found the Recovery College/Café and it's changed me, helped me and I feel they're on my side. I've found an empowerment I never thought I had, yet I also know they are supporting me on my very low days, and that I can be open and honest about that".

The second patient involvement initiative – LPT’s Mental Health and Wellbeing Workbook - made finalist in the ‘Support for Caregivers’ award category. The [Mental Health and Wellbeing Workbook](#) was co-produced in response to the challenges of the Covid-19 pandemic and provides clear support, advice and activities for carers, friends, family members, LPT service users and the public.



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.”

### 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

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

Date & Time	Where
Monday 4 <sup>th</sup> 12:00:13:00pm	Abbey Park, Abbey Park Road, LE4 5AQ
Monday 18 <sup>th</sup> 12:00:13:00pm	Botanical Gardens, Glebe Road LE2 2LD

**Please note:** If the weather on the dates and times are not suitable for walking – we will change our meet to the “Outerspace Café”, Francis St, Stoneygate, Leicester LE2 2BE

You are more than welcome to join, please let us know if you wish to attend by emailing: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) 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.



**Leicestershire Partnership**  
NHS Trust

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 – 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.

### 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 12th November 2021 – 9 – 10am

Please make contact via [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) to book your place



### 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 29<sup>th</sup> October 11-12:30pm**
- **Monday 29<sup>th</sup> November 11-12:30pm**
- **Wednesday 22<sup>nd</sup> December 1-2:30pm**

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.

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:

- **Friday 10th December from 1pm to 2.30pm**

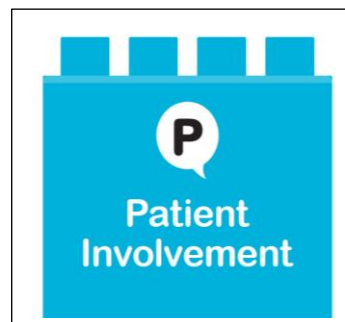
**MS Teams Links:** Will be shared via email a week before the virtual training is due to take place. Please make contact with the Patient Experience and Involvement Team if you wish to join this session.

## 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



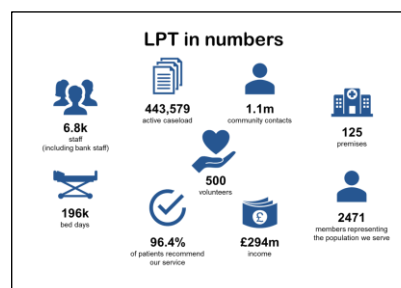
**Involvement Packs (Introduction session only)** We will post out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

Dates of Introduction to Involvement workshop:

- **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:

- **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.

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



We recently advertised an opportunity to work alongside a small group of service users/carers to develop you as Quality Improvement Patient Leaders. We received a positive response and would like to offer an informal chat to anyone that would like to know more, which includes a training offer, types of involvement and quality improvements projects available to you.

You can find out more by clicking on the following link to our previous advert on Page 6 of August's newsletter: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/08/PEI-Newsletter-2.8.21-final.pdf>

The informal meeting/chat will take place via Teams on **Thursday 28<sup>th</sup> October from 1:00 - 2:00pm**

To book your place and receive a link to this session, please contact; [LPT.Patient.Experience@nhs.net](mailto:LPT.Patient.Experience@nhs.net) or call 0116 295 0818.

We are asking for your help as parents and carers of young people to understand how well all health services in the City are preparing young people with special educational needs and disabilities (SEND) for their transition to adult services.



We also want your feedback to confirm we have communicated effectively regarding a recent development all partners across health and education are part of called the SEND Joint Commissioning Strategy.

We will use the information you provide to improve our approach for young people as they move into adult health services. Please take a few minutes to answer questions contained in this survey which you can access via the link below. We can also capture any additional comments you think may help us understand your experience and help us to improve our services.

