



# Patient Experience & Involvement Newsletter

Monday 04.01.2022

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

Welcome to January'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.

## COVID-19 Boosters

The government is encouraging those eligible to book their vaccines as soon as possible so we can all enjoy the festivities safely with our loved ones. This includes both flu and Covid-19 boosters, the evergreen offer for anyone still to get their 1st and 2nd doses of Covid-19 vaccine and second doses for 16-17-year olds. Minimum gap for a Covid booster is being halved from 6 months to 3 months from the date of your second "initial" vaccination.

The government has announced that boosters will be available to all adults by the end of January; these are being offered to priority groups first (including health and social care staff) before being offered to the general public according to how old they are.



### 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.

## Bi Weekly Virtual Cuppa & Catch Ups

Due to the recent governmental changes to how we meet up outside, we have decided to change our Walk and Talk meets to virtual catch ups. Please join us on MS Teams with a cuppa for an informal catch up and chat, find our January dates below:



Date & Time	Where
Monday 10 <sup>th</sup> January 12:00:13:00pm	Virtual via MS Teams Link to join: <a href="#">Click here to join the meeting</a>
Monday 24 <sup>th</sup> January 13:00:14:00pm	Virtual via MS Teams Link to join: <a href="#">Click here to join the meeting</a>

You are more than welcome to join us for a coffee and catch up! Please do let us know if you wish to attend by emailing: [lpt.patient.experience@nhs.net](mailto: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)

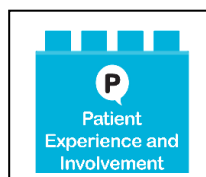
Over the following pages you will find details of training and development opportunities, as well as new and ongoing involvement workshops and projects at LPT.

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](mailto:lpt.patient.experience@nhs.net) or call 0116 295 0818



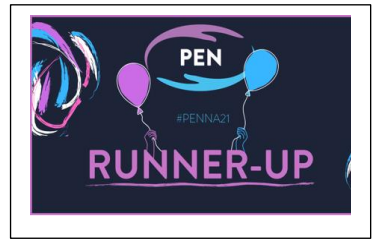
You can also join us on our bi-weekly virtual 'Cuppa and catch ups' where you can ask any questions and discuss any opportunities which may be of interest to you.

If you have not done so already, attending an Introduction to Involvement Workshop will give you further details of the support, training and involvement opportunities available to you as part of the service user/carers involvement network. Details of upcoming workshops can be found on the following page.



## 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>

Dates of meetings are as follows:

- **Tuesday 25<sup>th</sup> January 11-12:30pm** Theme is identity, guest speaker; Ann Jackson, LPT Patient Safety Lead.
- **Wednesday 23<sup>rd</sup> February 13:14:30pm** Theme is meaning & LGBT history month, guest speakers from TRADE sexual health and Victim First.
- **Thursday 31<sup>st</sup> March 11-12:30pm** Theme is empowerment, guest speakers Claire Armitage, and Annie Palmer discuss collaborative care planning.

If this has sparked your interest, please contact us to add you to the café distribution list (if you have not already done so) so we can ensure you receive the link and reminders for the cafes.

## 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



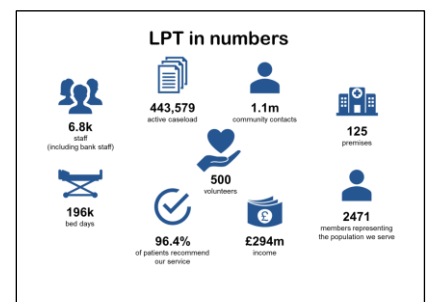
**Involvement Packs (Introduction session only)** We will post out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

Dates of Introduction to Involvement workshop:

- **Thursday 10<sup>th</sup> February from 10.30am to 12midday**
- **Wednesday 6<sup>th</sup> April from 1pm to 2.30pm**

### Overview of Introduction to the NHS workshop;

- How the NHS in England works and Integrated Care System's
- Introduction to LPT
- What is "Step up to Great"
- LPT's Peoples Council
- Support LPT can give you



Dates of Introduction to the NHS workshop:

- **Thursday 17<sup>th</sup> February from 11 to 12am**
- **Thursday 14<sup>th</sup> April from 1.30pm to 2.30pm**

**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.

## **Mental Health Central Access Point (MHCAP) – Update and involvement opportunity**

A small group of service users and carers have been working with the MHCAP service during the covid period in order to make improvements to their service which include branding, communication, and call handling.

