



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 04.7.2022

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

Welcome to our July 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/>



shutterstock.com · 1735726862

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

We have alternated the virtual cuppa and catch ups with the walk and talks, please see below for upcoming dates

We would be grateful if you can make sure you contact us prior to these events taking place so we can ensure we are available to facilitate these meet ups. You can do this by emailing:

lpt.patient.experience@nhs.net or calling 0116 2950818

Date & Time	Where
Walk and talk Monday 18 th July 12-1pm	Abbey Park, Abbey Park Road, Leicester LE4 5AQ. Please contact for meeting space.
Virtual Cuppa and Chat Monday 1 st August 12-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting

We look forward to seeing you in July!

Upcoming Virtual Involvement Opportunities

Although face to face involvement is only making a a slow reappearance in 2022, 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 can be found on the following page.



Introduction to Involvement Workshops

Our Introduction to Involvement Workshop is open to new and existing network members. Whether you would like to discuss the latest involvement opportunities available or would just like a refresh or recap, this workshop is for you. The workshop is an informal introduction, with a culture of “no question is a silly question”.

Come along and find out what support, training and self-development is on offer!

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:

- **Friday 12th August from 1pm to 2.30pm**

The workshop is 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.

Co-Facilitation Opportunity

We have an opportunity for a network member to join the Patient Experience and Involvement Team in co-facilitating a “Communication With Patients and Families” session which is aimed at LPT staff.



Background

One of the top themes from concerns and complaints are: yes, you have guessed it, **COMMUNICATION!**

This session discusses data received, from Friends and Family Tests to complaints and concerns and explores how we can use this type of insight to inform how we can make positive change to how we more effectively communicate with patients and families.

We would like to introduce a network member into the session as we feel it would bring that lived experience element to life, as well as giving staff the opportunity to ask questions/raise discussion points.

Please make contact with the Patient Experience and Involvement Team for more information on this opportunity and to express your interest. Sessions will be taking place in August and October 2022.

We look forward to hearing from you!

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.

How does the Trust manage your medicines?

Attend a focus group to give your views!

We are updating our medicines strategy which deals with all aspects of the way we use medicines within the Trust. We want to work with service users and carers to ensure that your priorities are properly reflected in the strategy.

We will be holding a focus group where we will be discussing:

- How we involve people in decisions about their medicines
- How we make sure that medicines are used as safely as possible
- How we make sure our staff are skilled in using medicines
- How good clinical evidence is used in our medicines' choices

The focus group will be held in **September 2022**

If you would like to get involved, please make contact with the Patient Experience and Involvement Team. We look forward to hearing from you!



LPT Annual Public Meeting (AGM)

Leicestershire Partnership NHS Trust's AGM is open to staff, partners, members and the wider public, and is an opportunity to hear about the trust's highlights and achievements from the last year.

The AGM will be held on **Monday 5 September 2022, 4-5.30pm**, and there will be the opportunity to attend breakout rooms to find out more about various involvement opportunities from 5.30-6pm

Angela Hillery, chief executive of LPT will present the 2021/22 annual report and outline progress against our vision – creating high quality, compassionate care and wellbeing for all – and our journey to Step up to Great. You will have the chance to ask questions to LPT's chief executive, chair, and other members of the trust board. To register, head to: www.leicspart.nhs.uk/agm



NHS
Leicestershire Partnership
NHS Trust

Annual Public Meeting 2022

Come and find out about our highlights and achievements from the last year.

Monday 5 Sept, 4-5.30pm
Microsoft Teams Live Event

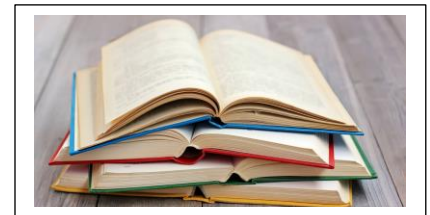
www.leicspart.nhs.uk/AGM

#LPTAGM22

creating high quality, compassionate care and wellbeing for all

Would you like to become a member of a reading panel?

The reader panel look at and comment on our (LPT) patient information leaflets after they have been signed off as clinically correct (by clinical governance colleagues) and before they are distributed, to make sure they are as useful as they can be for our patients and those who care for them. These are leaflets written in English, which can be translated into different formats and languages once finalised as and when necessary.



We will send you a patient information leaflet or other documents by e-mail and ask for your comments on the information and how easy it is to understand. Any comments from you would be welcome, including if you feel that the document covers all the information you would expect it to (or provides too much information).

We are looking for people who can comment on information from a patient or a member of the public's point of view to make sure we explain any medical terms or NHSisms properly for everyone to understand. Be rest assured, comments are totally anonymised and we won't pass your information on to services or anyone else.

