

Annual Report Summary 2021/22



creating high quality, compassionate
care and wellbeing for all

Our performance report

Welcome from our chief executive and chair

The Covid pandemic has put enormous pressures and challenges on the NHS over the last two years, however we are proud of our staff and the way they have continued to step up to great towards our Trust's vision:

“Creating high quality, compassionate care and wellbeing for all.”

From working together in new and different ways to support our service users, to being rapidly responsive to care for Covid-positive patients, they have worked alongside our system partners, as a key player in the local NHS crisis response. Our staff have been nothing short of phenomenal and we are grateful for this.

During the course of this year we have taken some time out to reflect on and refreshed our Step up to Great strategy, building on the solid foundation we have created since we introduced it in 2019. Our updated Step up to Great strategy is a culmination of our collective learning, achievements, feedback and national and local priorities, bringing together our focus for the next three years. We have retained eight of our nine original Step up to Great bricks and refocused the remaining brick from 'Single Electronic Patient Record' (implemented in November 2020) to 'Reaching Out.' You will also see the four goals of how Step Up to Great will help us to fulfil our Trust's vision as an active player in our system. Through our Step Up to Great strategy we will focus together on Great Health Outcomes, through Great Care, a Great Place to Work and being an important Part of Our Community. We are all leaders at LPT and can all make a difference.



Despite the pandemic, our LPT family has continued to make improvements against our last Care Quality Commission (CQC) inspection in 2019. The CQC carried out a planned unannounced inspection of LPT between May and July 2021. The inspectors visited three of our 15 core services: two of our mental health services previously rated as inadequate and one learning disability service rated requires improvement. They also inspected our Trust against the well-led domain, previously rated as inadequate.

Whilst only three of our 15 core services were visited in the inspection and our overall rating as a Trust remains at 'requires improvement', we are proud that we no longer have any core services rated as inadequate, our staff remain rated as 'good' for caring – reflecting our commitment to our values of compassion, respect, integrity and trust, and our well-led review has progressed from 'Inadequate' to 'Requires Improvement'. In particular the strength of the executive team was commented upon with markedly improved governance processes, vision and strategy, and an improved safety culture.

At the end of February 2022 we received a follow up unannounced visit by the CQC at the Bradgate Unit to review some areas since their last inspection. We are pleased that the CQC has recognised the progress we have made towards the elimination of dormitory accommodation for patients and improved privacy and dignity with signage and storage for patients. They were also pleased to see that the work had been undertaken to strengthen patient call alarms in our wards, though consistency needs strengthening in some parts and embedding this will be key. We will continue to build upon our improvements and are confident in our staff who have been amazing in responding to a Covid pandemic during this time. We have outlined further details about our CQC report on page 17.

We have had many highlights over the last year that we are proud to share. We draw your attention to some of these below; read more details in the Year in Review section:

- In late November 2021, as part of showcasing our Home First model, NHS England and Improvement Chief Executive, Amanda Pritchard visited our urgent care response accelerator site in Leicester, Leicestershire and Rutland and praised the work of the integrated health and social care teams.
- Two of our health tech innovations were visited by Matt Whitty, NHS England's director of innovation and life sciences, to learn how they have been adopted by NHS Trusts across the country to benefit millions of people. He visited the ADHD service to see a demonstration of a new digital test that is significantly reducing the time parents have to wait for their child to be diagnosed with ADHD. He also visited the award-winning ChatHealth - a safe and secure health messaging service developed by LPT staff, that allows users to have conversations with health professionals via their mobile devices about issues including mental health, sexual health and general health concerns. Originally available to 65,000 teens in Leicester, Leicestershire and Rutland, the service is now available to over 6 million people nationwide.
- Our remote monitoring scheme supporting patients with a variety of heart or lung conditions, or who had been in hospital with Covid-19, was shortlisted for national HSJ Awards and Nursing Times Awards. The virtual ward initiative has helped hundreds of Leicester, Leicestershire and Rutland patients be cared for in their own homes, avoiding unnecessary hospital appointments and allowing them to be discharged back to their own home early.
- We were asked to share exemplary work we have undertaken with NHS England across the country around our digital wards work and our mental health urgent care hub. We have also recently been asked to share our success in significantly reducing our mental health out of area placements to zero, so that other mental health trusts in the country can learn from our approach.
- Our staff and volunteers have worked on the LLR wide vaccination programme throughout the pandemic, through the mass vaccination centre, hospital hubs, pop up clinics and through our schools programme, delivering hundreds of thousands of vaccinations to protect our local population. This included exemplary work in running special clinics for people with learning disabilities, which has received national recognition by NHS England and been shortlisted for a Nursing Times Award.

- Our Youth Advisory Board were shortlisted in the national Children and Young Peoples Now Awards in the Partnership Working category. The young group have been involved in co-designing many improvement initiatives and are jointly supported by LPT and Leicester City Council. The YAB, which was set up two years ago, is made up of young people, aged 13-21, who have used our services - as well as representatives from the Leicester City Council's Youth Council.
- Alongside the Clinical Commissioning Group, we undertook a successful public consultation exercise engaging 6,650 people across Leicester, Leicestershire and Rutland in proposed investment to improve urgent and emergency mental health services and mental health care closer to where people live. We thank everyone who shared their views. We will now work hand in hand with our communities as we implement these improvements to services, to ensure that services are truly responsive and meet the needs of our local population, so people can access urgent care easily and receive more co-ordinated planned care. Find out more here: <https://greatmentalhealthlr.nhs.uk/>
- A total of 48 primary and secondary schools across Leicester, Leicestershire and Rutland now have a dedicated educational mental health practitioner (EMHP) working with them to support their students' mental wellbeing and emotional resilience, as part of our new Mental Health Support Teams (MHST) in Schools programme.
- We recognised over 100 individuals and teams for their outstanding commitment to the NHS and our values through two awards ceremonies during this period - our Celebrating Excellence awards and our Covid Heroes awards. The virtual awards were enjoyed by hundreds of staff and volunteers from across the Trust as we paid tribute to their fantastic work.

Following a successful buddy relationship with Northamptonshire Healthcare NHS Foundation Trust (NHFT) which started with Angela Hillery becoming the joint Chief Executive of both LPT and NHFT 2019 – at the end of 2020/21, the Boards of Directors at LPT and NHFT agreed to enter into a Group Model arrangement. This came into effect from April 2021 as the Leicestershire Partnership and Northamptonshire Healthcare Group.

This arrangement does not mean our trusts are merging, or that we will become one organisation. For us, this evolution means that we have a unique and valuable opportunity to continue our strong relationship through an agreed formal way of working and one that allows the best of what we both do to continue to benefit our staff and those we care for. The work of the Group is centred on a number of joint improvement priorities, which serve both trusts and enhance their own individual strategic ambitions. In 2021/22, we identified our first eight Group priorities, and have been working closely with NHFT to deliver these together. You can read more about this later.

