



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 1.8.2022

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

Welcome to our August 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.

Virtual Cuppa & Catch Ups

We have fortnightly virtual catch ups where we can check in and see how we are doing. These are informal meet ups where you can discuss your involvement journey/opportunities or just to check in and have a chat. Please see below for upcoming dates

We would be grateful if you can make sure you contact us to confirm you are able to attend 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
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
Virtual Cuppa and Chat Monday 15 th 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 August!

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' 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.

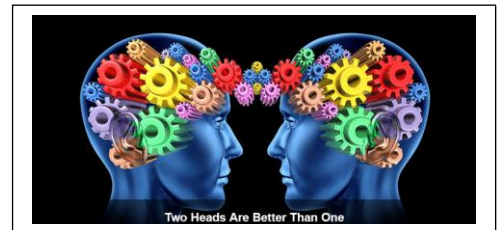
Dates of Introduction to Involvement workshop:

- **Friday 12th August from 1pm to 2.30pm**
- **Wednesday 5th October from 10.30 to 12midday**

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 1 to 2.30pm**
- **Thursday 6th October from 10.30am to 12midday**

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



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

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 online via MS Teams:

- **Thursday 18th August 1:30-3pm**
- **Thursday 15th September 1:30-3pm**

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

We are looking for experts by experience to collaborate with us in the LeDeR programme

What is LeDeR?

LeDeR is the programme of work in regard to local service improvement looking at the learning from lives and deaths of people with a learning disability and autistic people.

LeDeR works to:

- Improve care for people with a learning disability and autistic people
- Reduce health inequalities for people with a learning disability and autistic people
- Prevent people with a learning disability and autistic people from dying too young



LeDeR also accepts notifications of deaths of adults who have a diagnosis of autism (since January 2022)

Anyone can notify the death of a person who has died who was autistic by completing a simple form on the website www.leder.nhs.uk.

A LeDeR reviewer will carry out the review on behalf of your local integrated care board, the family will be involved in the review and should receive a copy of the review report when it is completed.

We have a small team of staff along with a service user and carer working together on the LeDeR programme to make improvements in our services, and we are looking for someone with lived experience of autism to provide their perspective in discussions.

You would be allocated a buddy, who is a member of staff from the project team to provide you with support as well as being your point of contact.

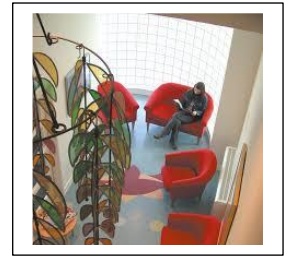
For further information please contact LPT.Patient.Experience@nhs.net

Would you like to become a PLACE Patient/Carer Assessor/Patient Carer 15 Steps Reviewer?

We have two new involvement opportunities open to service users, carers and family members of those accessing services at Leicestershire Partnership NHS Trust (LPT)

- **Patient Led Assessment in the Care Environment (PLACE) Patient/carers Assessor**

As a Patient/Carer Assessor, you will support the PLACE team in their capacity as an expert with lived experience, this is a collaborative process, and the PLACE team will include both staff and service user/carers representatives.



- **15 Steps Challenge - Patient Carer 15 Steps Reviewer**

As a Patient/Carer Reviewer, first impressions count, and you will be at the forefront of our services and identifying what good care looks, feels, sounds and smells like across the wards and services provide by LPT. The role is also to identify good areas of care which inspires confidence and share thoughts on how things may be improved



Please click on the link below which will provide you with a flyer for more information on both opportunities as well as two embedded electronic expression of interest forms which are contained in the links at the end of the role descriptions. <https://www.leicspart.nhs.uk/wp-content/uploads/2022/07/Advert-15-steps-and-PLACE-Opportunities-1.pdf>

To help and support you in making a decision on whether you would like to express an interest in these roles, we are also running two information sessions:

- PLACE information session will take place on Wednesday **10th August from 11am to 12midday**
- 15 Steps information session will take place on Friday **12th August from 10am to 11am**

Please email the Patient Experience and Involvement Team to book a place on these sessions:

lpt.patient.experience@nhs.net or alternatively you can send your completed forms to us by **end of day Tuesday 16th August 2022**

Forms can be sent via email or using our FREEPOST address: FREEPOST LPT Patient Experience.

