



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 04.04.2022

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

Welcome to April'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.

Fortnightly 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 4 th April from 12 to 1pm	Virtual via MS Teams Link to join: Click here to join the meeting
Tuesday 19 th April 12 to 1pm (due to bank holiday)	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)

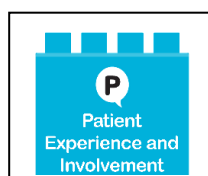
Over the following pages you will find details of training and development opportunities, as well as new and ongoing involvement workshops and projects at LPT.

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

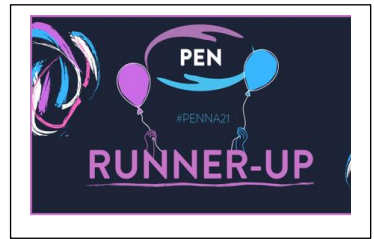
You can find out more about the cafes and CHIME by accessing the following link: <https://bit.ly/3yuZY7V>

Dates of meetings are as follows:

- **Tuesday 26th April 1-2.30pm** Theme is connectedness
- **Wednesday 25th May 11-12.30pm** Theme is hope

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 Workshop via MS Teams

This session is for new network members

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 will be posted out 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**
- **Wednesday 8th June from 10.30am to 12midday**

Please make contact with the Patient Experience and Involvement Team if you wish to join either session.

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

We would like to invite you to come along to an informal virtual cuppa and chat on **Wednesday 20th April 1-2pm via MS Teams**



Wakerley ward is a Dementia ward where service users have limited abilities with cognitive understanding and communication. Therefore, it is imperative the communication between the ward and patient's families is as good as possible in all areas.

We would like to understand your perceptions and experiences of the communication you received from the ward during the time your family member was admitted.

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

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

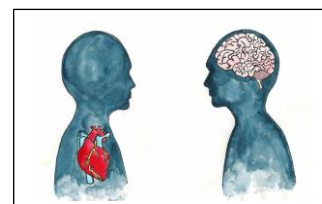
Future dates for new and existing network members are as follows:

- **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 physical health in mental health?

Do you have a severe mental illness (schizophrenia, schizoaffective disorder, bipolar affective disorder, or any other form of non-organic psychosis) or are you a carer providing care for someone with a severe mental illness? We would like to invite to come and join a session where you can hear about research and have an informal conversation about physical health in severe mental illness. Link to more details on the study <https://www.leicspart.nhs.uk/about/research-and-development/research-featured-study/cardiophitness-research-study/>



This session will focus on physical activity, smoking, nutrition, heart disease, diabetes, obesity/overweight and what pharmacy/pharmacists can do to help. The session will be led by Dr Dolly Sud (PhD)

Please express your interest by contacting the Patient Experience and Involvement Team.

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.

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

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

THE YOUTH ADVISORY BOARD WANTS YOU!

Do you want to be part of shaping health and wellbeing services for children and young people in Leicester, Leicestershire and Rutland? Do you want to make a difference?

OPEN TO ALL 13-21 YR OLDS

We meet weekly virtually on MS Teams on Tuesday evenings at 5pm. Check out our Twitter @LptYab for more on what we do!

CONTACT:

lpt.patient.experience@nhs.net
send us an email to find out more


Leicestershire Partnership
NHS Trust

YAB
Youth Advisory Board

Improving Services for People who have experienced Trauma

Would you like to attend a Focus Group?

The group will help us identify the key questions we need to ask people who have experienced trauma, to improve how we deliver services to them.



Adult mental health services are moving towards being more 'trauma informed'. This means promoting a better recognition of the way in which many people's mental health difficulties have resulted from experiences of threat, abuse and violence in their lives, and designing services which help them to work through their difficulties in a safe and empowering way. We are working to make LPT mental health services trauma informed, and we want to hear your views on how we can best do this.

We are hoping to talk to people who have experienced trauma, or who have cared for a loved one with these experiences. We will not require people to share details of their personal experiences.

We will use the understanding we gain from the focus group to carry out further, one-to-one interviews at a later date. The focus group will take place as an online group via MS Teams, date to be confirmed but likely to be April.

Please contact the Patient Experience and Involvement Team **by 14th April** if this would be of interest.

Training Opportunities - delivered by Angela Newton at Lived Experience Matters



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)

At the NSPCC centre, Beaumont Leys, Leicester.

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/>

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.

The NHS in Leicester, Leicestershire and Rutland - how we will work with people and communities

NHS organisations in Leicester, Leicestershire and Rutland (LLR) are committed to involving local people in healthcare. The Trust is working with the three clinical commissioning groups (the organisation that plans health services) and University Hospitals of Leicester and have developed a draft strategy which explains at a high-level an approach to working with people and communities about how healthcare is designed and delivered.



The Strategy, which is draft and still being worked on, doesn't go into the minor detail of each programme of work it talks about. Once the Strategy is complete there will be several plans produced that will go into this detail. We will create these plans with people and communities.

The Strategy has been developed by partners in the health system after discussion with people and stakeholder. It recognises that there is a lot of discussion yet to take place with other partners including upper tier local authorities (Leicester City Council, Leicestershire County Council and Rutland County and District Councils during 2022 and early 2023.

This Strategy responds to the views and experiences from local people and stakeholders collected over the last 2 years. We would like to hear your views on the Strategy so far, so that we can make it a great Strategy for our population.