One of the eight joint transformation priorities with NHFT is our commitment to being Together Against Racism. We have identified joint objectives to help us progress this work, and as a Trust Board we have each declared our personal pledges which we have shared with our staff to open dialogues and support culture change. There has been a focus on ensuring diverse interview panels, reverse mentoring, cultural awareness and competence conversations, and joint inclusive leadership masterclasses. Many of our services have connected for mutual benefit and learning.

Our staff support networks across NHFT and LPT have increasingly worked together to hold virtual celebration events throughout the year including LGBTQ history month, Black History Month, International Women's Day, South Asian Heritage Month, Eid and Diwali to name a few, promoting learning amongst our diverse staff.

We were pleased that 52% of staff, like last year and in line with the national response rate, took the opportunity to share their views and thoughts with us through the annual NHS survey. The results are an important way for us to hear staff views on how it feels to work in LPT, what they think works well and what they think needs to improve. The results showed that LPT is viewed as a compassionate and inclusive organisation by staff, and our staff experience against the new NHS People Promise is in line with the national average. In particular, we are pleased that compared to last year, staff have reported a more positive experience around health, wellbeing and safety at LPT. With our commitment to 'safety first' at LPT we were also pleased to see 82% of colleagues, a significant increase from last year, would feel

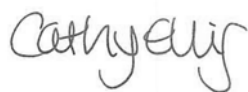
comfortable speaking up and raising concerns around unsafe clinical practices. We particularly welcomed that more staff have felt safe, listened to and supported by managers, and the proportion of staff who have had an annual appraisal is above the national average. As a Trust, we have fared well against other NHS Trusts of our type however there is still more work to do to ensure LPT is a great place to work and receive care. Like staff across the NHS, our staff have raised concerns around work pressures and burnout, not feeling able to make local change and staffing shortages. We will focus on improving these areas through our Reset and Rebuild work, supporting recovery, quality improvement and service transformations, as well as building on our work around equality, leadership and culture.

Working in collaboration with system partners is a central focus of our vision for creating high quality, compassionate care and wellbeing for all. We welcome that there will be an Integrated Care System across Leicester, Leicestershire and Rutland by July 2022. This is great news for LLR and we welcome the opportunity this brings for all of us in LPT to build further upon our work with partners to improve outcomes for our patients and services users and reduce health inequalities. We are an active member of the ICS Partnership Board, executive and design groups transforming LLR. LPT is also leading the LLR transformation programmes for Mental Health, Learning Disabilities & Autism and Digital. We are proud that the learning disabilities collaborative has already successfully reduced hospital stays by 25%, working together to improve health outcomes and reduce health inequalities for this vulnerable group.

We are also pleased to have formed an alliance with five community and mental health NHS Trusts across the East Midlands to collaborate on quality improvement and to work together as lead providers. We are operating as an East Midlands lead provider and leading improvements for the adult eating disorders pathway on behalf of this provider collaborative. In conjunction with the partners within this alliance we are providing quality improvement support to St Andrews Healthcare. The mental health charity, based in Northamptonshire, have buddied up with NHS Trusts from Derbyshire, Leicestershire, Lincolnshire, Nottinghamshire and Northamptonshire to receive targeted support following their recent CQC report. LPT are part of this alliance to provide quality improvement support to improve the quality of care at St Andrew's, with specific workstream leadership support for the culture workstream and communications workstream.

Finally, thank you to everyone who makes up the WeAreLPT family – our staff, volunteers, service users and partners. You have each played a significant part in our journey over the last year, whether that is in relation to service improvements or in our continued response to the pandemic. Working in partnership, listening to and engaging you, will remain our focus, as we continue to Step up to Great.

Our summary Financial Accounts for 2021/22 are presented with this Annual Report in Appendix A and we are pleased to confirm that we achieved all our statutory and planned financial duties. We would like to thank all our staff for their continued commitment and support to providing high quality compassionate care and wellbeing for all.



Cathy Ellis, Chair of LPT



Angela Hillery, CEO of LPT



About us

In April 2011, mental health and learning disability services in Leicester, Leicestershire and Rutland were brought together with local community services and families, children and young people's services to create Leicestershire Partnership NHS Trust as we know it today.

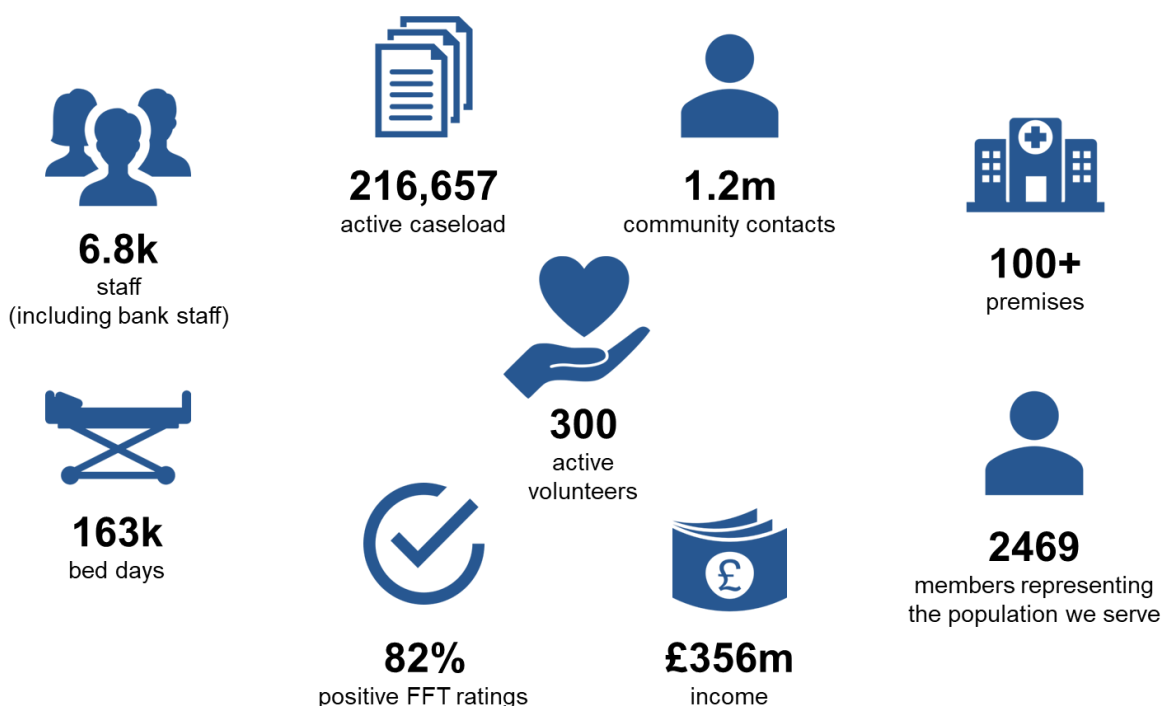
We provide community health and mental health support to over 1 million people living in Leicester, Leicestershire and Rutland. Our services touch the lives of all ages (from health visiting to end of life care), from head to foot (from mental health to podiatry) and everything in between. We have 6,800 staff (including bank staff) who provide this care through three clinical directorates:

- Mental health services
- Families, young people and children's services and adult learning disabilities services
- Community health services

Their work would not be possible without our enabling and corporate services staff, alongside our hosted service providers and around 300 volunteers.

