



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Tuesday 03.05.2022

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

Welcome to our May 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 <https://www.leicspart.nhs.uk/involving-you/involving-you/>



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.

Fortnightly Virtual Cuppa & Catch Ups and/or Walk and Talks

As the weather is now getting warmer, we are looking to restart our walk and talks where we meet up for a walk in an outside space. Therefore, we will now be alternating the virtual cuppa and catch ups with the walk and talks.



Date & Time	Where
Virtual cuppa and chat Tuesday 3 rd May 12.00 to 1pm	Virtual via MS Teams Link to join: Click here to join the meeting
Walk and talk Monday 16 th May 12.00 to 1pm	Abbey Park, Leicester LE4 5AQ. Meet outside the café.

You are more than welcome to join us for either or both! Please do let us know if you wish to attend the walk and talks, or for any further information by emailing: lpt.patient.experience@nhs.net or calling 0116 2950818

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' and/or walk and talks 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.

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



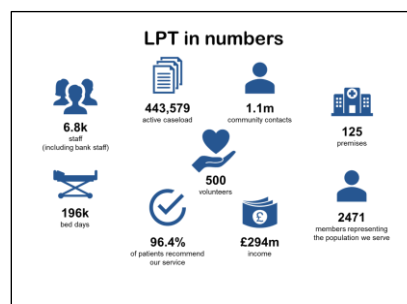
Involvement Packs (Introduction session only) We will post out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

Dates of Introduction to Involvement workshop:

- **Wednesday 8th June from 10.30am to 12midday**
- **Friday 12th August 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 due course



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.

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:

- **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.

Introduction to Research and Development at LPT

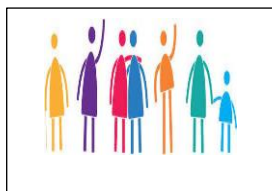
Research can be defined as the creation of new knowledge. Medical and healthcare breakthroughs would be impossible without research, which makes it a core function of the NHS. Over the last two years, the COVID-19 pandemic has highlighted the importance of research in healthcare. Without research, there would be no new ways to prevent disease, alleviate pain or provide treatments. Research allows healthcare to progress and improve.



Join these sessions to learn more about what research is, why it's important in the NHS and how you can be involved.

- **Thursday 12th May** 10am to 11am via MS Teams

Please make contact with the Patient Experience and Involvement team to book your place.

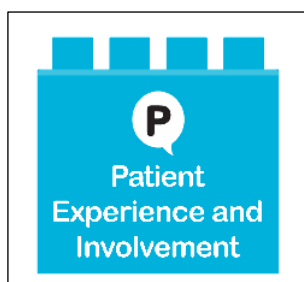


Do you have experience of a loved one staying on our Dementia wards? Would you be willing to share your experiences?

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.

We are looking for people who are willing to share experiences via a telephone conversation or a MS Teams virtual call. The service would like to hear your experiences and perceptions, what matters to you and to share ideas, particularly around improving communication, and how they involve families and carers.

If this is of interest, please make contact with the Patient Experience and Involvement Team with the details at the end of this newsletter.



PPI Research Opportunity – Focus Group



DE MONTFORT
UNIVERSITY
LEICESTER



What is the aim of this focus group?

The aim of the focus group is to discuss planned research project that will take place in 2022. Specifically, the discussion will seek your feedback on how easy it is to understand what the service users will be asked to do (e.g., review the examples of the questionnaires used and language around explaining tasks at hand) and the viability of the current study procedure. The study includes multiple tasks and self-report questionnaires. You will not be asked to complete any of the measures and you will not be assessed during the focus group.

As this study is specifically interested in understanding bipolar disorder, we are looking to recruit mental health services users with a mood disorder or carers and family members who have experience with working with individuals who have been diagnosed with a mood disorder. We particularly welcome those with a diagnosis or experience of working with individuals who have bipolar disorder. The feedback received from you will be instrumental in guiding how the research is conducted and will help address possible challenges ahead of time. Please note, if you take part in the focus group you will not be able to take part in the live study.

Estimated date for participation: May 2022

Recruitment sample: 6-12 mental health service users and/or caregivers who have been diagnosed or work with individuals who have a mood disorder, especially bipolar disorder

What is the project that the team are conducting?

This is a project that is being conducted as part of a PhD research at De Montfort University. The project is interested in looking at how people with bipolar disorder perceive emotions through facial expressions and via changes in the body.

How do I register for this session?

