



Patient Experience & Involvement Newsletter

Monday 06.09.2021

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

Welcome to September'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, 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 😊

Covid Vaccination programme

Please use the following link which provides you with the latest information on the Covid Vaccination programme:

<https://bit.ly/3xiUmgV>

Parents and carers, please complete our Covid Vaccination Survey for Young People

This survey has been developed across LPT's covid partnership working group with the aim to understand the views of parents and carers on the covid vaccination programme for young people, the survey link is as follows:

<https://surveys.leics.gov.uk/snapwebhost/s.asp?k=162694062795>



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 August at Abbey Park. Below are some pictures we took to share with you:



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

- Monday 6th September from 12 to 1pm at Abbey Park LE4 5AQ
- Monday 20th September from 12 to 1pm Botanic Gardens, off 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 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 – Microsoft Teams
- Email
- Telephone calls
- Post (freepost address provided)



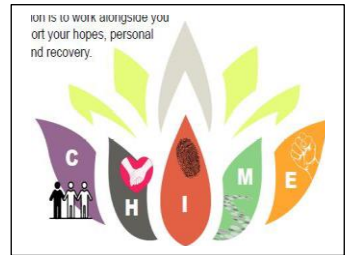
Over the following pages you will find details of training and development opportunities, as well as a list of new and ongoing involvement workshops and projects at LPT.

Please also contact us if you any further questions or queries. You can contact the Patient Experience and Involvement Team via email: lpt.patient.experience@nhs.net 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:

- **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:

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

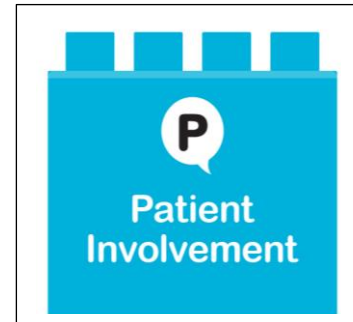
MS Teams Links: Will be shared via email a week before the virtual training is due to take place. Please make contact with the Patient Experience and Involvement Team if you wish to join this session.

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



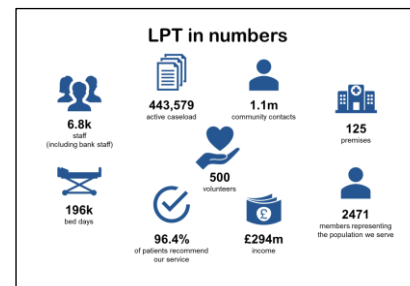
Involvement Packs (Introduction session only) We will post out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

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.

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 **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: lpt.patient.experience@nhs.net

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 to book your place



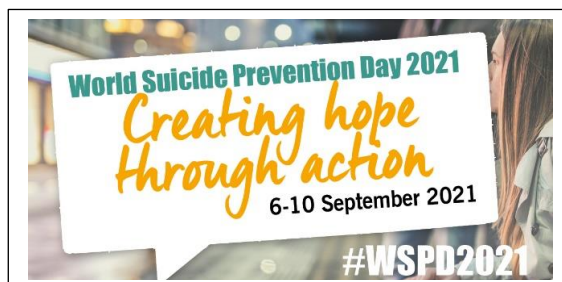
Improving information and support to family and support networks of those with Neurological conditions. Can you help?

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: lpt.patient.experience@nhs.net

World Suicide Prevention Day – Service User/Carer Creative Workshop

As part of this year's World Suicide Prevention Day and to enhance the work our LPT Suicide Prevention Lead along with a service user working group are doing on Personal Safety Planning, we would like to invite you to attend a workshop, with the theme of **"Creating Hope Through Action"**



For further details, along with joining instructions, please click on the following link to view the full invite: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/09/Creation-Hope-through-Action-Workshop-Invite.pdf> This creative and interactive session will take place on **Thursday 16th September from 2 to 4pm** – We look forward to seeing you and co creating together!

Start a Conversation – Activity programme

From 6th to 10th September 2021, Start a Conversation are also providing different events throughout that week. To view their full programme, please click on the following link:

<https://bit.ly/3kuJG9G>



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.

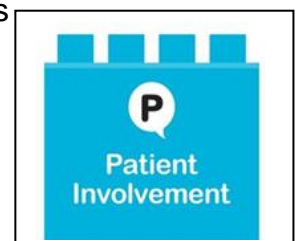
- Plan, Do, Study Act (PDSA), quality improvement approach
- Coaching
- Data for measurement
- Process mapping
- Human Factors
- Service evaluations

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: lpt.patient.experience@nhs.net

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 sessions 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/3tjvhvV>



Training opportunities - delivered by Angela Newton at Lived Experience Matters



Intensive Meeting Skills

Wednesday 6th October, Wednesday 20th October and Wednesday 10th November, 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 19th November 10am - 3pm, Friday 26th November, and Friday 3rd 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 or by telephone: 0116 295 0818

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

Carers UK – State Of Caring Survey 2021

Carers UK have launched the State of Caring Survey 2021 and we need your help to encourage carers to take part. Carers UK conduct some of the UK's most comprehensive research into the lives and experiences of carers.



