



Patient Experience & Involvement Newsletter

Monday 01.11.2021

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

Welcome to November'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 😊

Happy Diwali!



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 – Change of Venues

Our November Walk and Talk sessions will be changing throughout Autumn/Winter. We will now be offering indoor venues to meet as follows:

Date & Time	Where
Monday 1 st November 12:00:13:00pm	Outerspace Café Rear of 43-45 Francis St, Stoneygate LE2 2BE
Monday 15 th November 12:00:13:00pm	Outerspace Café Rear of 43-45 Francis St, Stoneygate 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

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

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



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:

- **Monday 29th November 11-12:30pm**
- **Wednesday 22nd 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.

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:

- **8th December 2021 from 1pm to 2.30pm**

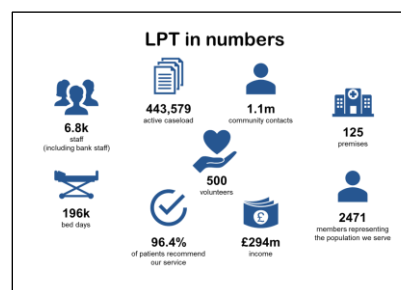
Overview of Introduction to the NHS workshop;

- 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:

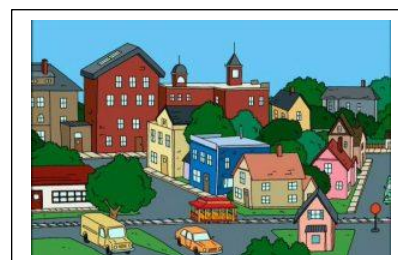
- **16th December 2021 from 1pm to 2pm**

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.



‘Getting Help in Neighbourhoods’

As part of our plans to transform adult mental health, we are bringing our services closer to where people live – to their local neighbourhood. This work is called “getting help in neighbourhoods” and it’s aiming to create community teams that will work together to provide more support to people who need it.



For more information and to get involved, please click on the following link:

<https://www.leicspart.nhs.uk/involving-you/all-age-transformation-of-mental-health-and-learning-disabilities-services/ghin/>

Training opportunities - delivered by Angela Newton at Lived Experience Matters

**Please note due to unforeseen circumstances the below
dates have changed to previously advertised.**



Intensive Meeting Skills

Wednesday 8th December, Wednesday 22nd December and Wednesday 19th 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 26th November 10am - 3pm, Friday 3rd December, and Friday 10th 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/>

Peer Support Worker Role

We'd like to let you know about an exciting job opportunity for people who have lived experience of mental health.

The Peer Support Worker role is fairly new to our Trust, and it is all about people using their personal experience of mental health issues to help others in their recovery journey: peer to peer.

Applicants do need to have completed a peer support training course. The closing date is **10th November**.

The link is on our jobs page <https://www.your-future.co.uk/community-mental-health-services/>

You can read more about the role on our website <https://www.leicspart.nhs.uk/involving-you/all-age-transformation-of-mental-health-and-learning-disabilities-services/peer-support/>

For those who might be interested in the role but have not completed the training, we will be having further free training in January, and we will also be recruiting to paid roles regularly.

If you are interested in the training or a job in peer support please contact Teresa Spilsbury;

Email: Teresa.Spilsbury@nhs.net

Mobile: 0758 767 2834

Non LPT Involvement Opportunities

NIHR Clinical Research Network East Midlands

Opportunity to become a member of the Regional Speciality group for Dementia.

This forum brings together researchers from across the East Midlands, (academics, NHS clinicians and allied healthcare professionals) to explore opportunities and collaborations to develop and deliver dementia research studies in the region.



The group are looking for a lay person to provide a perspective of someone living with or caring for a person with Dementia. The lay persons aim is to raise awareness and give the researchers an understanding of what the important things are to people living with dementia that need to be researched.

Meetings will be held three times a year via MS Teams with the first meeting commencing in Jan 2022. There is a financial reward for attending these meetings along with any preparatory work pre and post meetings.

If this of interest to you, please make contact with: lpt.research@nhs.net

The Challenging Behaviour Foundation

As part of an NHSE funded project reviewing advocacy for autistic people and people with learning disabilities in hospital settings, the CBF are exploring family carers' experiences both acting as an advocate for their relatives and also of advocacy that is provided to their relatives while they are in inpatient settings.



The CBF has produced a questionnaire which explores:

- Family carers' experiences of advocacy.
- How family carers have supported their relative to be listened to and understood.
- How they have, or could have been, supported in doing this.
- Family carers' ideas about how advocacy for individuals in hospital can be improved.
- What support and information would be helpful, both for family carers as advocates and their relatives.