To register a place on this session please email LPT Research and Development on lpt.research@nhs.net

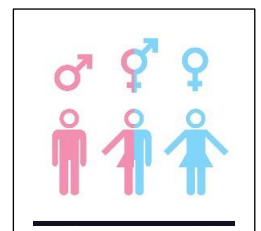
Please view the lay summary and full advert for more details:

Lay summary: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/04/Lay-Summary-0704.pdf>

Full Advert: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/04/Focus-group-information.pdf>

Invitation to input into the development of a new Trust policy for transgender Patients

Roisin Ryan, Equalities Specialist with the Trust is currently developing a new Trust policy for transgender patients. As part of the policy development Roisin is keen to engage with service users and carers to ensure that the policy sets out to meet the need of those to whom it's there to support. As part of this engagement, we would like to invite feedback on the policy: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/Transgender-Service-User-Policy-DRAFT-29-03-22.pdf> with response to the following three questions:



- **Is there anything missing in the policy, if so what?**
- **What else do you feel that the policy should include?**
- **What would be the best way to communicate this policy to our service users and carers?**

You can provide your response directly to Roisin by emailing Roisin.Ryan4@nhs.net

We will also be holding a workshop on the policy on **11th May 2022 between 6.00pm and 7.00pm**. If you would like to attend this workshop, please email lpt.patient.experience@nhs.net

DIALOG – Patient Reported Outcome Measure – would you like to join a focus group/provide feedback?

Leicestershire Partnership NHS Trust Outcome Measures group is seeking agreement from service users to use the DIALOG patient reported outcome measure (PROM). This is a PROM designed by East London Foundation Trust and has clinical backing from LPT clinicians. The Outcome Measures group want to seek service user 'approval' for use of the PROM in a national Outcome Measure project which has been commissioned by NHS England.



What we need from you: To review the PROM and give feedback on whether it will be time consuming to complete, whether it asks the correct questions and any other thoughts on the PROM. No previous skills or knowledge needed, except that of being a service user/recent service user of LPT services – preferably adult mental health services.

This will be a 'one-off' conversation either individually or as part of a focus group. The conversation(s) will be either over the telephone or via MS teams so access to computer and internet or a telephone is preferable.

If this has sparked your interest, please make contact with the Patient Experience and Involvement Team.

Patient Experience Volunteers

Leicestershire Partnership NHS Trust (LPT) provides high quality integrated mental health, learning disability and community health services in Leicester City, Leicestershire and Rutland.

We are recruiting volunteers and looking for friendly outgoing people to support our services to capture feedback about peoples' experience of our services. This is so we can hear peoples' views about how we need to improve the quality of services we provide. You will be based in a locality at either Glenfield Hospital or Leicester General Hospital site where our outpatient clinics take place.



Do you have good listening skills and confident when communicating with people? Are you interested in improving NHS services?

For more information, please contact The Patient Experience Team by email: lptpatient.experience@nhs.net or phone: 0116 2950830

Step up to Great Mental Health – Workshops

Workshop 1 - Are you interested in helping us develop our communications materials?

During the public consultation, Step up to Great Mental Health last year, we received feedback that we need to do more to make sure that all audiences are aware of the mental health support services available to them.



The team at Leicestershire Partnership NHS Trust (LPT) are developing communication materials to help provide more support to people either in a crisis/to offer more every day mental health support.

If you are interested in helping to review and create materials, then we would like to invite you to an online workshop via MS Teams on **Tuesday 24 May, 10 – 11.30am**

Workshop 2 - Are you interested in helping us to build understanding of what mental health support is needed in our local communities?

As part of the consultation, it was also mentioned to provide more mental health services closer to where people live and to make these services easier to access. For example, LPT is moving more of its staff into local community teams; GP practices are employing mental health practitioners in their surgeries etc. We want to understand in more detail what our local communities need to support their mental health, and what they think of the support already in place as well as identifying any gaps.

If you are interested in helping to review and build up a more detailed picture of our neighbourhoods, then we would like to invite you to an online workshop via MS Teams on **Tuesday 24 May, 10 – 11.30am**.

If you are interested in attending either or both workshops, please contact the Patient Experience and Involvement Team.

Recovery and Collaborative Care Planning Cafes

The recovery cafés are a shared space for service users, carers, NHS staff, voluntary, community and charity groups to come together to have collaborative conversations around care planning, recovery, and living well with mental health.

Each café is themed around the Recovery concepts of CHIME, and we take it in turn to discuss each recovery concept of Connectedness, Hope, Identity, Meaning and Empowerment (CHIME), sharing ideas and lived experiences.