This group has focused on the Central Access Point although moving forward will expand the remit of the group to include all Adult Mental Health urgent care services including;

- Mental Health Central Access Point
- Urgent Care Hub
- Crisis and Home Treatment Team
- Mental Health Liaison Team
- Criminal Justice and Diversion
- Homelessness

The group are looking to expand its membership and from February 2022 will meet bi-monthly for 1-2 hours via MS Teams.

This group will also work with the urgent care teams to implement the outcomes of the recent Step up to Great Mental Health Consultation across Leicester, Leicestershire and Rutland.

If you would like to join this group or discuss this opportunity in more detail, please contact the Patient Experience and Involvement Team.

## **Patient Involvement in Medication Decisions (PINMED) Involvement Opportunity**

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 networks members have already been involved with this project to date, and have provided valuable feedback on the App, which has been well received.

If this involvement opportunity is of interest to you, please make contact with the Patient Experience and Involvement Team via [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net)

## 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 to become 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 dates for new and existing network members are as follows:

- **Friday 8<sup>th</sup> April from 10.30 to 12midday**
- **Thursday 11<sup>th</sup> August from 2 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.

## Are you interested in co-facilitating? And/or sharing your lived experiences?



The Trust has a range of opportunities available for you to get involved with facilitating sessions. We are currently looking for people to support with facilitating our involvement Induction sessions, 2022's Recovery and Collaborative Care Planning Cafes, and teaching sessions to Nutrition and Dietetics health care students. This can be anything from hosting a full session/co facilitating alongside other staff, to short sessions bringing a patient and carer perspective to these sessions.

We have training on offer to those looking to improve their facilitation skills. We can also offer one to one support to those of you interested in facilitation or delivering a short session on your lived experience.

Please make contact with the Patient Experience and Involvement Team if this would be of interest

## Do you have experience of accessing Adult Learning Disability Services, or support someone who accesses these services?

The Adult Learning Disability Services are working on many projects across their service area and looking to make improvements. The service wants to ensure that services are accessible, particularly since changes made as a result of Covid 19. Therefore, the Adult Learning Disability services are holding an informal Cuppa and Chat via MS Teams where you can find out more and see how you can get involved.

The session will be held on **Thursday 13<sup>th</sup> January 2022 from 1-2pm.**

If you would like to book onto this session, please contact the Patient Experience and Involvement Team



### Have your say on Leicestershire County Council's Strategic Plan 2022-2026

Have your say on Leicestershire County Council's proposed Strategic Plan 2022-2026, which sets out ambitions and priorities for the years ahead. It outlines what the Council want to achieve and how they intend to do it. It is based on five strategic outcomes which are aspirational. They outline the end results the Council want to see for Leicestershire.



Have your say on the draft Plan by filling in [the online survey](#). For paper copies of the survey or any other questions, please email [policy@leics.gov.uk](mailto:policy@leics.gov.uk) or call 0116 3050527.

The consultation closes on **21 January 2022**

The Council would also welcome the opportunity during this consultation to present and discuss the draft Plan with community groups and partner organisations. If you would be interested, please email [policy@leics.gov.uk](mailto:policy@leics.gov.uk), or call 0116 3050527, to arrange a meeting date.

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### Health and Wellbeing Strategy 2022-25

#### Rutland Health and Wellbeing Strategy 2022-2025

The draft Rutland strategy aims to improve health and wellbeing for everyone in Rutland, but particularly those facing disadvantages or already living with ill health. Some areas of Rutland and even groups of people – such as those with special educational needs, the Armed Forces community, and the prison population – can have poorer health than most local residents, or a lower take-up of health and wellbeing services.

