



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 07.03.2022

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

Welcome to March'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, 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 March dates below:



Date & Time	Where
Monday 7 th March from 12 to 1pm	Virtual via MS Teams Link to join: Click here to join the meeting
Monday 21 st March from 12 to 1:30pm – we will spend part of this session learning paper folding a flower	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)

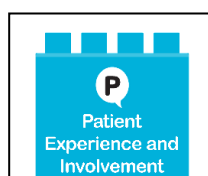
Over the following pages you will find details of training and development opportunities, as well as new and ongoing involvement workshops and projects at LPT.

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:

- **Thursday 31st March 11-12:30pm** Theme is empowerment, guest speakers Claire Armitage, and Annie Palmer discuss collaborative care planning.
- **Tuesday 26th April 1-2:30pm** Theme is connectedness, guest speaker to be confirmed.

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



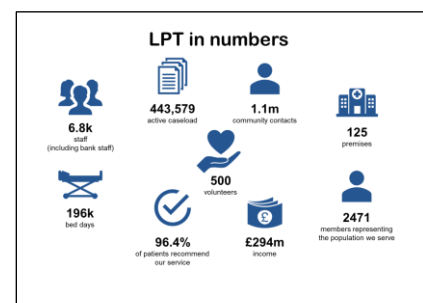
Involvement Packs (Introduction session only) We will post out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

Dates of Introduction to Involvement workshop:

- **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.

We are seeking two Non-Executive Directors for Leicestershire Partnership NHS Trust

There are two Non-executive Director vacancies at Leicestershire Partnership NHS Trust (LPT), one to chair the Finance & Performance Committee and one to chair the Audit Committee. We are keen to recruit local candidates who live in the Leicester, Leicestershire or Rutland area to share their talents and commercial / financial expertise in order to make a positive difference to the lives of the one million people served by the Trust.



The application deadline is **Friday 18th March**. Details can be found at the link below.

[Non-executive opportunities in the NHS » Leicestershire Partnership NHS Trust, Non-executive Directors \(england.nhs.uk\)](https://www.england.nhs.uk/non-executive-directors/)

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, our involvement induction sessions and we are planning training to staff to support experience and involvement. 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.



Development of a new culture fair cognitive assessment tool

We are looking for individuals or carers of people who have been affected by dementia. We are particularly keen for participants whose first language is Gujarati, Hindi, or Punjabi to be consulted on research project involving the development of a new culture fair cognitive assessment tool. The consultation meeting will last for 1-2 hours and will be arranged 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.

[For a summary with more information about the project click here](#)

Thank you for taking the time to consider being involved in this project. For more information or to express your interest please email the Research and Development Team on: lpresearch@nhs.net

META MONITOR Study

Dr Hari Subramaniam is looking for individuals or carers of people (aged 18 and over) who have had experience of antipsychotic drug treatment for treatment of their mental health conditions within Leicestershire Partnership NHS Trust to be consulted on the META MONITOR research project.

We invite adults (over 18 years old) of any ethnic background with lived experience of a mental health condition which was treated with a newer antipsychotic medication (such as Olanzapine, Risperidone, Quetiapine) for a reasonable length of time. We also welcome carers for individuals who have received antipsychotic medication.

The META MONITOR study hopes to identify early risk factors over the first four weeks of antipsychotic medication treatment including behaviours that may predict adverse outcomes such as weight gain in the longer term. The ways to monitor the early risk factors including the weight of these patients and their behaviours such as dietary habits and activity will be discussed in the PPI group.

The consultation meeting will last for 1-2 hours and will be arranged online. You will be reimbursed for your time at £25 per hour, plus £5 per meeting for communication costs (per the NIHR guidance). It is expected that there will be about 4-5 meetings to support the preparation of a National Institute for Health Research (NIHR) Research for Patient Benefit (RfPB) grant. We hope to recruit 4-5 individuals to advise the development of the NIHR application which will include PPI co-applicants.

The PPI group will discuss the research project and you will be asked to give feedback on any assessments and interventions that are being considered for the study (such as daily weights, mood, sleep records and dietary habits, blood glucose monitoring and monitoring of their hunger, satiety, and activity levels). We would like your feedback on the acceptability and suitability of these interventions for patients who are receiving antipsychotic treatments.

For more information, please click on the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/Lay-summary-for-META-Monitor-Study.pdf> <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/PPI-Information-Sheet-META-Monitor-study.pdf> Thank you for taking the time to consider being involved in this project.