Our State of Caring research helps to understand what caring has looked like in 2021 and carers' priorities for the future. With social care and health reform, opportunities for digital and data support, traditional services, assessments, juggling work and care and the ongoing effects of the pandemic, this year will be critically important.

They understand that many local authorities use the evidence provided by the State of Caring Survey to better understand and support carers and in their local areas and that it is key to advocating for their support.

Over the last year, their research and responses to their surveys have helped them to highlight carers' experiences across the UK to the media. It helped them campaign successfully for better guidance, testing for carers, PPE for unpaid carers, carers' 'support bubbles' and exemptions to allow carers to get a break. Carers were included in the priority list for the COVID-19 vaccination and they campaigned for specific advice to support juggling work and care.

Carers sharing what their priorities are, have also helped to focus Carers UK work and help decision makers know what matters to carers.

The survey will close on 13th September and Carers UK will be releasing a research report in November. The Link to the survey is: <https://www.surveymonkey.co.uk/r/9PGNLSC>

Police Community Leadership Programme

Following the success of the first PCC's Community Leadership Programme, which ran from December 2020 to March 2021, the Office of the Police and Crime Commissioner (OPCC) and the Violence Reduction Network (VRN) team are pleased to announce that funding has been agreed for a second cohort.

Applications are now open for the next round of aspiring community leaders to take part in our three-month Community Leadership Programme, starting at the end of October 2021. The programme is open to all ages, although we are particularly interested to increase applications from those between the ages of 18 to 30. Experience of supporting and working with communities in a community setting will be necessary.



The deadline for applications is Monday 27th September 2021.

See below link to read more about the programme and how to apply:

<https://www.leics.pcc.police.uk/About-Us/Vacancies-and-Tenders/Vacancies/Community-Leadership-Programme.aspx>

For further information please contact Jessica directly on jessica.ball@leicestershire.pnn.police.uk

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

Veterans' café

The current situation in Afghanistan is very concerning and as an NHS trust delivering mental health services, we know how times like these can deeply affect emotional and mental wellbeing.

LPT's Veteran's virtual cafes are run on a weekly basis (Monday/Wednesday and Fridays between 6 and 7pm) by ex-service personnel.

If you would like to attend, please click on the attached flyer for further details on how to join: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/08/Buddy-flyer-Aug-2021.pdf>

If you are or know a veteran, reservist or armed forces member, there is specialised support available on the NHS mental health services webpages here <https://www.nhs.uk/nhs-services/armed-forces-and-veterans-healthcare/veterans-nhs-mental-health-services/>.



My Mind Matters

My Mind Matters is a service for people affected by mild to moderate mental health in the Harborough District. The following leaflet provides information on the types of services VASL provides.

Please click on the following link for more details:

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/08/My-Mind-Matters-Leaflet.pdf>

You can also contact VASL, Market Harborough directly on: 01858 433232



One of our network members would like to share a Carers E Bulletin which contains lots of useful information related to people who care for others. link to the September's e-bulletin is <https://bit.ly/3tgEBpG>



Mobilise is an online service that harnesses the collective knowledge, wisdom and expertise of unpaid carers. Please click on the following link for more information:

<https://www.mobiliseonline.co.uk/>



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>



University of Leicester - Botanical Gardens Family Day

The Botanical gardens is such a beautiful spot for an afternoon's escape. On Sunday 12th September they are hosting a plant sale and family fun day with refreshments, music, entertainment, free kids' activities, arts and crafts stalls, wildlife activity and the chance to purchase some plants.

Children go free with adults priced at £5

Entrance and parking on Glebe Road, LE2 2LD.

Leicestershire Partnership NHS Trust Annual General Meeting (AGM)



Our AGM is open to our staff, our members and the wider public, and is an opportunity to hear about our Trust's highlights and achievements from over the last year. We will present our annual report and outline our progress against our vision – creating high quality, compassionate care and wellbeing for all – and our journey to Step up to Great.

You will have the chance to ask questions to our Chief Executive, Chair, and other members of the Trust Board. We will also share more about how our charity Raising Health has helped us to continue going above and beyond throughout the Covid-19 pandemic.