During 2021-22, LPT provided and/or subcontracted 105 relevant health services. Mental Health and Learning Disabilities account for 62 services and Community Health Services make up the remaining 43. It should be noted that in addition to the services above LPT has been a key provider in the rollout of the Covid 19 vaccination programme to the population of LLR, runs the workforce bureau for staffing LLR vaccination sites, and runs the LLR staff mental health and wellbeing hub on behalf of the system.

LPT in numbers



Our year in review – adult mental health

Elimination of dormitory accommodation for patients at Bradgate Unit

The trust has completed major environmental works to eliminate shared sleeping arrangements (dormitories) over the last year. All wards at the Bradgate Mental Health Unit (BMHU) are now single occupancy.



Step up to Great Mental Health public consultation



In May 2021, we unveiled our plans to invest in and improve the way adult and older people's mental health care is delivered across Leicester, Leicestershire and Rutland – and asked everyone to have their say as part of a public consultation. More than 6,500 people responded to the consultation, a hugely successful level of response from all communities across Leicestershire, Leicester and Rutland, with each proposal receiving an approval rating of 70% or higher.

Helping patients recover sooner by reducing agitation

Mental health inpatients are being provided with new ways to reduce agitation in a project which it is hoped will reduce violence and aggression, and speed recovery times through weighted blankets.



Employing specialist mental health support for service users

Our Employment Support Service (ESS) helped more than 50 people into paid employment in 12 months. It provides vital advice, information and support to individuals who are seeking work and receiving care from LPT mental health services.

Project to improve physical health shortlisted in the Oscars of healthcare



A project to improve the physical health care of patients with severe mental illness in Leicester, Leicestershire and Rutland was shortlisted in Britain's most prestigious healthcare awards.



Support launched for ex-service personnel

An innovative method of mental health support for veterans was launched by the armed forces service at LPT. The Buddy2Buddy café-style virtual drop-ins aim to connect, support and empower veterans and their families, creating a safe space where people can relax and share experiences to support their emotional wellbeing.

New crisis cafes provide mental health supported in Market Harborough

A new crisis café was opened in Market Harborough during September, providing mental health crisis support to local people. This brings the total to four cafes that are up and running across LLR, ahead of a wider expansion in 2022 and 2023 that will see the total number of cafes rise to 25.

Online group therapy is a success

Nine patients with obsessive compulsive disorder (OCD) completed an innovative form of group treatment with LPT's cognitive behavioural therapy (CBT) department. Due to the restrictions of Covid-19, a team of three experienced therapists moved the delivery of this face-to-face group online.

Community enhanced rehabilitation team (CERT)

Our new community enhanced rehabilitation team delivers time-limited, rehabilitation interventions within a community setting for service users who have severe and enduring mental health difficulties.

The team's innovation has included arranging outdoor therapy sessions for patients, which has helped them take more exercise and connect nature, which in turn help their recovery.



Supporting primary care

During the year we have increased the number of our mental health practitioners working in local GP surgeries. Most Primary Care Networks (groups of around four GP practices) have at least one of these workers. They are able to work with patients at the "front door" of NHS services, and if necessary help them on the transitions into and out of secondary mental health care. We plan to recruit to more of these posts in the coming year.



Launch of the Neuromodulation Centre

LPT launched the Neuromodulation Centre for treatment resistant depression in October 2021 which is one of the few centres in UK. The service offers the latest evidence-based treatments in psychiatry which includes rTMS (repetitive transcranial magnetic stimulation), VNS (Vagus Nerve Stimulation) alongside ECT (Electroconvulsive Therapy).

Our year in review – community health services

Ageing Well accelerator

As one of seven national accelerator sites for urgent community response, we have spent the second full year developing our clinical and operational model while informing the development of a brand new national standard.



This has continued to involve close working with our social care partners to deliver a two-hour response to people when they have a health or social care crisis. We have used specific funding to recruit new members of staff to our community nursing and therapy teams to support this.

We have passed on our learning to other NHS and social care organisations through various methods – individual meetings, webinars, case studies and sharing of other documents.

Together these measures should ensure health and social care organisations across England can provide a reliable two-hour response from April 2022, supporting patients who experience a crisis at home to avoid hospital admissions.

In November 2021 Amanda Pritchard, chief executive of NHS England came to visit our integrated community crisis response team, and spoke to various members of the team. She created a video message sharing how impressed she was with the service, for social media and a subsequent national conference.



Community wards and virtual wards help tackle the pandemic



All of our community hospitals and community staff were impacted by the pandemic. Hinckley and Bosworth Community Hospital and The Evington Centre were our primary locations for Covid-positive patients. Hinckley and Bosworth continues to be the site for Covid-positive patients, and has varied the number of beds allocated for these patients to meet the changing flow and capacity needs of the system.

Development of system discharge hub to speed up support in the community

We have supported the development of a system discharge hub that supports integrated triage and allocation of patients from Leicester, Leicestershire and Rutland. We have developed and refined a tracker that is used by acute, community and adult social care colleagues to monitor discharge progress and streamlined communication across all those partner organisations.

Lasting memorial to pandemic care

Members of the business community have created a lasting reminder to the role Loughborough Hospital played during the pandemic. They have provided a brightly coloured all-weather bench via our charity Raising Health, which will be available for patients, visitors and staff at the hospital for years to come. More reflection benches have been installed across our community and mental health sites since.



Refurbishment at community hospitals



Ward 1 at St Luke's Hospital had a short closure for roof repairs, redecoration and minor alterations. The specialist stroke unit shut for three weeks in the summer to allow the work to be completed without disturbing patients.

Our year in review - families, young people and children's services and learning disabilities services

More than 100,000 Covid-19 vaccine doses given in vaccine clinics

Celebrations were had at the Peepul Centre on Sunday 23 May as the number of Covid-19 vaccinations administered at the venue hit the 100,000 milestone. The mass vaccination centre was run by LPT staff alongside those at Loughborough hospital and Feilding Palmer hospital.