We have some questions, which we hope you will answer, but please share with us anything else which is important to you by **25 April 2022**. You can provide your feedback directly via

lp.patient.experience@nhs.net

Questions:

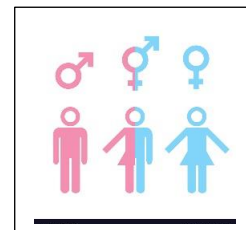
- **What else do we need to consider making sure that people are listened to and what they tell us impact on decisions about healthcare?**
- **Tell us whether the priorities in the Strategy are the right ones and what matters most to you?**
- **What else do we need to think about when involving people, family carers and staff in their healthcare?**
- **What else do we need to think about when we reach out to all communities to talk to them about health services?**
- **What else do we need to consider?**

Please find a link to a diagram which sets out the new Integrated Care Systems, from the Kings Fund, which describes how the Integrated Care Systems work: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/Intergrated-Care-System-Kings-Fund.pdf>

Link to the draft engagement strategy for your reference: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/Engagement-strategy-v1.9-240322.pdf>

We look forward to hearing from you!

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

Non LPT Involvement Opportunities

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



PPI in Mental Health Education and Research: Increasing Diversity

Would you be interested in attending an event about increasing diversity in PPI in mental health education?

On **6th June 2022** a workshop event is being held at the Institute of Mental Health at the University in Nottingham. The event will involve speakers from the mental health education community and members of the public involved in mental health education. We will then be holding some workshops to seek to answer the questions:

- What are the barriers to involvement in mental health education and research for patients and carers from under-served communities?
- How can we overcome these barriers?
- What research needs to take place to encourage more diversity in PPI in mental health education?

All refreshments for the day will be provided and all members of the public who attend will be reimbursed for their time and travel. If you're interested, please email miriam.stanyon@nhs.net directly for more details.



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

CARERS MASTERCLASS

Join us for a LIVE webinar!
on Friday 8th April
from 11am-12.30pm

with Award-Winning
author, Sara Challice

Insight • Strategies • Solutions • Science • Joy!

To Register your place, call 0116 2510999
or email enquiries@thecarerscentre.org.uk

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.'

Brightsparks in Mental Health

Are you interested in writing and looking to support your mental health and wellbeing?

Why not get involved with the Showcase Collective?

Join a group of likeminded people at the Attenborough Arts Centre on a Monday afternoon for creative writing/poetry/raping and performance

To get involved, please make contact with Tim Sayers, Arts in Mental Health Coordinator Email: tim.sayers1@nhs.net or by phone: 07795475806



Patient Experience and Involvement Spring 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!

Useful Contacts



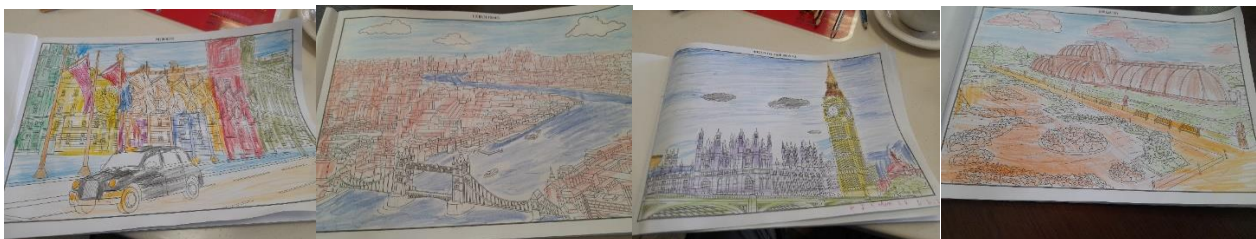
Advice and Support Agencies – Overview and contact details

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

One of our network members has kindly sent through some artwork they have been completing over the last month...



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 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 – March

YAB continue to meet virtually, each week on MS TEAMS.

YAB met with Equality and Diversity/Inclusion Specialist Roisin Ryan to review a trust Transgender policy, adding in the perspective and considerations from a Young Persons 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 project School Nursing students are working on to share in assemblies with Young People in school settings.

YAB completed a mystery shop/scoping of locally recommended online Mental Health support virtual platforms; Togetherall and Kooth. This is due to be presented and shared with Clinical Commissioning Group Lead Sam Mirandi at the end of March (29th March).



Your feedback during March

Thank you to those network members who provided their feedback on the Carers/Friends and Family leaflet aimed to pool together all useful resources into one area. We also requested feedback on a draft survey exploring the reintroduction of 3-4 month development checks as well as draft posters identifying inpatient staff uniforms and their roles. Your feedback has been

given to the service areas involved and we will keep you updated on the outcome of your feedback in future editions of this newsletter.

Providing a patient perspective – Recruitment Panels – March Update

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

In March we provided a patient perspective on the following panels: Mental Health Practitioners (3 panels), Design and Digital Media Coordinator, Family Therapist, Mental Health Practitioner for Community Mental Health Team, and Clinical Psychologist in Huntington's Disease Services.

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.

Quality Improvement (QI) Group - Update

This is a new group who come together on a monthly basis in order to learn and develop QI skills, sharing experiences of projects you may be involved with, and to share any current QI involvement opportunities across LPT services.

A small group of network members met during March with an introduction into QI and how we do it in LPT, and the various different roles in QI that network members can get involved with. April's session we have Heather Darlow, Head of Clinical and Quality Governance will be delivering an interactive session on the QI method of Plan, Do, Study, Act.

These QI sessions are available to network members with an interest in QI and supporting projects, and those already working with services on improvements. If you would like further information please contact us.

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



Hello April

A good day isn't always

Perfect. It challenges you to

Release your potential and

Inspires you to appreciate the

Little, amazing things in life

OurMindfulLife.com