The AGM will take place on Tuesday 14 September 2021, 4pm until 5.30pm

Please click on the follow link for more information and how to register your attendance:

<https://bit.ly/3tim7Fa>

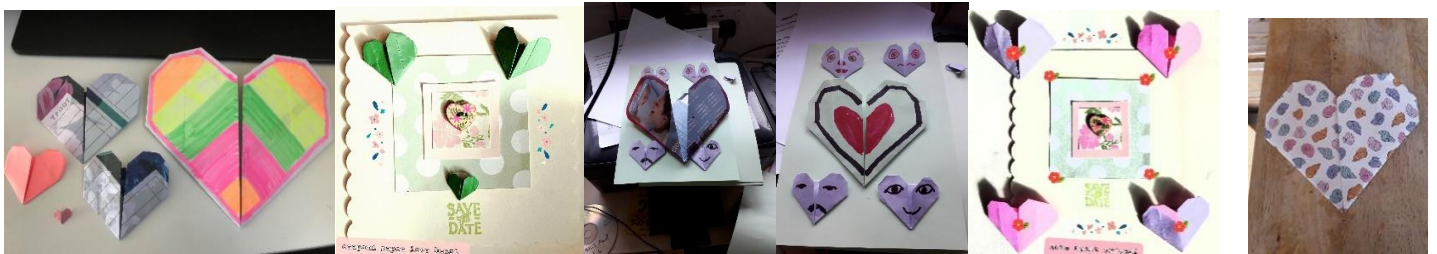
Useful Contacts



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

One of our network members, Tasha facilitated a creative session on “Hope” during August. Below are some pictures of the love hearts we made. Thank you, Tasha, for such an enjoyable session!



We all enjoyed this session so much that we would like to create a regular “creative space” where our network members can come together to meet virtually to “show and share” any creative ideas/crafty projects we have been completing at home, and to craft together.

If this is of interest to you, please contact the Patient Experience and Involvement Team to express your interest. More details to follow in our next edition!

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 – September update

Providing a patient perspective as part of a recruitment panel is becoming an integral part of the Trust's recruitment process. In August, members of our network provided patient perspectives on the following panels: Assistant Director of Nursing (member of the stakeholder panel), Clinical Lead Psychologist for MHSOP (Mental Health Service for Older People) and seven successful candidates to the role of Mental Health Practitioner.

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.

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 Collaborative Care 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.



We are delighted that these collaborative projects have been recognised and we thank all those that have been involved in these projects

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

Three YAB members have taken part in the recruitment of new Families, Young People and Children and Learning Disability staff through interview and stakeholder panels. The posts involved in recruiting include; Mental Health in Schools Team (MHST) Youth worker posts, MHST Band 6/7 posts, Child and Adolescent Mental Health Services (CAMHS) Eating Disorder Psychologist and nurse

interviews and DHON stakeholder panel. All YAB members have received recruitment and selection training facilitated by the Patient Experience and Involvement team.

Meetings have taken place with the volunteer lead for LPT to understand how YAB members contribute to the volunteer agenda, a session to support our YAB members in signing up to the network for volunteering and involvement.

One YAB member continues to be part of the LPT Peoples Council, feeding back into both groups. Two YAB members have been supported throughout August to join the Leicester City Council Health Scrutiny Group. One YAB member has also applied for peer support worker training in the Trust.

LPT Covid Heroes Award- YAB have been shortlisted for Volunteer of the Year.

PINMED – Update

For those who are not familiar, PINMED (Patient Involvement in Medication Decisions) is an electronic tool that can help service-users be more involved in decisions about their care. The PINMED project is an outcome of research carried out at Leicestershire Partnership NHS Trust by one of the mental health pharmacists.

PINMED is currently being developed in an App and web-based format. Service-users will be able to download the App onto their mobile phones or access it via a secure website. It can help service users prepare for their out-patient appointments. It directs them to trustworthy, patient-friendly, online resources for information about mental health conditions and their treatments to help them make an informed choice and make a valuable contribution to discussions about their care. Service users can write down their wishes and goals for their upcoming appointment which can further be discussed at their appointment. At the end of the appointment, the agreed treatment plan will be saved on the App and website; it will also be saved onto the service-users medical notes. The idea is that service users will have a copy of their treatment plan which they can share with their carers; it should also save time having to repeat themselves at subsequent appointments with new staff members.

Some service users were present at the meeting when the project lead attended the LPT patient experience group “Recovery and Collaborative Care Planning Café” in May 2021 to talk about this exciting project. It was really encouraging to see that several services users came forward to express an interest in becoming involved in this project. So far, two service users have provided valuable feedback on the App, which is very much appreciated.

There will be a call for more service users to get involved when it will be time for testing. We will keep you updated 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

lpt.patient.experience@nhs.net

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