



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 07.02.2022

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

Welcome to February'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.



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.

Bi Weekly Virtual Cuppa & Catch Ups

Due to the winter weather, 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 February dates below:



Date & Time	Where
Monday 7 th February from 12 to 1pm	Virtual via MS Teams Link to join: Click here to join the meeting
Monday 21 st February from 1 to 2pm	Virtual via MS Teams Link to join: Click here to join the meeting

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

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)

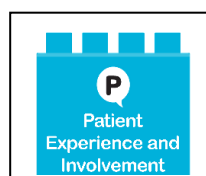
Over the following pages you will find details of training and development opportunities, as well as new and ongoing involvement workshops and projects at LPT.

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 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:

- **Wednesday 23rd February 13:14:30pm** Theme is meaning & LGBT history month, guest speakers from TRADE sexual health and Victim First.
- **Thursday 31st 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.

For more information, please contact the Patient Experience and Involvement Team directly. We look forward to seeing you!

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



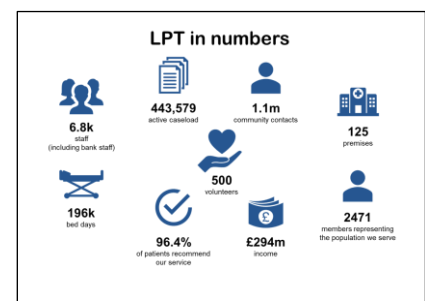
Involvement Packs (Introduction session only) We will post out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

Dates of Introduction to Involvement workshop:

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

Overview of Introduction to the NHS workshop:

Due to recent changes to the integrated care pathway, future dates for these sessions will be confirmed in April 2022



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.

Share your experiences of LPT's Complaints process

We are looking for network members who have been through the complaints process at Leicestershire Partnership NHS Trust (LPT) in the past 18 months, who would like to share their experiences, whether they be good or bad.

We are looking to improve our complaints procedures and to update LPT's complaints satisfaction survey and would like your help.



For further details and/or to express your interest please contact the Patient Experience and Involvement Team on 0116 295 0818 or by email: LPT.Patient.Experience@nhs.net

Please express your interest by **25th February 2022**.



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 8th April from 10.30 to 12midday**
- **Thursday 11th 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

We need your feedback!

Azar and Haley have co designed the Introduction to Quality Improvement training session, which is aimed at service user and carers, and would like to invite network members to attend their session to go through this training as well as discuss next steps.



This will be the first time this session will be delivered, so it will be great to get your feedback as well as any ideas for improvement.

We have planned a MS Teams session for **Friday 4th March 2022, from 1-2:30pm.**

If you have any queries and/or to register your place, please make contact with the Patient Experience and Involvement Team

Training Opportunities - delivered by Angela Newton at Lived Experience Matters



Intensive Meeting Skills

To be delivered online on Friday 18th March, Friday 25th March and Friday 22nd April 2022 (3 days)

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

To be delivered in person on Friday 6th May , Friday 13th May and Friday 20th May (3 days) followed by ongoing telephone / online coaching support as required by participants over 6 months (3 days).

This training programme is aimed at people who are planning 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/>



People with learning disabilities invited to book in at latest specialist COVID-19 vaccination clinics

More specialist COVID-19 vaccination clinics for people with learning disabilities and autism will be held over the next three months to enable people to get their boosters and vaccines in a calm and friendly environment that meets their needs.



The clinics will be held on the following dates and venues:

- **Wednesday 23 February: the Peepul Centre**
- **Thursday 31 March: Loughborough Hospital**

All clinics will run from 10am to 6pm and need to be booked in advance. The vaccine used will be Pfizer.

The sessions are open to anyone with a learning disability or autism in Leicester, Leicestershire and Rutland, aged 12 or over, who is due for a first, second or booster COVID-19 vaccination. They are designed for people who need a more supportive environment than an ordinary clinic can provide.

The clinics will offer a calm atmosphere, longer appointment times and be staffed by vaccinators specialising in learning disability support and care.