LPT's vaccination programme leads also organised on a series of COVID-19 vaccination clinics for 5-11-year-olds most at risk of COVID-19, beginning in the February half term holidays. Further clinics continue to be held at Loughborough Hospital and the Peepul Centre in Leicester.

The learning disability services' Quality improvement plan



Colleagues working in Learning Disability services started off year two of the Learning Disability Quality Improvement Plan celebrating Learning Disability Awareness Week in June 21. In January, after a year's worth of work, the new adult learning disability access pathway was launched, as part of one of the key components of the LD Quality Improvement Programme (QIP).

School-aged immunisations service plays vital role

The Trust's community immunisation service held catch-up immunisation clinics for pupils who missed out on their original school vaccination appointments for HPV, flu or teenage booster and meningitis ACWY vaccines - due to Covid-19 or other issues such as illness - were held over the summer holidays at five venues across Leicester, Leicestershire and Rutland, including at schools and community halls. They also mobilised at speed to offer Pfizer COVID-19 vaccinations to all eligible young people in schools across Leicester, Leicestershire and Rutland following the government's announcement after reviewing the JCVI's original decision.



Specialist learning disability vaccination clinics shortlisted in healthcare Oscars

Our specialist learning disability Covid-19 vaccination clinics were shortlisted for a Nursing Times Award in the Learning Disability Nursing category in July 2021.

Move it Boom! returned for 2021 and broke records despite the pandemic

The latest edition of the competition, which has been running for six years, saw more primary schools involved and more physical activities logged than ever before.

Launch of the Mental Health in Schools Teams

In February, as part of Children's Mental Health Week 2022, LPT publicly launched its new Mental Health Support Teams (MHST) in Schools programme, celebrating our newly qualified practitioners, who completed their training following an initiation phase of the programme last year.

Eating Disorders Awareness Week 2022

In March both our CAMHS and adult eating disorders services supported the national Eating Disorders Awareness Week campaign to raise awareness of eating disorders, and encourage GP partners to spot the early warning signs and know where to find further advice.

CAMHS 'Crisis Plus' offer

The CAMHS service has been hard at work this year expanding its Crisis Plus offer, to help young people in mental health crisis who attend A&E. As of 21 March, the offer expanded to run for seven days a week at the Leicester Royal Infirmary to ensure patients have the right support when it is most needed. The improvements, which are part of the mental health investment standard for the children and young people services across the CAMHS portfolio, will also allow for better collaboration with other services and enable the team to provide training to UHL and LPT colleagues involved in this care pathway.

Children and young people key worker development programme

The Learning Disability and Autism Collaborative launched the children and young people key worker development programme in November 21, in partnership with Barnardos.

The programme works in collaboration with education, health and social services and sees keyworkers helping children and young people, aged 11-18, who have a diagnosis of Autism and/or a learning disability and their parents, carers and extended family. They provide personalised plans and tools to help young people to reach their aspirations and look after their mental wellbeing.

Our year in review – enabling services

Malcolm Heaven serves up a year-long 'Hug in a Mug' for staff

While physical hugs were not allowed due to social distancing rules, volunteer Malcolm Heaven served up 'Hugs in Mugs' of hot soup to LPT staff since the Covid-19 pandemic began in March 2020, securing donations of vegetables from local suppliers.



Celebrating Excellence (virtually!)



We recognised the outstanding achievements of staff, teams and volunteers at a special virtual awards ceremony on Friday 16 April. Our annual Celebrating Excellence awards are an opportunity to highlight and celebrate examples of innovation and excellence across the Trust, recognising the huge contribution made by staff and volunteers to ensure the highest standards of care.

We also celebrated the outstanding achievements of 66 Covid Heroes at a special virtual awards ceremony on Friday 1 October, we, comprised of staff, teams and volunteers from healthcare services across the trust

National recognition for two patient involvement initiatives

Two of our patient involvement initiatives achieved national recognition as finalists in the annual Patient Experience Network (PEN) Awards 2021. Our Recovery and Collaborative Care Planning Cafes was shortlisted in the 'Strengthening the Foundation' award category and the Mental Health and Wellbeing Workbook made the 'Support for Caregivers' award category.



LPT is led by one of the "most influential" NHS figures



LPT was pleased to announce that Angela Hillery, joint chief executive of LPT and Northamptonshire Healthcare NHS Foundation Trust (NHFT), was featured in the Health Service Journal (HSJ) 100 2021. This list features some of the country's most accomplished leaders, all of whom have been selected as those who will 'exercise the most power and/or influence on the English NHS and health policy over the coming 12 months.' Only the top 20 have been ranked, with the 20 – 80 ranked alphabetically.

Six nurses recruited to new fellowship programme

Six nurses from across a range of services have been recruited to a new Director of Nursing fellowship programme and are being supported to develop leadership, quality improvement and clinical academic awareness and skills at an early stage of their careers.



NHS national spotlight on two East Midlands health innovations



The NHS national Director of Innovation, Research and Life Sciences, Matt Whitty visited Leicester on 29 November to learn how two initiatives using new technologies, that started in LPT, have been adopted across the NHS and are now benefiting millions of people throughout the country.

LPT re-commits to Armed Forces Covenant

Our trust re-committed itself to the Armed Forces Covenant to demonstrate our support of the armed forces community at a ceremony at County Hall on 16 March. We originally received the Armed Forces Covenant Gold Award in 2019 and the re-resigning will maintain that gold award status.



LPT workforce came together for a moment of reflection



Colleagues across LPT came together on Tuesday 22 March in an act of reflection, remembrance and respect for all who gave or received care during the Covid-19 pandemic and as a signal of hope for the future.

Workforce boosted by international nursing recruits

Thirty nurses arrived in the UK to begin new nursing careers with LPT. They have been recruited to increase the number of permanent registered nurses the Trust needs to deliver high quality healthcare to the local population of Leicester, Leicestershire and Rutland, reducing the agency spend often needed when there are vacancies.



Our year in review - fundraising



LeicesterShire and Rutland's
Community and Mental Health Charity

Our registered charity, Raising Health, plays an important part in improving the experience, care and wellbeing of our patients, service users and our staff. Our aim is to raise funds and spend them on the extras that are not covered by core NHS funding. If you would like to support or raise money for any of our current projects, please visit our website: www.raisinghealth.org.uk, email LPT.RaisingHealth@nhs.net or call 0116 295 0889.

We would like to thank the community of Leicester, Leicestershire and Rutland for their generosity and support throughout the Covid-19 pandemic. Our supporters, which included individuals, community groups and businesses made sure that our patients, staff and volunteers were in their thoughts during such challenging times. Here are some of our achievements throughout the year.