The cafes are every month for 1 ½ hours online via MS Teams on the below dates:

- Wednesday 25th May 11-12:30pm
- Thursday 30th June 1-2:30pm
- Tuesday 26th July 11-12:30pm
- Wednesday 31st August 1-2:30pm
- Thursday 29th September 11-12:30pm
- Tuesday 25th October 1-2:30pm
- Wednesday 30th November 11-12:30pm
- Wednesday 21st December 1-2:30pm

The cafes are a safe and informal space for you to come along and participate in what you feel comfortable with. You are more than welcome to attend and sit in the background, with or without your camera on.

We also have MS Teams guides available if you are not familiar with the function of Teams.



The CHIME framework for personal recovery

Connectedness
Relating with other people in positive ways.

Hope
Belief that a better life is possible.

Identity
Regaining a positive sense of yourself as a whole person.

Meaning
Living a valued and purposeful life.

Empowerment
Focusing on your strengths and taking control of your life.

Our Vision
We value you as an individual and we will listen to you and treat you with care and respect. Our vision is to work alongside you to support your hopes, personal goals and recovery.

If you would like to attend a café or for further information, please email lpt.patient.experience@nhs.net or call us on 0116 2950818

“Join us for a cuppa and chat with likeminded people”



Patient and Public Voice (PPV) Partners Influence and Impact training

This two-day (or equivalent) online training course is for PPV Partners involved with NHS England and NHS Improvement, and people in similar voluntary roles supporting health and care system transformation programmes on a regular basis (for example, in an Integrated Care System). It is aimed at people who are supporting major change in health and care services and who would like to further develop their influencing skills.

Sessions are interactive and encourage peer learning, sharing of experience and problem solving. The course is delivered by experienced trainers along with Peer Trainers who are people in PPV Partner roles who bring their experience and insight to the sessions.

The course is split into modules, which will be spread over a number of days depending on the group you choose. Please see full advert for more details: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/04/2122-Patient-and-Public-Voice-Partners-Training-Course-Advert-1.pdf>

We are now taking applications for two sets of this training (two different groups of people). To better meet the needs of people's varying circumstances and learning styles, these offer the training in different ways. You can indicate which group or groups you would like to apply for. As the content has been adapted for each delivery style, it is not possible to mix sessions from different groups. It is vital that you are able to attend all sessions from a group.

Group 5 Four half day sessions
Tuesday mornings **3, 10, 17 and 24 May.**

Group 6 Two full day sessions
Wednesday 13 July 9.30 – 12.30 and 1.30 – 4.00
Thursday 14 July 9.30 – 12.30 and 1.30 – 4.00

The training will take place online, using Zoom.

When applying, please make sure you can commit to all the sessions within your chosen group and that other meetings do not clash with the training.

Please complete this form: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/04/Application-form.docx> to apply for the course and email it back to NHS England and NHS Improvement at england.ppve-learning@nhs.net.

The deadline for applications for **Group 5** is **Monday 11 April 9am.**
The deadline for applications for **Group 6** is **Monday 20 June 9am.**

If you apply for the July sessions before Monday 11 April, we will be able to let you know in April whether your application has been successful. If you apply after this date, we will let you know if you have been successful in June.

Please make sure you allow enough time for your referee to complete their supporting statement.

Note: There is no involvement payment for attendance on this two-day course.

Mental Health Act young people's survey

Take the survey [here](#)



The UK Government is reforming the Mental Health Act (the law that allows people to be kept in hospital for their mental health – sometimes called sectioning) and the Welsh Government is also considering similar changes in Wales. These reforms could be a big opportunity for Mind to influence positive change to the law on sectioning in England and Wales. We want to make sure that any changes to the law work for everyone, so we want to speak to young people to find out what you think and what's important to you.

We want to hear from you if you:

- live in England or Wales
- are aged 14 – 25
- have experience of being sectioned or going into hospital for your mental health when you were under 18

In this survey, we will be asking you about your experiences of going into hospital for your mental health as well as what you think about the plans to reform the Mental Health Act. Sharing your views will help to shape Mind's work on the Mental Health Act and campaign for better care for young people who have to go into hospital for their mental health. We will also have other opportunities for young people to get involved by taking part in focus groups or interviews.

Level 4 patient and public voice (PPV) roles

Join the National Community Nursing Plan – People and Community Advocates Forum

The National Community Nursing Plan – People and Community Advocates Forum is recruiting new PPV partners.

This forum will play a vital role in shaping the 5-year plan for Community Nursing in England. The PPV forum will ensure the experiences and needs of people who use these services remain in focus throughout. If you have experience of healthcare relating to the work of community nursing, and would like to bring your patient public voice to the table, take a look at the roles and find out how to apply here: <https://docs.google.com/forms/d/1G3jF82R7lbbLQvdfok7hyHNP9r7g3H9z2Jm0I2JyMU0/edit>

As level 4 roles, PPV partners on these groups can claim an involvement fee for their participation.