Sam Screaton, learning disability vaccination clinical lead at Leicestershire Partnership NHS Trust, said:

"It is extremely important to us to ensure the COVID-19 vaccines and boosters are accessible to everyone. If you catch COVID-19 it can make you poorly. People with a learning disability are more likely to become very poorly if they catch coronavirus, so getting the protection from the vaccine is the best way to stay healthy. We have also opened these sessions up to those aged 12 and above, to enable school-age young people with learning disabilities to take advantage of these clinics. I can assure anyone who is nervous about coming that all the people who work at the clinics are very friendly and will make sure you feel as comfortable and calm as possible."

To book, please use the following links. Please also specify in the additional comments box if you need us to make any specialist adaptations, such as needing a private or quiet space.

- To book an appointment at either of the learning disability clinics at Loughborough Hospital, on Hospital Way, LE11 5JY, please visit:
[https://www.swiftqueue.co.uk/pre_timescreen.php?id=\\$2y\\$10\\$jS7SCNRH5cXRZTp.BauAmO1DAQVAyinPCpdxhFGMxVkmXLQLYhdiK](https://www.swiftqueue.co.uk/pre_timescreen.php?id=$2y$10$jS7SCNRH5cXRZTp.BauAmO1DAQVAyinPCpdxhFGMxVkmXLQLYhdiK)
- To book an appointment at the learning disability clinic at the Peepul Centre, on Orchardson Avenue in Leicester, LE4 6DP, please visit:
[https://www.swiftqueue.co.uk/pre_timescreen.php?id=\\$2y\\$10\\$Ayoa13/LS0fJC2rphTZDBOgNNMd8BYcDITw0ok4CAmWe83ZfcGGYm](https://www.swiftqueue.co.uk/pre_timescreen.php?id=$2y$10$Ayoa13/LS0fJC2rphTZDBOgNNMd8BYcDITw0ok4CAmWe83ZfcGGYm)

More information about booster vaccines in an easy read format can be accessed as follows:
<https://www.leicspart.nhs.uk/wp-content/uploads/2022/01/UKHSA-12222-COVID-19-booster-vaccination-easy-read.pdf>

This video from the Misfits Theatre company from Bristol, in partnership with NHS England, gives a message encouraging people with learning disabilities to get their COVID-19 booster vaccination:

<https://www.youtube.com/watch?v=dF0O1d800jU>

Non LPT Involvement Opportunities

Mental health matters

Help us help you

This campaign encourages anyone experiencing feelings of anxiety, depression or other common mental health concerns to seek help through NHS Talking Therapies services (also known as IAPT- Improving Access to Psychological Therapies).

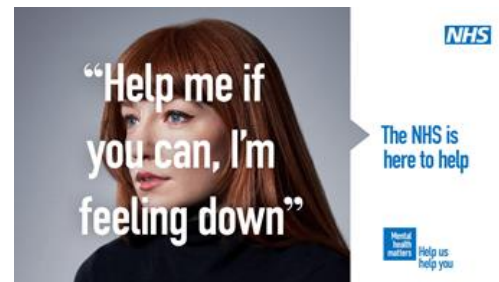
After being gifted the song rights by Apple Corps and Sony, the campaign creative will use lyrics from the Beatles' song 'Help!' to powerfully bring to life the message that anyone can experience feelings such as anxiety and depression and that it's totally normal to ask for help.

The campaign aims to increase the public's awareness of these services and the number of people accessing them via self-referral, or via their GP – in particular looking to reach people who are struggling and realise they need help, but don't know how or who to go to for support.

The campaign will run in England across VOD (catch up TV), radio, paid social media, PR, partnerships, multicultural media and search. Accessible and multicultural materials will also be made available to partners in the coming weeks.

A range of campaign assets will be made available for download from the [Campaign Resource Centre](#) including:

- Help! video content featuring talent, patients, therapists
- Campaign toolkit
- 60 second film
- Posters
- Social media copy including 30", 15" and static assets
- 30 second radio edit



The following assets will be made available in the coming week, also for download via the Campaign Resource Centre:

- Digital screens
- Email signatures

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:

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



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 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.



Recovery College Spring Term Prospectus

There are a range of courses available including;

- Introduction to Self-Care
- 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 or email lpt.recoverycollege@nhs.net, 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 Spring Term prospectus online through the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2019/02/Spring-Term-Prospectus-2022-final.pdf>

Available courses in February 2022: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/02/Avialable-Course-February-2022-Leicestershire-Recovery-College.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.'