NHS Charities Together

We applied for and were awarded almost £300,000 in grants in 2020/21 from NHS Charities Together and have continued to use this funding throughout 2021/22. Our latest projects include:



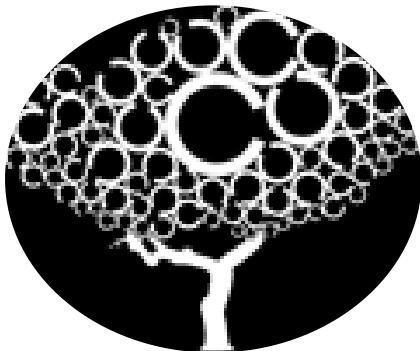
- Upgrades to our staff rooms so that they are of a more consistent quality across LPT and are a comfortable space for staff to relax and recharge.
- Reflection gardens and benches, launched as part of a trustwide reflection event.
- First Aid Mental Health Training for over 250 staff.



Veteran's Appeal

The Covenant Fund granted nearly £16,000 to run our Buddy 2 Buddy online café for Veterans to share their story and find peer support for their physical and mental health. This was followed by a grant of £1,000 from Virgin Media O2 Together Fund to establish allotment activity sessions for the veterans.





Carlton Hayes Mental Health Charity

We continued to receive a grant from the Carlton Hayes Mental Health Charity (www.carltonhayes.co.uk). We delivered some amazing projects to support our patients with mental health conditions. Projects included photography sessions, cooking activities, gardening, arts and crafts, sensory equipment and books to help with recovery to name but a few. One project saw four mental health patients take a trip of the lifetime when they set sail on a sailing ship. One of the patients said: "I learnt to develop new skills like talking to new people and felt more comfortable."

Christmastime

Once again, we set up an appeal to raise money to provide Christmas presents for our inpatients called "Raising a Smile for Christmas". We would like to express our thanks to the many people who supported this. We also had support from our corporate partners Tesco Express who arranged for collections from their customers and Novotel, Tusker Direct and De Montfort University who sponsored our Christmas Trees on the wards. As Santa was a bit busy, our porters stood in to deliver the gifts to patients.



Our Fundraising Achievements

Our supporters continued their marvellous efforts to take up challenges throughout the year in aid of Raising Health appeals. For example, Haseeb Ahmad our head of equalities, diversity and inclusion took part as a blind runner with his guide in the London Marathon. We had six runners in the Leicester Half Marathon and one supporter raised an amazing £9,000 by running in the Rutland Marathon and holding a Ball in aid of St Luke's Hospital to say thank you for the care given to her mother following a stroke.

We continued to support nationwide initiatives like the NHS Big Tea, providing gift bags of picnic items for staff teams to enjoy together and the Captain Tom 100 challenge event.

Our corporate partners

Corporate partners both large and small continued to support us throughout the year, some with financial donations and others with donations of products or sponsorship. Generous donations of faux flower arrangements and gift vouchers were sent by one corporate sponsor to our Covid Heroes award winners.

We are truly grateful for this support. Thank you.

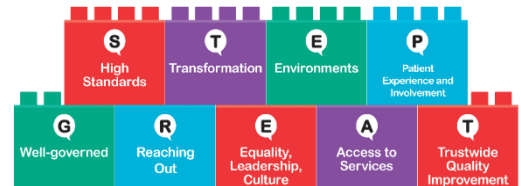


Performance analysis

Our vision is ‘creating high quality, compassionate care and wellbeing for all’. This is underpinned by ensuring the quality and safety of all our services. Our staff have worked hard to make significant positive progress in these areas, with some really outstanding practice. We know we have more to do.

Step up to Great – our strategy refreshed

We are proud of our staff and how they have stepped up to great since the launch of this strategy in 2019. Although initially introduced as an organisational strategy in response to our last CQC inspection, we know that staff have embraced it to focus on nine key improvement areas, which has led to positive changes in quality and safety. We know we have more to do. Our refreshed Step up to Great strategy outlines how we will build on the solid foundation it has created, to help our LPT family deliver our vision of ‘creating high quality compassionate care and wellbeing for all’ with our partners.



Care Quality Commission (CQC) ratings

The Care Quality Commission (CQC) carried out a planned unannounced inspection of Leicestershire Partnership NHS Trust (LPT), between May and July 2021.

The inspectors visited three of our 15 core services: two of our mental health services previously rated as inadequate and one mental health service rated requires improvement (2019). They also inspected our Trust against the well-led domain, previously rated as inadequate.

Findings showed and improvement in the Well-led domain which has progressed from ‘Inadequate’ to ‘Requires Improvement’ with many ‘Good’ characteristics including significant improvements in leadership, governance and oversight of performance and risk, and an improved culture and engagement with staff and people using services. We also retained the overall rating of ‘Requires Improvement’ and the ‘Good’ rating for ‘Caring’.

Safety is our number one priority, so we are pleased that the CQC report has recognised “an improved safety culture” at LPT.

“There was an improved safety culture in the organisation. Safety first was a common theme in trust board meetings and committees. Improvements had been made in screening serious incidents, ensuring lessons were learnt from incidents and action plans included embedded evidence to demonstrate learning. Safety was not compromised by finance.”

Other recognised improvements consisted of:

- Out of area placements for people requiring Mental Health beds in crisis have drastically decreased
- Staff manage risks better and have reduced ligature risks to keep our inpatients safe, an area previously highlighted for improvement.
- Elimination of mixed sex accommodation
- Improved seclusion environments
- Significantly improved medicines management

- Improved patient involvement in planning care and service improvements
- Mental health patients have good access to physical healthcare and support to live healthier lives
- Practice good infection prevention control
- Complaints are taken seriously, and lessons shared with staff to keep improving.
- A positive culture and staff morale
- Improved engagement with stakeholders
- Our active role with partner organisations to improve the health and wellbeing of people in Leicester, Leicestershire and Rutland.
- Commitment to improving equality, diversity and inclusion
- Significant support for staff health and wellbeing and their career progression
- Involvement in the design of services with patients/service users, staff, partners, the public.
- Outstanding practice in patient and carer involvement and engagement with inpatients in our adult learning disabilities mental health unit.

In May 2022, the Care Quality Commission (CQC) published a report following a focused unannounced inspection of the acute wards for adults of working age and psychiatric intensive care units in February 2022. The unannounced inspection took place to check whether specific improvements had been made following the previous inspections in May to July 2021.

It has been a consistent part of our Step up to Great improvement journey to put improved patient experiences and safety as our highest priority, and we are pleased that the CQC has recognised that significant progress continues to be made by our staff and leaders.

The CQC have moved up our ratings in this core service in recognition of these improvements in the two key domains they inspected – Safety and Responsiveness. The Safety domain of the service has moved up from Inadequate to Requires Improvement. The Responsive domain has moved up from Requires Improvement to Good for this service.