The survey will be live until the **31<sup>st</sup> October 2021**. We will then collate the results and provide you with feedback on our plans. We really do value your time to help support the development of our services. If you have any questions, please email [julie.croysdale@nhs.net](mailto:julie.croysdale@nhs.net)

Please click on the following link to complete the survey; <http://ratenhs.uk/NUuih2>





## Training Opportunities - delivered by Angela Newton at Lived Experience Matters

*Please note due to unforeseen circumstances dates have  
changed than previously advertised*



### Intensive Meeting Skills

**Wednesday 8<sup>th</sup> December, Wednesday 22<sup>nd</sup> December and Wednesday 19<sup>th</sup> January,  
10am – 3pm (on Zoom)**

This training programme is aimed at people who attend regular LPT meetings to provide a patient perspective to discussions and decisions. The programme will enable people to develop their skills, abilities, and confidence in attending and contributing to meetings.

By the end of the programme, participants will be able to:

1. Understand the purpose of the meetings they attend and their role within meetings
2. Understand how to influence people effectively
3. Develop a checklist to effectively prepare for and contribute to meetings
4. Demonstrate their ability to listen to other people's perspectives
5. Demonstrate their ability to speak with confidence
6. Demonstrate their ability to influence people

You will need to be able to attend all the sessions to take part in this programme.

### Facilitation and Training Skills Programme

**Friday 26<sup>th</sup> November 10am - 3pm, Friday 3<sup>rd</sup> December, Friday 10<sup>th</sup> December,  
10am – 1pm (on Zoom)**

This training programme is aimed at people who are planning and/or would like to co-deliver patient involvement and leadership training sessions. The programme will enable people to develop their skills, knowledge, and confidence in facilitating groups and delivering training.

By the end of the programme, participants will be able to:

1. Identify what makes a good trainer facilitator
2. Understand how to overcome challenging situations within training environments
3. Develop group facilitation skills
4. Become familiar with the content of template training plans
5. Understand how to adapt content to meet different people's needs.

Please note these spaces are limited, for further enquiries or to register your interest please contact the Patient Experience and Involvement Team via email [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or by telephone: 0116 295 0818

You can find out more about Angela via her webpage; <https://livedexperiencematters.org.uk/>

## Non LPT Involvement Opportunities

### The Way of the Horse

This group arrange for small groups of people to go out walking with Shetland ponies.

It's selected Saturdays so people need to call 077142 69218 or email

[Thewayofthehorse2017@gmail.com](mailto:Thewayofthehorse2017@gmail.com) to arrange booking.



Come and enjoy a leisurely walk in the beautiful Leicestershire countryside whilst listening to the sound of the clip-clop of our ponies feet as you walk along.



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

### The Carers Centre

Are you supporting someone who could not manage without your help?

Are you neglecting your own health or finding it difficult to stay well?

Every week carers get together to join in with activities they have chosen to help support their wellbeing. Sessions are led by experienced workers who spend time talking about how to manage looking after yourself whilst caring for someone else.

For more information or to join the sessions, please call 0116 2510999 or email: [enquiries@thecarerscentre.org.uk](mailto:enquiries@thecarerscentre.org.uk)

Every Monday  
10.45 – 12.00

Drama group is  
monthly on  
Wednesday  
10.15 – 12.00

All sessions are  
online via Zoom



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

**'Carers caring for Carers'**  
**Staying Well Together**

A Fun & Free Project for all unpaid carers  
in Leicester City, Oadby & Wigston.

- Are you supporting someone who couldn't manage without your help?
- Are you neglecting your own health or finding it difficult to stay well?

Every week carers get together to join in with activities they've chosen to help to support their wellbeing. Sessions are led by experienced workers who spend time talking about how to manage looking after yourself whilst caring for someone else.

For more information or to join the sessions please call on: **0116 2510999** or email on: [enquiries@thecarerscentre.org.uk](mailto:enquiries@thecarerscentre.org.uk)

Try one of our weekly sessions:

- Mindfulness
- Tai Chi
- Poetry Reading & Creative Writing
- Chairobics

Or join our friendly monthly Drama Group and read through plays together in a fun atmosphere.