We have arranged an informal session to discuss what this opportunity will entail on: **Thursday 21st July 11am-12pm.**

Please make contact with the Patient Experience and Involvement Team to express to book your place/express your interest.

Do you have experience of accessing Health Visiting or School Nursing Services In Leicestershire, Leicester City and Rutland?

Our Health Visiting and School Nursing services are looking to make improvements to their services and would like the help of parents and carers. There are many ways you can get involved for example:

- Sharing experiences & providing insight
- Reviewing draft documents, information, and plans
- Working alongside staff in a project team providing a parent/carer perspective



We are holding an information session for those that are interested in getting involved, on **Monday 25th July 11-12:15pm via MS Teams.** To register your attendance please contact the Patient Experience and Involvement Team.

The Recovery Cafes are changing, and we are returning to 'Face to Face'

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.

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

Since the covid pandemic we have delivered the cafes virtually via MS Teams and we have seen a reduction in attendance for various reasons. We are therefore looking to review the cafes and plan to bring them back face to face in September.

We would like your help!

We need to plan what the new face to face cafes will look and feel like, therefore we would like to know;

- Your thoughts on the virtual cafes?
- Would you attend a face-to-face café?
- What would you like to see included at the face-to-face cafes?

If you have any thoughts, or would like to join the team to support the planning of the new cafes then please contact us on the below details:

Email lpt.patient.experience@nhs.net or call us on 0116 2950818

Are you interested in getting involved with Quality Improvement (QI)? Or learning more about it?

Did you know that we now have a virtual space where people can come together as a QI Group? This is a monthly space where we come together to:

- Learn and share
- Develop quality improvement skills and understanding
- Discuss projects you are involved/interested in
- Staff to share their project ideas with the group regarding involving the service user and carer voice



There is a mixture of attendees from the involvement network, some completely new to QI, some with little involvement and others that are regularly involved in QI. We can also match you to projects that may be of interest.

The next sessions are planned for the below dates via MS Teams or face to face:

- **Thursday 21st July 1:30-3pm – TBC face to face meeting**
- **Thursday 18th August 1:30-3pm – Online via MS Teams**

If you would like to attend or for further information, please contact the Patient Experience and Involvement Team

Non LPT Involvement Opportunities



Join us for a **FREE** co-production Webinar!

What is co-production? Understanding the basics that underpin good co-production

Expert Link have put together a free introductory webinar that will show you **what** co-production is, **why** we need to do it and **how** we start the co-production journey.

This would be great for you if you are new to co-production, find co-production confusing, or just want a quick refresher.

If you know of anyone who could benefit, please share the link with them. It would be great to have a sector full of amazing co-producers!

Join Expert Link for the **FREE** webinar on **Wednesday 27th July 12:00-13:00!** Tickets are limited, get yours [here!](#)



We are the Midlands Children & Young Peoples Mental Health Team at NHS England and Improvement and we need your help please!

We are interested in hearing from young people from Black, Asian and Minority Ethnic communities around the topic of accessing mental health support services. You don't have to have accessed support from services previously as we are interested in all voices, not just those from people who have, so please do share your views!

Why are we doing this? It's important to us all that mental health services across the Midlands are reaching our young communities of colour when they need us. To understand how we could improve access and make it easier for young people to get the support they want; who are better than our local young people to tell us!

Is there a deadline? Yes, there is. The survey is closing at **12pm on Friday 8th July 2022** so please share your thoughts with us before this date.

How do I get involved? Please follow the link to our short survey, which won't take long to complete, here: <https://survey.alchemer.eu/s3/90466660/Midlands-Clinical-Network-Barriers-to-Accessing-Support-Survey> The information shared will be confidential and we will not be keeping any personal information.

What are you going to do with the information I share? We are going to pull together our findings and share these with all of our children's mental health services and mental health commissioners to help us make changes to improve what we deliver. You have a captive audience; we look forward to hearing your recommendations to us! 😊

Anything else I need to know? This is open to ALL children and young people from Black, Asian, and Minority Ethnic communities in the Midlands, aged 13 - 25. It's completely anonymous so you can share what you think freely, we don't ask for any contact details! Finally, if you have any questions about the survey you can get in touch with us, Laura Brown (laura.brown115@nhs.net) and Mursheda Nessa (Mursheda.nessa@nhs.net), and we will be happy to help.