The CQC did not inspect the other domains of Effective, Caring and Well-led hence our overall rating for these domains remain the same and the overall core service rating remains Requires Improvement.

The CQC report concludes that we have met all actions required in the enforcement action issued at the last inspection.

More information: <https://www.leicspart.nhs.uk/news/cqc-recognises-further-improvements-in-acute-wards-for-adults-of-working-age-and-psychiatric-intensive-care-units-at-leicestershire-partnership-nhs-trust/>



Current CQC ratings

Overall rating	Inadequate	Requires improvement	Good	Outstanding		
	Safe	Effective	Caring	Responsive	Well-led	Overall
Community health services for adults	Good	Good	Good	Good	Requires Improvement	Good
Community health services for children, young people and families	Good	Good	Outstanding	Good	Good	Good
Community health inpatient services	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement
Community end of life care	Good	Requires Improvement	Good	Good	Good	Good
Child and adolescent mental health wards	Good	Good	Good	Good	Good	Good
Specialist community mental health services for children and young people	Requires Improvement	Good	Good	Inadequate	Requires Improvement	Requires Improvement
Community mental health services with learning disabilities or autism	Good	Good	Good	Requires Improvement	Good	Good
Community-based mental health services for older people	Good	Good	Good	Good	Good	Good
Mental health crisis services and health-based places of safety	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement	Requires Improvement
Wards for people with a learning disability or autism	Requires Improvement	Not rated	Not rated	Not rated	Requires Improvement	Requires Improvement
Forensic inpatient or secure wards	Good	Requires Improvement	Good	Good	Good	Good
Long stay or rehabilitation mental health wards for working age adults	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement
Wards for older people with mental health problems	Good	Requires Improvement	Good	Good	Good	Good
Acute wards for adults of working age and psychiatric intensive care units	Requires Improvement	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement
Substance misuse services	Not rated	Not rated	Not rated	Not rated	Not rated	Not rated
Community-based mental health services for adults of working age	Requires Improvement	Requires Improvement	Good	Requires Improvement	Good	Requires Improvement

*Not inspected in latest inspection

Social responsibility and involvement

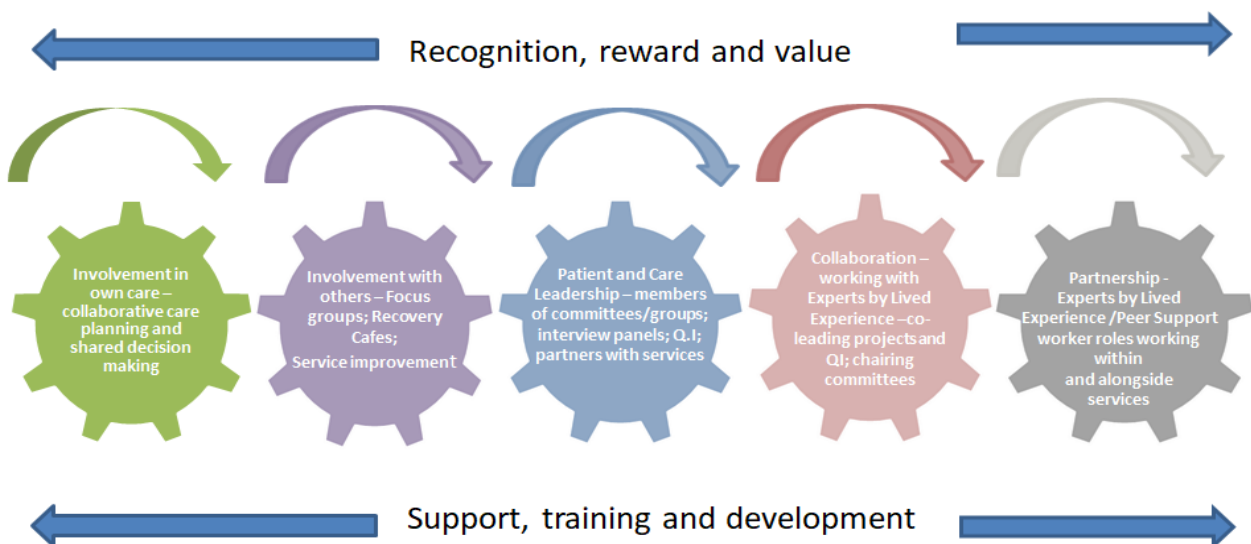
Placing patients, carers and their families at the centre of everything we do is key to 'creating high quality, compassionate care and wellbeing for all'.



What did we achieve?

Over the last 18 months, through the delivery of the Step up to Great Patient Involvement Delivery Plan we have established a robust framework for involvement. This has enabled the Trust to reduce variation in the way service users and carers are involved in both decisions about their own care, through the introduction of collaborative care planning and in service improvement through the involvement framework (set out below).

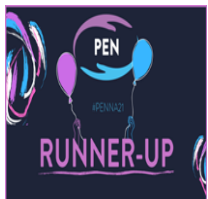
Our service user and carer network continued to grow over the year and we now have over 140 people registered on the network working with us at various levels of involvement in order to improve services.



We launched our first Involvement Prospectus which included all our training and development opportunities for the involvement network members, in order to better support and equip people to be able to get involved at various levels across the Trust. This also included the opening up of our staff Health and Wellbeing sessions to include our volunteers, and those working on involvement projects with us. Our second cohort of patient leaders also successfully completed Patient Leadership training which included the below modules;

- Understanding patient involvement and leadership in practice
- Diversity in patient involvement and leadership
- Influencing people in meetings
- Sharing patient experiences

We also launched an introduction session on what it means to get involved in partnership with the Recovery College, the session is co-delivered with someone with lived experience who talks about their involvement journey with us. The sessions have been very well received and have been a great approach in registering people to the involvement network, and then matching them to projects.



Two patient involvement initiatives achieved national recognition as finalists in the annual Patient Experience Network (PENNA) Awards 2021. The Recovery and Collaborative Care Planning Cafes were shortlisted in the “Strengthening the Foundation” award category and the Mental Health and Wellbeing Workbook in the “Support for Caregivers” award category. The Recovery and Collaborative Care Planning Cafes were runners up in their category.

Patient and Carer Involvement in Quality Improvement

Over the year around 50 Quality Improvement projects registered onto the Life QI system identified with some level of patient involvement including gaining patient/carers insight or patient and carer leaders working collaboratively with staff as part of the project team.



The Trust has a series of QI training called ‘QI in a box’ and we have worked with a patient leader to co-design an introduction to involvement in order to support staff when they are looking to involve in their QI projects. This session is also co-delivered with the patient leader and is now offered as part of the QI in a box series, and we have also delivered a few bespoke sessions to teams/services.