Carers who've taken part tell us:

*"I feel like a changed person since attending the sessions"*

*"I feel that being a carer myself these groups give us time to laugh and meet people. It gives us a sense of wellbeing and we are not alone."*

*"I feel good afterwards"*

*"It helps a lot with my mobility"*

funded through



Unit 1, New House, 94 New Walk,  
Leicester, LE1 7EA  
T: 0116 2510999

E: [enquiries@thecarerscentre.org.uk](mailto:enquiries@thecarerscentre.org.uk)  
W: [www.thecarerscentre.org.uk](http://www.thecarerscentre.org.uk)

Registered Charity No: 1043856. Company No: 2994093.

Affiliated to  
**CARERS UK**  
the voice of carers

A National Partner of  
**CARERS TRUST**

## Recovery College Autumn Prospectus

Leicestershire Recovery College Autumn prospectus is now live and the term has started really well with a healthy number of enrolments and course bookings.



There are a range of courses available throughout October including;

- Understanding Anxiety
- Gentle Yoga and Relaxation
- Introduction to Involvement.... plus many others.

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 Autumn prospectus online through the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2019/02/Autumn-Term-2021-Prospectus-Final.pdf>

Live Well & Dance  
with Parkinson's



People  
Dancing  
the foundation for  
community dance

Live Well & Dance with Parkinson's is led by People Dancing in collaboration with local partners, and is funded by the National Lottery Communities fund. It is an ambitious, bold and creative programme of dance and community action for people living with Parkinson's, their carers, families and friends.

New! Leicester Dance with Parkinson's Workshops

Dance sessions for people with Parkinson's and their carers

Sessions will be led by dance artist Helen Stirland with assistant artist Philippa Rule



Helen Stirland, Photo: H Stirland

Where?  
Elmesthorpe Village Hall, Elmesthorpe, Leicestershire  
LE9 7SP

When?  
Fridays - Starting Friday 8th October 2021

Time: 12.30pm - 2.30pm

How much?  
£3.00 per person with carers free of charge



Philippa Rule, Photo: Sallie Stearns

Helen will use her experience working with people with chronic illness and limited movement to inform these enjoyable sessions.

Each class will begin with a gentle warm up before moving on to exploring short movement phrases to different styles of music. Together we will create a collection of mini dances that we can develop over the weeks. You don't need to have any experience of dance or have any level of movement ability.

Anyone can join in, be it seated, standing or anywhere in between.

There are no expectations, this is a safe space to try and see, explore and enjoy! Come along and give the sessions a try, you never know, you may unleash a whole new passion or at the very least sleep better that night.

Please wear comfy clothing and bring a drink of water. Carers are free to join in or enjoy some refreshments and a chat.

To book your place email Sallie at:  
[Leicestershire@livewellanddance.org.uk](mailto:Leicestershire@livewellanddance.org.uk)



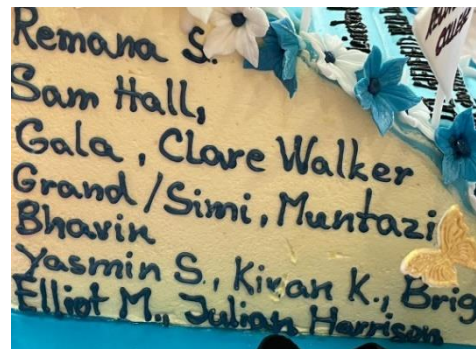
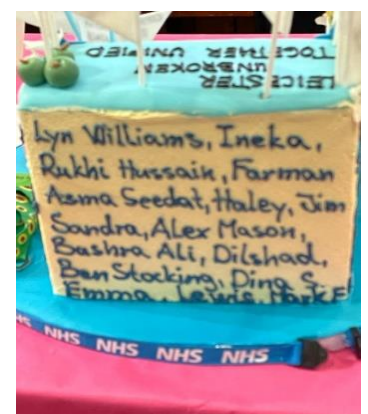


# Useful Contacts



# Show and Share

Look at this amazing cake! One of our network members created and entered into a competition on behalf of "Step up to Great" to represent the strong people she is grateful for and give hope. These people she feels make a difference in her life. What amazing detail.....we hope it was as yummy as it looks!