If you would like to be involved in this project, please contact the Research and Development Team on: lpresearch@nhs.net

Psychosis Pathway – Developing a new preventative service: Would you like to attend a Focus Group?



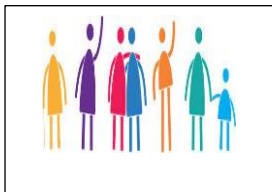
The group will discuss the development of a new preventative service which aims to work with people who may be at risk of experiencing psychosis. Psychosis does not tend to come out of nowhere and there are “early signs” which can be detected and worked with to help people reduce the likelihood of experiencing psychosis. We are hoping to talk to people who may have experienced these “early signs” or may have experienced psychosis themselves or cared for a loved one with these experiences. We hope this will help us to better understand the needs of those people who may be accessing this service.

The aim of the focus group is to improve understanding of the needs of those people who would meet the criteria for this service provision.

We would hope people joining the focus group would be able to speak from the knowledge gained from their own experience to help us think about what would have been useful from services when they first sought help. We will not require people to share details of their personal experiences.

The focus group will take place on **Monday 28th March 10:30am- 12:30pm via MS Teams**

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



Do you have experience of a loved one staying on our Dementia wards? Focus group looking to improve communication

Wakerley is a Dementia Ward at the Evington Centre, and this service is looking to improve communication across the ward, and with carers and family members of Patients.

Initially the service is holding an online focus group via MS Teams and they would like to hear your experiences, what matters to you and to share ideas, particularly around improving communication, and how they involve families and carers.

The focus group will be held in April although an exact date and time is to be confirmed.

If this is of interest 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 10am to 3pm, Friday 25th March 10am to 3pm and Friday 22nd April 2022 11am to 4pm (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 11.30am to 4pm , Friday 13th May 11.30am to 4pm and Friday 20th May 11.30am to 4pm (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:

- **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.BauAmO1DAQVAyjnPCpdxhFGMxVkmXLQLYhdiK](https://www.swiftqueue.co.uk/pre_timescreen.php?id=$2y$10$jS7SCNRH5cXRZTp.BauAmO1DAQVAyjnPCpdxhFGMxVkmXLQLYhdiK)
- 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>



**Do you have a diagnosis of autism? Are you looking for support with anxiety?
Take part in research into treatment of anxiety**

We are inviting people with a diagnosis of autism to take part in the STRATA study - the largest study on the treatment of anxiety in autistic people.

STRATA has been co-produced with experienced clinicians, researchers, and autistic people. You can take part from anywhere in the UK.

To read about the study and how to take part, visit:

<https://strata.blogs.bristol.ac.uk/taking-part-in-the-uk/information-about-the-study/>





Contact a member of your local research team:

Email: lpt.strata-trial@nhs.net

Phone: 0116 223 1170

Health Watch Chai, Coffee and Chat

Join us to share your experiences of local health and social care services – your voice counts and can make a difference.

 Tuesday 22 March 2022
 10.30am -12.30pm
 Peepul Centre, Leicester LE4 6DP
 <http://ow.ly/qxzM50I1iGU>



For more information, please contact Shirin Shahid, Community Outreach Lead on 07885 214565 or email shirin.shahid@healthwatchll.com

East Midlands Patient Safety Collaborative – Online learning event

East Midlands Patient Safety Collaborative

The East Midlands Patient Safety Collaborative Mental Health Safety Improvement Programme will be holding the Co-production versus Faux-production Online Learning Event on **27th April 2022 at 10:30am to 12:00pm via Ms Teams.**

The free online session has been co-produced and will be co-delivered by Experts by Experience and Experts by Training and will provide an introduction to co-production and practical guidance to help people co-produce work in their own settings. This event is for Staff, Service Users, Carers, Managers and Governors in Mental Health Trusts in the East Midlands working with the East Midlands Patient Safety Mental Health Improvement Programme.

To register for the event, and attend either or both of the conferences, please email; ENGLAND.PEAdmin@nhs.net with the below details:

- your full name
- email address
- mobile number
- which session (s) they would like to attend

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

Together We Care Leicestershire and Rutland Carers Group

The together we care carers group are now meeting in **Loughborough** once a month, starting on Wednesday 2nd March. Please see the Loughborough poster for further details: https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/Loughborough_.pdf



The group continues to meet online every week as well, so please contact The Carers Centre for more information or to refer someone.