The session includes meaningful involvement of patients, service users and carers in QI projects, explores the different approaches to involvement and introduces resources and tools available to support projects, the session also includes;

- Introduction to what we mean by patient and carer involvement
- Different levels of involvement
- LPT’s Involvement Framework – Big I and Little I
- Why involve patients and carers
- Explore our engagement zones
- An introduction to the Engagement Planning Tool
- An introduction to resources and support available; ie LPT’s Service User/Carer network, Arm Chair Involvement

Developing a Lived Experience Framework

A small group of people with lived experience are working with the Trust to develop a Lived Experience Framework. The aim of the Framework is to set out how the Trust may work with people with lived experience as equal partners to improve services. The Leadership Framework is based on the Patient Leadership Triangle which was developed at Sussex Musculoskeletal (MSK) Partnership (Central). It represents the roles of, and relationships between, Patient Director (executive level), Patient and Carer Forum (governance level) and Patient & Carer Partners (improvement level).

Involvement of those with Lived Experience in recruitment

Over 20 patients, service users and carers, including members from our Youth Advisory Board, have now received training in recruitment to enable them to get involved in staff recruitment. This includes the development of values- based questions which can be used in interviews where we have not been able to involve patients, service users and/or carers directly. During the year several recruitments have taken place with patients, service users and carers taking part in panels, these include Mental Health Practitioner roles, Quality Improvement Clinical Lead, Complex Trauma Pathway Lead and Peer Support Workers.

Examples of Involvement from across the Trust

Involvement in the directorate of mental health

For world suicide prevention day in September the Safety Planning service user group, working alongside the LPT Suicide Prevention lead, held a patient led creative workshop focusing on Creating Hope Through Action which was opened up to anyone to attend. It was a great session with many discussions on what

Hope looked and felt like to different people. Many creative pieces were made, along with poems of Hope which have been sent into the team who have used the poems to feed into resources to support personal safety planning. Two people with lived experience that attended the workshop have now also registered for involvement and joined the patient safety working group

Involvement in community health services

The Single Point of Access Team (SPA) has made improvements to the telephone options following feedback from patients and carers. This has resulted in a reduction in the number of options provided, making selection much easier for the caller.

The directorate has recruited its first patient leader who has been working collaboratively with the Cardi-Respiratory team on the award-winning quality improvement project improving access and uptake of digital technology to support the care of adults with long term conditions in the Cardi-Respiratory services. The patient leader is now working on a collaborative project with the Trust and UHL developing a new integrated asthma pathway. They are also attending various training and development and would like to offer peer support to other service users, as well as offer a peer led education session.

Involvement in families, children and young people and learning disabilities

Adult Eating Disorders - Patients and carers have provided input to the Quality Network for Eating Disorders (QED) as part of the outpatient service accreditation process. Involvement was sought from past inpatients, day patients and their families/carers to be part of a working party looking at models of care as part of the East Midlands Provider Collaborative and have had a great response

A programme of 8 engagement sessions took place at the Beacon Unit on Tuesday evenings. The interactive creative sessions have involved both staff and young people taking part in group poems, short story telling and other group work word games. Feedback received on the sessions is being used to form the evaluation of the 8-week intervention. Feedback from staff and the young people involved has been 100% positive, with young people engaging well with the sessions.

Learning Disabilities - Agnes Unit

The Phoenix Charity visited the Agnes Unit with George the Reindeer and Chester the Dog over the festive period and patients enjoyed the visit along with turkey and stuffing cobs, hot chocolates, non-alcoholic mulled wine, and mince pies.

The Unit now have new user-friendly signage up, which supports patients and families to navigate the building.

Every patient is having a review of their timetables which includes evening and weekend activities for them to support their needs and preferences in engaging with meaningful activities

LPT Youth Advisory Board (YAB)

The YAB continue to meet each week virtually on MS Teams as they have since March 2020. The group have continued to support and work on projects impacting young people across LLR over the last year. Wider partnership projects involved with include:

- Supporting and championing the LLR Better hospitals Leicester consultation, shaping solutions for improved environmentally friendly hospitals
- Supporting and promoting the Step up to Great Mental Health consultation with other young people.



- The group also links in nationally to the wider NHS Youth Forum programme across the country.
- Locally within and across LPT the group continue to be an active part of recruitment for new staff across FYPCLD including head of nursing, mental health in schools teams, CAMHS and paediatrics.
- The group have worked interactively throughout the year and supported co-designing the Covid-19 vaccine digital video to support covid hesitancy amongst YP along with an information pack and presentation to support LLR partners working with CYP on covid related projects.
- The YAB have continued to shape local services including access and promotion of public health school nursing services, evaluating CAMHS eating disorder services, youth proofing patient information for SALT and CAMHS service including being part of overseeing care planning and strengthening the voice of CYP within mental health services.
- In November 2021 the group had an “away day” at Leicester Outdoor pursuits centre, this enabled the group to physically meet safely and plan for the months ahead which included planning a successful Christmas campaign which provided over 50 packages to vulnerable CYP who accessed CAMHS services over Christmas.

The People's Council

Since its establishment in September 2020 the work of the People's Council, made up of patient and carer leaders and Voluntary and Community Sector representatives continued throughout the year. The Council worked with an external facilitator and the communications team to help them establish their core purpose, which is to provide an independent voice to make LPT services great for all. They worked with the external facilitator to create the objectives of:



Providing an independent voice to
make LPT services great for all

1. Represent and be an independent voice of patients, carers and their families, especially for people more likely to experience inequity.
2. Contribute to the development of Leicestershire Partnership NHS Trust services and policies for example, Step Up to Great for Mental Health, and operate as a constructive check and balance to the LPT Executive Team and the Board of LPT.
3. Work to ensure that people with mental and physical health needs can access services and that access is continually improving.
4. Using our regular joint development sessions to ensure that there is an element of co-production on key strategic matters with the Executive Team and Board.
5. Ensure that Patient and Carer Leaders and Voluntary and Community Sector representatives are equally valued.
6. Developing patients, carers and their family's knowledge of how to work with professionals in the management of their health.
7. Work towards helping equity in access, experience and outcomes of services for those more likely to experience inequity.

In addition to this a set of principles on how the Council will work with the trust Board were agreed and twice-yearly joint development sessions established.

The Council agreed to focus on several priorities, which were Step Up to Great for Mental Health, the personalisation of care and equality, diversity and inclusion. They provided comprehensive feedback on the Step Up To Great Mental Health consultation carried out by the combined Clinical Commissioning Group for Leicester, Leicestershire and Rutland and inputted into the refresh of the Trust's Step Up To Great Strategy.

The Council's leadership team held bi-weekly meetings to co-ordinate the work of the group and to be a conduit between Trust Board and the Council.