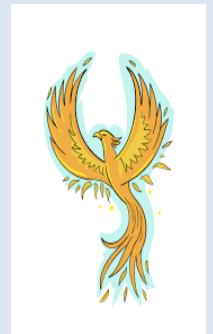




## POEM OF HOPE

You do not know us  
Mental health affects everyone even the famous,  
We do not know the person that's you  
Yet we know that you feel your life is askew,  
You have lost all of your hope  
You are beaten and broke,  
That emotional pain that hurts so much  
Those feelings you wish could be kicked into touch,  
Waking each morning full of feelings of dread  
Convincing yourself you may be better off dead,  
You are not beyond reason  
Your life's not yet done,  
The emotional hurt, that feeling of loss  
There is no need to bear such a heavy cross,

We are all here and we all care  
We want you to stop and push aside your despair,  
We all came together to give you some hope  
So that you can get through this and begin to cope,  
You are not beyond help  
No matter the cards you were dealt,  
Think for a moment, of a time  
When you were happy, contented, and life was just fine,  
Now hold on tightly to that thought  
Banish the ones that make you feel so distraught,  
Do not accept that this is your fate  
Seek and access some help, it's never too late,  
Tell friends and family exactly how you feel  
Leave nothing out, so they know it's for real,  
There are people out there that love you  
They're all hoping you're thinking good straight and true,  
When those thoughts come again, swear, rant, and roar  
And then like a Phoenix, take flight and soar.



Composed by *David Batchelor*

## 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. 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)

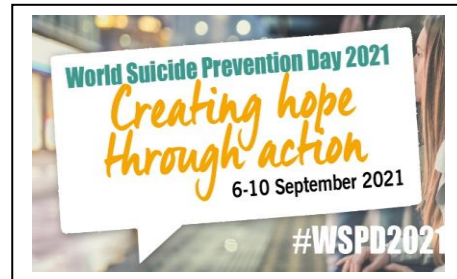
Gujarati - [https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook\\_Gujarati.pdf](https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook_Gujarati.pdf)

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.

### Creating Hope Through Action Workshop

First of all, we would like to offer a huge thank you to those of you that took part in this workshop for World Suicide Prevention week.

It was great to have your input and we thoroughly enjoyed being part of this session. We had some great discussions and will keep you informed of next steps. For those of you that would like to get further involved in supporting the Trust with personal safety planning and suicide prevention, please contact the Patient Experience and Involvement Team.



Please see below images of some of the creations from this workshop



### Youth Advisory Board (YAB)

YAB have been successfully nominated for an award in the Children and Young People National 2021 Awards. The YAB are one of 7 entries within the "Working in Partnership" category as a group established between Health and Local Authority.

YAB were also successful in being nominated within the 'Volunteer of the Year' category for the LPT Covid Hero Awards 2021. Five YAB members are due to attend the award ceremony in October.

YAB contributed and produced a presentation in support of the communication teams across Leicester, Leicestershire and Rutland to support the Covid 19 vaccination roll out programme for 12–15-year-olds. Digital engagement is ongoing with the covid vaccination programme team. Next month the digital engagement lead will join YAB to discuss developing a new video to support young people who are hesitant in taking up the vaccine.



## Update on Step up to Great Mental Health Consultation



All involved in the consultation would like to thank everyone who contributed the public consultation in which the Clinical Commissioning Group (CCG) asked people about proposals to invest in and improve adult mental health services for people in Leicester, Leicestershire and Rutland when their need is urgent, or they need planned care and treatment. We reached out to communities and heard the views of many people on the proposals put forward, as well as the likely impact.

A final consultation report of findings will be produced and published. This will be discussed by the CCG's in a governing body meeting along with a decision making business case, which outlines the recommendations relating to the proposals based on the public feedback. The governing body will make a decision with regard to the proposals, which will also be made public. Although the governing body meeting is not a public meeting, it is held as a public session. Depending on any Covid-19 restrictions applicable at the time of the meeting, it may be held virtually or face-to-face. The CCG's will ensure that this meeting is promoted widely across Leicester, Leicestershire and Rutland, and we will keep you updated in future editions of our 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

#### The Patient Experience and Involvement Team

**Email:** [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net)

**Post:** FREEPOST LPT Patient Experience

**Tel:** 0116 295 0818

**Twitter:** @LTPatientExp