Learning for Confidence and Better Mental Health

This FREE course aims to support you to improve your mental health and wellbeing through learning.

A 10-week course which includes topics like mindfulness, personal wellbeing, self-care, understanding stress and resilience, communication, and confidence building, all delivered using a variety of learning activities.

For more information, please click on the link to access the flyer: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/01/Mental-Health-Courses-Spring-2022.pdf>



Nature Connection for Wellbeing

Supporting mental health and wellbeing by working with and in the wider natural world.

They provide a range of different ways to do this, including Forest Bathing walks, Forest School for all ages, all nature-based.

Please click on the following link for further details on how to join these groups: <https://betteroutdoors.org.uk/>

Carers Centre February 2022 timetable of events



The Carers Centre
LEICESTERSHIRE & RUTLAND
at the heart of caring

All of the carers centre services are free and available for carers & ex-carers, in Leicester, Leicestershire & Rutland.

Their groups & activities offer a mix of online and 'in person' sessions with regular extra events.

February 2022, Carer Centre timetable: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/02/FEBRUARY-2022-Carers-Centre-TIMETABLE.pdf>

They can provide support with joining online groups if you're new to Zoom and have some easy to use 'tablets' for loan if you need one.

To join any groups or sessions contact: 0116 251999, enquiries@thecarerscentre.org.uk
www.claspthecarerscentre.org.uk

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

Charles, one of our network members has been supporting the involvement team at our Recovery College sessions where we talk about Involvement at LPT in general, support and training available to network members as well as Charles providing an overview of his involvement journey.

Below Charles highlights his journey to recovery and how becoming a network member has led him to connect with other opportunities within LPT:

- Struggled with mental health difficulties most of my life.
- Mental Breakdown 3 years ago – wouldn't leave my bedroom.
- Returned to education studying mental health, life coaching and neuro-linguistic programming (NLP) – alongside intensive assistance from PIER Team
- Started a Psychology degree at Open University.
- Joined Patient Experience and Involvement Team approx. 1 year ago.
- Became a volunteer with the NHS
- Joined the PIER Team on a project based on receiving feedback from patients and team members.
- Qualified as a peer support worker upon completing ImROCs course and an NHS placement
- Took part in recruitment panel training
- Speak about my experience to others in the Involvement Team Recovery College sessions
- Launched a peer support and life coaching non-profit organisation called Knus (www.knus.io), helping those in need of a chat, mental health tips and relaxation experiences. Utilising technology to advance peer support and life coaching for those that need it.

Please use the above link to access further details of Charles peer support and life coaching non-profit organisation.

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
- **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.



Step up to Great Mental Health Consultation Report Findings

Thank you to everyone who shared their views through the consultation. The multi million pound investment will enable services to be both reorganised and strengthened. This will enable significant improvements to services to support the health and wellbeing of people and their families across Leicester, Leicestershire and Rutland. Please click on the following link to access the report and findings: <https://greatmentalhealthlfr.nhs.uk/>

Here is a easy read summary of what you told us: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/02/NHS-GreatMentalHealth-easy-read-summary-v4.pdf>



YAB update – January 2022 update

YAB continue to meet virtually, each week on MS TEAMS. During January the group have reflected on their priorities for the year and reviewed projects and involvement that have taken place during 2021. This has enabled the group to recognise what and how they would like to focus on moving forward.

The group supported a session with Fran from the CAMHS Eating Disorders team to shape service evaluation and feedback forms that young people who access the service are asked to complete following treatment. The group created the survey to become more user friendly. The group will be reviewing the feedback in 3-4 months time.

The group have started to plan a mystery shop of online mental health support, this will begin with scoping the accessibility of “online offers” and feature specific mystery shopping of the “Kooth” service available to young people.

YAB were pleased to be shared and see the below covid vaccination video that they supported co-designing with the digital engagement team at the end of last year. An example of their co-production in action!

<https://www.healthforteens.co.uk/health/coronavirus/covid-19-vaccination-information/>

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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