If you have any questions about these roles, please email england.voice-crg@nhs.net.

The closing date for applications is midnight on Thursday 19 May 2022

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

The Carers Centre

There's lots of fantastic sessions, workshops and groups available for all carers including our new face to face Loughborough sessions, so do check out the timetable or go to the website for more information. All sessions are free and open to any carer from Leicester, Leicestershire and Rutland.

Our May timetable of activities and groups with a mixture of online and virtual sessions is attached and can also be found on our website on the What's On page:

<https://claspthecarerscentre.org.uk/what's-on>

If you are interested in joining any sessions or groups, please do get in touch by phoning 0116 2510 999 or by emailing us at enquiries@thecarerscentre.org.uk



Recovery College Summer 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 Summer Term prospectus online through the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2019/02/Leicestershire-Recovery-College-Summer-Term-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.'

Patient Experience and Involvement Spring/Summer 2022 Prospectus



This prospectus brings all our training and development opportunities in one place for you to look through and register at your leisure. We recognise that for some people involvement is completely new so we have some programmes that are an introduction in order to share various involvement opportunities as well as training and support available to you

We also recognise that some people would like to grow their skills and confidence in order to progress your involvement journey, this could be people looking to get involved in committee type meetings, quality improvement projects working in partnership with staff, peer support, or back into paid employment. This prospectus incorporates a range of development opportunities as well as some wellbeing activities in order to support you on your involvement journey with us.

Please use the following link to access the prospectus: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/Spring-2022-Patient-Experience-and-Involvement-prospectus-22.3.22.pdf>

We look forward to hearing from you!



www.thenationalforestwalkingfestival.org.uk

For more information please click the following link: www.thenationalforestwalkingfestival.org.uk

Useful Contacts

NEVER ALONE

NSPCC
0808 800 5000
(24hrs)

National Domestic Abuse Helpline
0808 2000 247
(24hrs free)

Mind
0300 123 3393
(Mon-Fri 9-6)

Victim Support
0808 168 9111
(24hrs)

Cruse Bereavement
0800 808 1677
(Mon-Fri 9-5)

ChildLine
0800 1111
(24hrs)

Action on Elder Abuse
0808 808 8141
(Mon-Fri 9-5)

Respect - Men's Advice Line
0808 801 0327
(Mon-Fri 9-5 or 8pm)

Samaritans
116 123
(24hrs free)

National Centre for Domestic Violence
0207 186 8270

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

Network member sharing their experience of volunteer work which has resulted in being offered a role at LPT

"I am going to be a health care support worker within the Electroconvulsive Therapy (ECT) team at the Bradgate Mental Health Unit.

I have been doing this role voluntarily with the team for some time and this appointment formalises that. My role will be to use my lived experience to support patients and their carers/families through their ECT treatment; before, during and afterwards to allow them to reflect on their experience of treatment. I'm also going to be bringing my experience gained from working with the Royal College of Psychiatrists on ECT standards and quality improvement to try to find new ways to improve the service for patients and their families. This is a new role and I'm going to be developing the framework and job description with the hope being that I can complete the peer support worker training and it will become a peer support worker role.

The way the ECT team have used co-production has been fantastic and I already feel like a valued member of the team from working with them in a voluntary capacity. I have felt all the way along that my ideas and contributions have been listened to and taken on board and we have worked together to improve the patient experience in what is undoubtedly a very controversial area of treatment where lots of stigma still exists, and opinions are polarised.

It has been good to have been a part of the patient involvement network and witness how you are all trying to implement change and introduce new ways of working with people with lived experience and the passion you have for it."



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/2022/03/MH-and-Wellbeing-Workbook-March-2022.pdf>

Hindi - <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/MH-and-wellbeing-Hindi-March-2022.pdf>

Urdu - <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/MH-and-wellbeing-Urdu-March-2022.pdf>

Gujarati - <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/MH-and-wellbeing-Gujarati-March-2022.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.

YAB update

YAB met with the Trust's Equality, Diversity and Inclusion Specialist Roisin Ryan to review a trust Transgender policy, adding in the perspective and considerations from a young person's perspective.



Healthy Together School Nurse Lead attended a session with YAB to follow on from previous engagements, updates included progression of improving access and communication to the School Nursing service. This included a project School Nursing students are working on to share in assemblies with Young People in school settings.

Providing a patient perspective – Recruitment Panels – April Update

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



In April we provided patient perspectives on the following panels: Communication and Engagement Manager and Mental Health Practitioner roles.

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.

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

Tel: 0116 295 0818

Twitter; @LPTPatientExp