If you are a family carer whose relative is (or has been) an in-patient in hospital, **please complete the questionnaire** : <https://bit.ly/3bhfCub>

A poster with more information can be viewed here: https://www.leicspart.nhs.uk/wp-content/uploads/2021/10/Advocacy_flyer_FINAL.pdf

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



Carers UK e-bulletin

carersUK

Carers UK give support and expert advice to carers, please find the following link to their latest e-bulletin: <https://bit.ly/39SaADG>

My Turning Point – Support and Signposting

#AlcoholAwareness #MyTurningPoint

A lot has changed over the last couple of years. If this includes your relationship with alcohol, then know you are not alone. My Turning Point can help you manage your drinking and receive support and advice. Ready when you are. <https://bit.ly/MTPAlcohol>



As we enter the festive season, you might notice an increase in your drinking. My Turning Point is a free platform that helps you understand how to manage your intake and provides support when you need it. <https://bit.ly/MTPAlcohol>

Activities

Recovery College Autumn Prospectus

Leicestershire Recovery College Autumn prospectus is out 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 see the poster for available courses this November: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/10/Available-Course-November-2021-Leicestershire-Recovery-College.pdf>

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>

Lead, Connect and Care Festival – 13th to 19th November 2021

The Leicester/Leicestershire and Rutland (LLR) Health and Wellbeing Team is please to invite you to its virtual “Lead, Connect and Care Festival” this November. The week long virtual event opens on World Kindness Day on 13th November 2021. The event will include sessions from expert speakers, world café style meetings showcasing improvements and initiatives across LLR



For more information and to register, please click on the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/10/Lead-Connect-and-Care-Festival-Poster.pdf>

Useful Contacts



Show and Share



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.

Findings of the Patient and Family and Carer Survey for Adult Learning Disability Services

Thank you to everyone who got involved in our patient or family and carer survey about telehealth experiences, here are the results:

Patient & Family/Carer Survey

We asked people with learning disabilities how they had found their phone and video appointments in order to think about what we needed to consider or change. Another survey was created to ask the similar questions to family members and carers.

From August 2020 October 2020 we asked patients about the appointment they had just experienced, within a day of the appointment. 9 people responded

We found

- most people (6/9) needed support to book the appointment and know when it was.
- all 9 people liked talking to the health worker.
- Whatsapp was the most popular method, but since then we have had a virtual platform called Attend Anywhere

- some people preferred telehealth appointments and others did not. The reasons were very important for the person.
“I like face to face better” “It was more private on the phone”

What we will do

- We will ask people when at the first appointment/contact about how they would like to have their appointments and what kind of support they need to make telehealth calls.
- We will try to give people the appointment type they want as far as we can.
- We will give out easy read instructions about how to use Attend Anywhere.

Family and Carer survey

From November 2020 to Feb 2021 we asked carers to respond to our survey: we had 8 responses.

We Found

- that lots of people had found the telehealth calls difficult: signal issues, access to computers, technical issues and that the patient they were with was unable to participate.
- People liked it that they were still able to access the service
- Some carers worried whether they had been able to convey sufficient information via video or that the health worker was not capturing everything about the patient’s environment
- Some carers found video was difficult when the health worker was also wearing a mask
- We also asked families and carers if they would like to get involved in helping us to make our services better and 6 people said they would like to.

What we will do

- We will make it easy for people to know how to get involved and we will work with those who offer their time.
- We will ask people at first appointment if they would like to get involved and explain how to.
- We will use Attend Anywhere for virtual appointments but continue to get feedback about how it is working for families, carers and patients.



The Youth Advisory Board (YAB) continue to meet virtually, each week on MS TEAMS, the group had a 1 week break for half term.

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.

The YAB have been working on planning their Christmas campaign during 2 sessions in October, this is based on the groups direction and focus for wanting to support in an ongoing Christmas based campaign.

The group have been planning and preparing for the first physical meet up since 2020, the session will be held on a Saturday morning at Leicester Outdoor pursuits centre for team building activities outside. Risk assessments and parental consents have been gained for those attending.

During November; The group are taking part in the stakeholder presentation panel for the New Band8a Team Leader posts within the Children and Adolescents Mental Health Services (CAMHS) 2 members of YAB are taking part in main interview panels supporting; psychology interviews for both Paediatric CAMHS and the new service as above for psychology posts.

Friends and Family Test display boards competition – winner!

The Patient Experience team received three competition entries within the deadline and decided to judge an overall winner. All entries were judged by a Patient Leader panel, and they are delighted to announce Mill Lodge as the winners who will receive £100 voucher to spend on patient activities. The team would like to extend their thanks to the patient leader judging panel.

The team have decided to extend this competition until December 2021 and will keep you updated in future editions of this newsletter.



Service user and Carer Involvement in Quality Improvement (QI) Projects.

Azar (Patient Leader) and Haley (Patient Experience & Involvement Manager) met with a small group of involvement network members to discuss involvement in various QI projects across the Trust. We had some great discussions and shared the various type of projects available for people to get involved with and the additional training available.

Most attendees would like to get involved which is great and we shall be arranging another meeting to pilot the introduction to QI session. We then plan to form a service user/carer QI group to provide peer support, discuss projects, and match people to projects of interest/lived experience to work more collaboratively with the project team.

If you would like to learn more about QI or to get further involved please contact us on the details 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 session's 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

FREEPOST LPT Patient Experience

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Twitter; @LTPatientExp