A draft version of the new Health and Well-being Strategy has been published online for everyone to read by visiting: [www.rutland.gov.uk/healthandwellbeingstrategy](http://www.rutland.gov.uk/healthandwellbeingstrategy).

Residents and local groups with a particular interest in health and wellbeing are being invited to review the priorities set out in the draft strategy document before completing a short online survey to share their views.

The consultation on Rutland's Draft Health and Wellbeing Strategy runs for six weeks and will close on **Friday 7 January 2022**.

Full details can be found online at: [www.rutland.gov.uk/healthandwellbeingstrategy](http://www.rutland.gov.uk/healthandwellbeingstrategy). You can also email: [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk). Anyone who would like to take part in the consultation but do not have access to the internet can call Rutland County Council on: 01572 722 577,

The feedback gathered through this consultation will be evaluated by Leicester, Leicestershire and Rutland Clinical Commissioning Groups (CCG), after which a report detailing the findings will be published. This will help to shape a final version of the Health and Wellbeing Strategy, which will be then be considered by Rutland's Health and Wellbeing Board in the New Year.

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## Improving physical health care in older people in mental health settings The ImPreSs-Care Study

We are looking for people or carers of people who have been affected by combined physical and mental health conditions to be consulted on the study below. The consultation meeting will last for 1-2 hours and will be online. You will be reimbursed for your time at £25 per hour. The group will discuss the proposed research project and you will be asked to give feedback on whether you feel this project is worthwhile and any changes you think could be made to improve it for patients participating in the research project.



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For more information or to express your interest **please contact Dr Lucy Beishon on** [lb330@le.ac.uk](mailto:lb330@le.ac.uk)

### What are the aims of the study?

This study aims to improve our understanding about the physical health needs of older people who are inpatients on a mental health ward. Secondly, we will develop recommendations for physical health care services for older people who are inpatients on mental health wards.

For more information on background and benefits to patients, please click on the following link:  
<https://www.leicspart.nhs.uk/wp-content/uploads/2022/01/Overview.pdf>



### FREE Suicide Awareness Training Sessions

The Rural Community Council have three upcoming suicide awareness training sessions.

Suicide should be a concern to all of us. To increase awareness - and to help remove the stigma which can be a barrier for those in need of help - this free session should interest anyone who wishes to examine their own attitudes and to potentially help someone in distress. A gentle introduction to the subject, it is open to all - including local community volunteers and members of the public, as well as those whose main role is likely to bring them into contact with those at greater risk. Delivered by the Rural Community Council (Leicestershire & Rutland).

#### **When:**

Thursday 20 January 2022 (9:30am to 12:30)

Tuesday 8 February 2022 (9:30am to 12:30)

Wednesday 23 February 2022 (9:30am to 12:30)

**Where:** Online

**Who:** These are open to all and free to attend.

**How:** Registration in advance is required by contacting: [mwilbur@ruralcc.org.uk](mailto:mwilbur@ruralcc.org.uk)



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

## Winter Wellbeing Tips from the Recovery College

**Be Active:** Get outside, even for a short walk for 12 minutes can increase feelings of happiness, help you to feel calmer, reduces anxiety and can improve confidence.



**Connect:** Social media...if you are planning on using social media, avoid comparing your experiences to others. Remember others tend to share the best part of their lives with others.

**Learn:** You matter!..take some time for yourself, saying 'no' at this time of year can be difficult but it is important to spend time looking after your own wellbeing. Why not learn a new word? Try learning a new game, such as sudoku or crosswords.

**Give:** Organisation is key...avoid any unnecessary stress over, if you have any plans, prepare for these situations in advance. Travelling; plan your route in advance. Hosting: organise what you are offering in advance.

**Take notice:** Try to eat healthily! During the winter months, it can be was too easy to eat plenty of unhealthy foods (in moderation these can be a treat). Being mindful of what you eat can help towards your personal self care.