If you require a paper copy of the role description and expression of interest form posted out to you or you require help in completing your application, please let us know.



Non LPT Involvement Opportunities

Message from Carers UK:

Carers UK are delighted to launch their **State of Caring 2022** survey this week, and would be grateful for your help in encouraging carers to take part. All the information they get from carers helps them to build a picture of what caring is like now and are keen to hear from as many different carers as possible.



(link to the survey) <https://www.surveymonkey.co.uk/r/YFHDWYW>

The annual State of Caring survey is the UK's most comprehensive research into the lives and experience of carers and know that all of you use it in your work as a source of evidence.

Carers UK want to understand carers' priorities for the future and what support they need to help recover from the pandemic, and to create a positive legacy for the future. They are covering a few some really important issues for carers this year, cost of living, a new question on rural/urban, access to healthcare and hospital discharge. They are checking back in on use of tech, how accessible social care is and carers' priorities for the future. Assessments remain a core part of their evidence gathering.

Last year, they used carers' collective voice and evidence to secure new rights for carers in the Health and Social Care Act 2022 in England, to campaign for cost of living increases in England, Wales, Scotland and Northern Ireland, to provide evidence of the need for a right to Carer's Leave and other support within the workplace, and to campaign for breaks and funding for social care - and there's still much more to do.

They would particularly welcome responses from carers from lesser heard communities, such as carers from Black, Asian and minority ethnic backgrounds and LGBTQ+ carers.

The survey will close on 11 September, and we will be releasing a research report in November.

If you have any questions about the research, please get in touch with our policy team by emailing policy@carersuk.org

Supporting information for Service Users/Families and Carers

Heatwave advice booklet

Leicestershire County Council have produced a Heatwave Advice Booklet to help us stay safe and well this summer.



You can access the booklet by clicking on the following link:

<https://www.leicspart.nhs.uk/wp-content/uploads/2022/07/W0142-Heatwave-advice-booklet-02.pdf>

Volunteer summer eNewsletter

The summer edition of LPT's Volunteer Newsletter is available to view, please click on the following link to access:

<https://www.leicspart.nhs.uk/wp-content/uploads/2022/07/Volunteer-Vision-eNewsletter-Summer-22-1.pdf>



Home Gadgets Project

Lightbulb provide a range of housing support solutions, aiming to help older and vulnerable people stay safe and well in their own home for as long as possible. Their new Home Gadgets Project is a new way to offer support using smart technology and gadgets.

You can access more information by clicking on the following link:

<https://www.leicspart.nhs.uk/wp-content/uploads/2022/07/91379-BLABY-Lightbulb-Home-Gadgets-Leaflet-FINAL.pdf>



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=ZXVHVTVBWWWhPVVRTWkxPbDF0SjduUT09>
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

BrightSparks / LPT Annual Open Art Exhibition is back!

After a two year break we are back with our twenty-first annual exhibition;

Submissions are invited for the Brightsparks LPT annual Open Art Exhibition "All Together" taking place: from 16th to 21st October at the Attenborough Arts Centre.

Please click on the flyer for more details

<https://www.brightsparksarts.uk/r/AllTogether2022> and submit your piece, we're sure that it'll be bigger and better than ever.



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-focussed courses and resources that are available from the Leicestershire Recovery College. Please call; 0116 295 1196 or email LPT.Recoverycollege@nhs.net

Leicestershire SEND

SEND are delighted to share the dates and locations of the next series of SEND Local Offer Roadshows.

