



# Newsletter about how you are helping to make services better

## We need your help to tell us how using services makes you feel

If you need any help to understand this newsletter, please get in touch by phone: 0116 295 0818 or by email: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net)



Patient experience and Involvement is about asking you and your family and carers to tell us how we can make services better for you.



We would like to start by introducing our team

## The Team



My name is **Haley Cocker**

I work with staff.

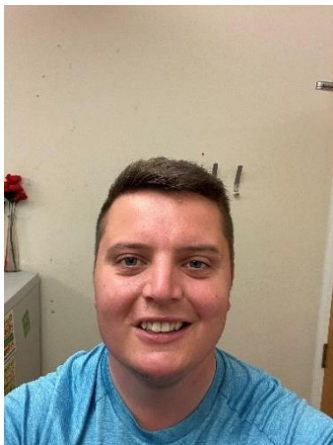
I make sure they are asking patients how to make the service better.

I make sure they ask family and carers how they can make the service better.



My name is **Sandie Warden**

I sort out lots of projects to make sure services ask patients how to make services better.



My name is **Lewis Payne**

I work with Haley and Sandie.

I help them to find out what you want to help us with.



My name is **Emily Robertshaw**

I make sure things are sorted out if patients are not happy about how they have been looked after.

I am working with carers to make sure we support carers.



My name is **Alison Kirk**

I am in charge of the team.

I make sure that everyone has the chance to tell us how they feel about services.

I make sure everyone is listened to.

I make sure services know how to make things better because of what everyone has said about the service.



My name is **Tracey Kelly**

I try to make it easy for patients and their family and carers to tell us if they are happy with our services.

I try to make it easy for patients and their family and carers to tell us if they are not happy with our services.

I try to make it easy for patients and their family and carers to tell us how we can make services better.

## Chances for you to tell us what we can do to make things better

We want to listen to how you have felt when you have been seen by our staff.



We want to know if you have any ideas on how we can make things easier for patients when they see our staff.



Do you want to meet staff so that you can tell them how they can make services better?



We will tell you about meetings where you can tell us how to make things better.

You can tell us if you would like to be at the meeting.



You can share your ideas in many ways:

Being on a video call

Sending us an email

Telephone calls

By writing to us (freepost)

## Show and tell



This is a space where you can share what you have been up to over the last month.

Please send us any pictures or stories you would like to show to others and share with us!

## What you helped us to do



This is where we will tell you how you have helped us to make services better



You can get in touch with us if you have any questions or ideas about how we can make this newsletter better

Telephone: 0116 295 0818

Email: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net)

Twitter: @LPTPatientExp

Freepost LPT Patient Experience