## Activities

### Recovery College Autumn Prospectus

There are a range of courses available 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>

### Feedback from a Recovery College Student

*'I really do credit that course with helping me to get "back to me" as my boss in my old job was good enough to give me time off to attend the college sessions and then the Comedy Asylum sessions as they essentially formed part of my counselling and aided my recovery.'*

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## The Carers Centre New Website

There's lots of useful information available on the Carers Centre new website where they regularly share updates from partners.

They are still developing the website and will be adding information regularly so if there is anything you feel is missing or you would like to feedback your views on the website, please do contact the carers centre and let them know.

<https://claspthecarerscentre.org.uk/>

As usual, they have a packed programme of activities and groups taking place throughout January with all information about all sessions and groups shown on their website on the 'What's On' page.



## Buddy to Buddy Veteran Café is back!

The Café's are held every Monday, Wednesday and Friday, please click on the following flyer for more details:

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/12/Buddy-is-back-flyer-Dec-2021-scaled.jpg>

## Useful Contacts





## Advice and Support Agencies – Overview and contact details

Please also find a list of support agencies available to all members of the public both regionally and nationally:

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/12/Advice-and-Support-.pdf>

## Show and Share



### Message to a loved one service

Information for relatives, friends and carers of patients in our care



Patient feedback  
listening to you

The team can be contacted  
9am - 12 noon, Monday to Friday  
Tel: 0116 295 7297 or 0116 295 0818

Email: [LTPatientexperience@leicspart.nhs.uk](mailto:LTPatientexperience@leicspart.nhs.uk)

Online form: [www.leicspart.nhs.uk/messagetoalovedone](http://www.leicspart.nhs.uk/messagetoalovedone)

[www.leicspart.nhs.uk](http://www.leicspart.nhs.uk) follow us on Twitter @LTPatientexp

In response to the current postponement of visiting on our wards due to Covid, we have relaunched our 'Message to a loved one service'. This service helps people keep in touch with their loved ones while they are in hospital.

The message to a loved one service offers a range of different ways you and your loved ones can maintain contact. We can:

- Be a point of contact for relatives and carers to enquire about patients on our wards
- Relay messages to and from our patients
- Provide advice and answer general queries about how we are managing the Covid-19 situation.
- Arrange virtual visiting with a video call to family

The following link's provides more information;

Patient Information: <https://bit.ly/31pZDbV>

Family Information: <https://bit.ly/3pRkSww>

## 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 as well as made finalised stage in the 2021 national PENNA awards which showcases successful projects and initiatives.



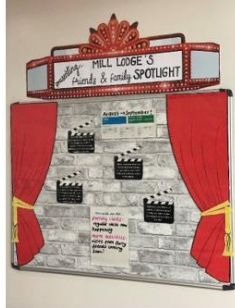
Links to each workbook can be found below;

- **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.

## Friends and Family Test (FFT) display boards – our winners!

The patient experience and involvement team launched a new competition earlier this year which awarded vouchers for the best friends and family display boards showing how you have listened to feedback and displaying any FFT feedback.



On 7th December, there was a presentation for the competition winner of the Friends and Family Test board.

Sim Chopra, ward clerk at Mill Lodge created the board. Grant, a member of the judging panel, presented the unit with £100 of vouchers and a certificate signed by Anne Scott, Executive Director of Nursing, AHP's and Quality. The vouchers will go towards activities planned for Christmas. Well done again Mill Lodge and many thanks to Grant for taking time to present the voucher and certificate

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If you would like to join this group or discuss this opportunity in more detail, please contact the Patient Experience and Involvement Team.

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## We would also love to hear about your involvement journey during this time:

Would you like to share how you have found your involvement journey so far?  
What involvement projects have you been involved with?

Would you like to feedback to us so we can share your involvement experiences in future editions of this newsletter?

Your feedback on the projects/activities you have been involved with will help us to inform others at the beginning of their involvement journey.

We are happy to arrange one to one 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](mailto:lpt.patient.experience@nhs.net)

FREEPOST LPT Patient Experience

Tel: 0116 295 0818

Twitter; @LPTPatientExp



**Remember 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)