You can find out where we will be visiting and book your place here: <https://bit.ly/3cD3GV6>

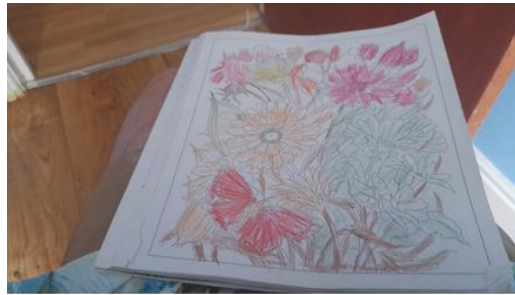
(Please note - bookings will open in the New Year for April 2023 events onwards)



[Visit our Local Offer page](#) | [Information and Support Directory](#) | [!\[\]\(83bbbd261710c59db0214aa27b2edc0d_img.jpg\) Find us on Facebook](#)



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



Celebrating Excellence Awards 2022

Our annual Celebrating Excellence Awards recognise our exceptional individuals and teams for their dedication and commitment to our vision 'creating high quality, compassionate care and wellbeing for all' and our values of compassion, respect, integrity and trust.



We are delighted to announce that Azar Richardson has been shortlisted for his work in Quality Improvement and has been shortlisted for two awards: **Excellence in Patient or Service user Involvement Award, as well as Volunteer of the Year Award.**

Leanne Kulik and Georgia Richardson (YAB peer support workers) have also been shortlisted for **Excellence in Patient or Service user Involvement Award**

The ceremony will take place at The Mercure Hotel on Thursday 13 October 2022, where the winners will be revealed. We wish them all good luck!

The Queens Platinum Champions Awards

We would also like to send a massive congratulations to Raj Gill Harrison who was recently selected as a Platinum Champion in hour of celebration of the Queen's Platinum Jubilee.

How fabulous for Raj to receive Royal recognition for her services and impact on individuals and communities particularly supporting carers, over the decades. What an amazing achievement Raj, congratulations from all at the Patient Experience and Involvement Team.



CARERS HEALTH AND WELLBEING FORUM

The Carers Health and Wellbeing Forum is an all-inclusive Facebook group for carers of any age. The forum is a safe place to:

- Share your stories and journeys
- Find mutual support and understanding in a safe peer-led community
- Discuss the challenges and achievements of being an unpaid/informal carer
- Exchange tips and strategies to aid resilience, self-care and to reduce burn-out
- Learn about carers rights and legislation and to share information
- Reduce isolation, loneliness and stress

For more information or to join the online community visit our facebook page at:

facebook.com/carershealthandwellbeingforum

Follow us on Twitter and Instagram: [@carerscount2](https://twitter.com/carerscount2)



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

YAB have been taking a very well deserved break during July.

However, they are still recruiting and looking for new members.

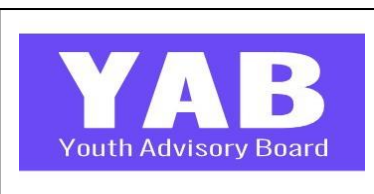
Do you know of a young person that would like to be part of shaping

health and wellbeing services for children and young people in Leicester, Leicestershire and Rutland?

If so this is a great group to make a difference.

YAB is open to all 13-21 years olds and the group meet virtually each week via MS Teams on Tuesday evenings at 5pm. Check out Twitter @LptYab for more on what we do!

Contact LPT.Patient.Experience@nhs.net to find out more and to register your interest.



Providing a patient perspective – Recruitment Panels – July Update

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

In July we provided a patient perspective for the following roles: Clinical Psychologist and Mental Health Practitioner.



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 the Friends and Family information leaflet for the Bradgate Mental Health Unit. Please find a link to access the finalised version which has incorporated your comments and suggestions!

<https://www.leicspart.nhs.uk/wp-content/uploads/2022/07/Information-for-Friends-and-Family-BMHU.pdf>



We have also received a finalised copy of the guide to hospital and

community continence services: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/07/A-guide-to-hospital-and-community-continence-services.pdf>

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