Activities

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>

BrightSparks Programme – Upcoming activities:



- **The Comedy Asylum Online**
Mondays 10:30-12pm
Zoom Login details:
<https://zoom.us/j/91078423007?pwd=UTN0d3dyTFhXTnFCaFNnZ0VNeUFnUT09>
Meeting ID: 910 7842 3007
Passcode: bsaca
- **Showcase Writers Collective**
Mondays 3 – 5pm at The Attenborough Arts Centre, University of Leicester, Lancaster Rd, Leicester LE1 7HA
- **Wednesday's WORD Creative Writers Online Group**
Wednesdays 10:30-12pm
Zoom login details:
<https://zoom.us/j/97581417148?pwd=ZXVHVtBVVWhPVVRTWkxPbDF0SjduUT09>
Meeting ID: 975 8141 7148
Passcode: bsacw
- **Artspace**
Wednesdays 2-4pm at the Attenborough Arts Centre, University of Leicester, Lancaster Rd, Leicester LE1 7HA
- **The Arty Social Online**
Thursdays 2-3.30pm
Zoom login: <https://zoom.us/j/92343053301?pwd=VzFUcVJ3L0Y5WFdORTdaQy85N0RzZz09>
Meeting ID: 923 4305 3301 Passcode: bsaas

Recovery College – two brand new courses to Summer Term Prospectus!

The Leicestershire Recovery College have recently added two brand new courses to their Summer Term 2022 Prospectus. 'Understanding Motivation and Positivity' and 'Sleep and Wellbeing are on offer during July, alongside 11 other courses available during the month.



If you would like to find out more information about the range of recovery-focused courses and resources that are available from the Leicestershire Recovery College. Please call; 0116 295 1196 or email LPT.Recoverycollege@nhs.net.

Come and have your say on the refreshed Leicester, Leicestershire and Rutland draft joint Carers Strategy. The event is being held at Leicester City Football Ground on **13th July from 1pm to 3pm**

For more information, please click on the link to access the flyer: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/06/W0134-LLR-Carers-Strategy-Meeting-Flyer-05.pdf>

Show and Share

One of our network members wanted to share the below information with the network:



Through The Autistic Lens

Imagine not being able to get the health care you need. Not because it doesn't exist, but because it is so difficult to access. And because of this, your health deteriorates faster than the rest of the population, so that your life expectancy is reduced by 16 years.

This is the experience of many autistic people and others with sensory needs.

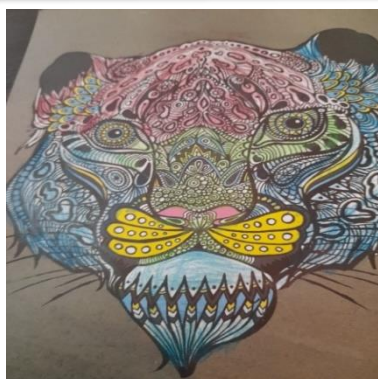
In collaboration with autistic people, the Clinical Commissioning Group for Herefordshire & Worcestershire has produced a set of educational videos about sensory needs.

The four videos explore the experiences of autistic people going to see their GP, explain what is meant by 'sensory needs', and describe simple and straightforward reasonable adjustments that can be made.

1. Through the Autistic Lens <https://youtu.be/5Re98VKVKQ8>
2. Making a Difference <https://youtu.be/qQHg8139LTs>
3. The Sensory System in Autistic People <https://youtu.be/gowdWJMGrqQ>
4. Improving the Lives of Autistic People <https://youtu.be/MRsi5IW7wfk>

By understanding this and responding appropriately, together we can address health inequalities.

One of our network members has been busy with some mindful colouring!



Useful Contacts

Advice and Support Agencies – Overview and contact details

Please 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>



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.

Youth Advisory Board (YAB) update

Preparing for Adulthood/Transition -The YAB supported a session with CAMHS Care Navigators focussing on what is helpful for young people when they are transitioning to adult services. Feedback suggestions and ideas especially around digital help and support pre attending new buildings and places was shared. Vic Evans alongside this session updated the YAB on previous discussions in May around the LLR preparing



for adulthood strategy, and how the YAB input had supported shaping recommendations.

YAB have been developing patient facing medicine information for 'My Guidance' – the YAB have reviewed current guidance in both easy read and non easy read formats for young people in CAMHS receiving medications. Ideas and suggestions to improve the design and content of these was shared and suggested during the session which will be implemented.

YAB will be taking a very well deserved break during July.

Providing a patient perspective – Recruitment Panels – June Update

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

In June we provided a patient perspective for the following roles: Mental Health Practitioner, Chief Finance Officer, Clinical Psychologist and Director of Patient Safety.



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.

Feedback – Update

Thank you to those of you who feedback on the draft continence leaflet – The service would like to thank you for such “comprehensive” feedback, some suggestions were made with the following service response, “we realise that patients would like to self-refer however GPs are to promote self-help advice prior to referring to the service” and “we used to have a stock of pads for emergencies however when Home Delivery went to NHS Supply Chain, the stock was no longer available”



The service will make changes subject to your feedback regarding pages 1, 3, contact numbers and level of assessment.

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