Remember also to check out their website, Facebook, twitter or Instagram for details of all of their services. <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/Together-We-Care-Counties-Carers-Group-Leaflet-V2.pdf>

Please also view The Carers Centre activities during March 2022: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/MARCH-2022-TCC-TIMETABLE.pdf>

Lastly please find a link to The Carers Centre March 2022 update: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/3.-Carers-Update-Mar-2022.pdf>



Rutland Parent Carer Voice – February 2022 Newsletter

Rutland's official parent carer forum, the voice that listens and represents parents and carers of children and young people with special educational need and disabilities.

Please see their February newsletter for updates, and details on webinars and workshops taking place in March:

<https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/Rutland-Parent-Carer-Voice-Newsletter-Feb-2022.pdf>

Activities

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 March 2022: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/Available-Courses-March-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.'

International Women's Day

Alive and Kicking Fantastic Females in Coalville

Alive and Kicking have week-long celebrations taking place.

Please see link to poster for more details on these activities:

<https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/International-Womens-Day.pdf>



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

We would like to share some feedback we received from Kelly-Anne at the Agnes Unit in providing a patient perspective at a recruitment panel



“Following on from the Learning Disability Talk and Listen group in sharing accessible questions they had devised; we modified these questions for our patient group. Going on to create accessible information to explain the purpose of the interview, and how they could participate if they wished.

A current in-patient then chose two questions which we sent to the candidates, asking them to film their responses and send back (covid precautions meant this was the safest way without putting patient at increased risk). Our patient was then invited to watch these videos and with support from staff to give their feedback.”

“Our patient was an absolute superstar during this activity and gave it so much focus and attention.”

His family member has shared the below feedback with me:

“Thank you for allowing him the opportunity to be involved in recent interviews, he really enjoyed it and found it to be a meaningful activity. It means a lot that you gave him the chance.”

“We know using this as a benchmark for our interviews within the unit can now be used as templates for all staff in the unit to be able to access.”

“I am SUPER PROUD OF OUR TEAM AND THEIR PERSERVERANCE TO OFFER THE OPPORTUNITY. Many times, we have seen it be all too easy for people to say that in-patients are in crisis or the blanket statement that they lack the capacity but, on this occasion, we proved it can be done with the right resources and dedication. This has given our team a confidence boost that these opportunities can be created in this environment.”

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.



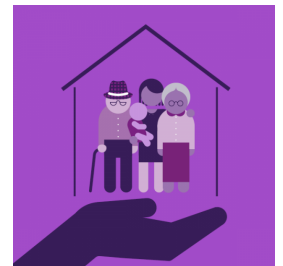
Links to each workbook can be found below;

- **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.

Carers Informal Conversations – Update

Thank you to those of you who joined our Carers Informal Conversation on Friday 25th February. All attendees have now signed up to our service user/carer network and have expressed an interest in becoming involved in looking how we can better communicate with our carers. We will keep you updated on how these projects progress in future editions of our Patient Experience and Involvement Newsletter.



Providing a patient perspective – Recruitment Panels – February Update

Our pool of in house trained network members is growing along with requests for more patient representation at interview panels.

In February we provided a patient perspective on the following panels: Mental Health Practitioners, ASD Lead Nurse – Family and Young People Services, Clinical Psychologist in Urgent Care, and Mental Health Clinical Psychologist Lead. Thank you to those who participated.

If this has sparked your interest, please see page 4 of this newsletter for details on how you can access our in-house recruitment panel training.

YAB update – February 2022 update

YAB continue to meet virtually, each week on MS TEAMS. The group took a break for half term week during February.



During February the group have completed a mystery shop/scoping of online Mental Health support aimed at support Young People from Year 7 to Uni age ranges, this began with scoping the accessibility of Kooth and Togetherall online services available to Young People. This work is currently being written up to be presented to commissioners who had initial discussions with YAB around this work before Christmas.

Sam Keating from the Clinical Commissioning Group joined a session to engage with the YAB with their ideas and suggestions around Health and community Ambassadors and also to explore the experiences of the group in getting their covid vaccines and accessibility of this for Young People.

A member of YAB has been successful in being recruited into a Peer Support worker role within LPT as part of the trust's recruitment programme to Peer Support Workers.

During February two YAB members were part of recruitment panels for roles within Community Paediatrics and CAMHS, the group have also contributed to creating questions to be included in interviews.

YAB also inputted views/youth proofed Speech and Language Therapy patient facing leaflets.

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
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Twitter; @LPTPatientExp