As the Council approached its first-year anniversary an independent review has been undertaken looking at the activity of the Council over the last year and included interviews with members of the Council and a review of the Terms of Reference. The review recommended that:

- Expanding the membership of The People's Council to provide a wider viewpoint of LPT services
- Consider moving to face to face meetings to ensure better interaction with members
- Improve the impact of the Council

Reform the Council to:

- Speed up decision making
- Provide more welfare support to members of the Council

The Council is working to address the recommendations, with new arrangements for the Council coming into place by May 2022.

The Council's Communications Sub-Group has been working to create a presence on social media and now have their own Twitter account @LPTCouncil and also an email account where members of the public can contact them directly lpt.peoples.council@nhs.net They have produced further information about the Council on our internal Intranet and our public facing website.

Improving patient involvement and experience - how did we do?

Did we achieve what we set out to do in this priority?	GREEN	The Trust feels that it did achieve the priority during the year. The Trust will continue to seek methods of improving the communication with service users, carers as required by the strategy that has been introduced	
Priorities	We said we would	What we did	
We will make it easy and straight forward for people to share their experiences	Using the feedback collected through the Friends and Family Test to inform service and quality improvement and to continually improve the experience of those who use our services.	<ul style="list-style-type: none"> • 100% of all inpatient services collecting patient feedback via FFT • 90% of all community-based services collecting patient feedback via FFT • Volunteers recruited to support the collection of feedback by telephone conversations • Implemented a new survey system Envoy which has delivered over 150 patient experience surveys • Introduced Digital Story Telling programme for staff to use patient stories for improvement 	
We will increase the numbers of people who are positively participating in their care and in service improvement	Deliver continuous development of patient/carers participation and involvement, both through volunteering and paid employment, to better enable co-production of services	<ul style="list-style-type: none"> • Increased the members of our Patient and Carer Involvement Network to over 140 members • Further growth of our Experts by Experience, through the development of role descriptions and opportunities for providing paid contracts • Enhanced the training and development offer for our Involvement Network including the Patient and Carer Leadership Programmes and developing roles for Experts by Experience to deliver this training • Introduction of Walk and Talk involvement session in line with the lessening of Covid 19 restrictions • Launch of QI Involvement in a box, forming part of the Quality Improvement offer, supporting staff to think about patient and carer involvement in their improvement 	

		projects, this is being co-delivered with one of our Experts by Experience
We will improve the experience of people who use or who are impacted by our services:	To capture and use the learning from patient feedback and engagement to inform and influence how the Trust delivers and designs its services	<ul style="list-style-type: none"> Improved the quality of our complaint responses and the timescales taken to investigate complaints Through our QI approach we are using the experience of patients and carers and the feedback provided through our engagement activities to improve patient experience of those who use or are impacted by our services. Increased the number of lived experience and peer support work roles within the Trust Regularly using the patient experience insight captured through our surveys and engagement with service users and carers to inform service design and delivery.

Community Mental Health Survey

The National Service User Survey (NPS) programme was introduced in 2001 by the Department of Health, and subsequently moved to the Healthcare Commission, and then to the Care Quality Commission.

The question content of the National Service User Surveys is determined nationally, as is the content of the covering letters that are sent to service users. Send-out is normally undertaken on the organisation's behalf by their approved contractor under Data Security Agreements made between the contractor and the organisation. Quality Health undertakes the survey on behalf of the Trust.

The survey is run on paper only. Survey fieldwork took place between February and June 2021. The sample for the survey was generated at random on the agreed national protocol from all clients on the CPA and Non-CPA Register seen between 1st September and 30th November 2020.

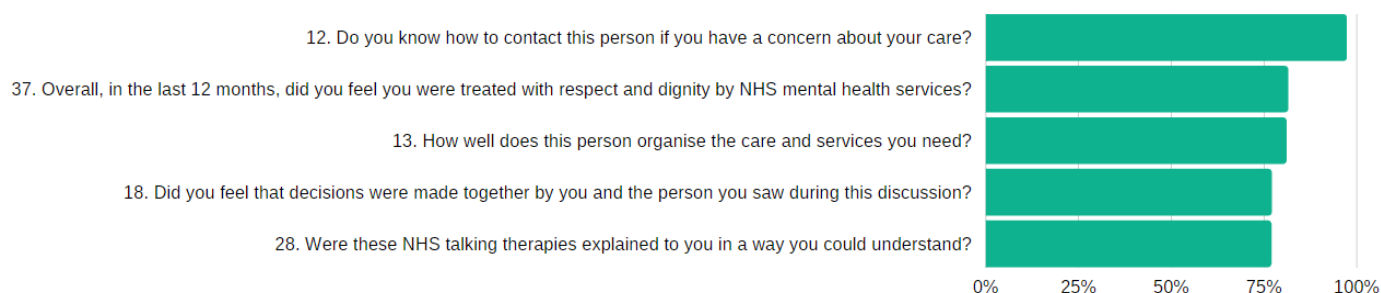
A small number of people were included in some samples who said that they had not been in contact with mental health services for a number of years, or that they had never been in contact with these services. In Leicestershire Partnership NHS Trust, 3% of respondents said that they had never seen anyone from NHS mental health services.

The response rate was 31% (371 usable responses from a usable sample of 1205).

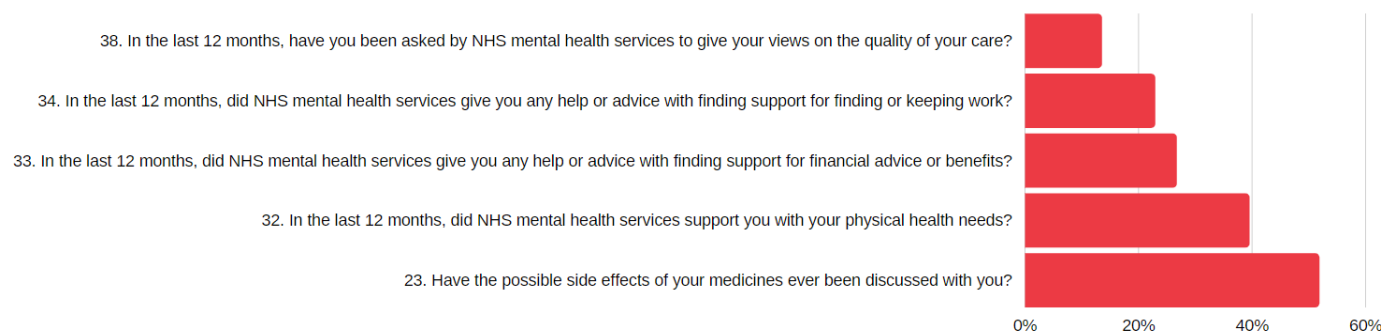
The majority of scores within LPT sit in the bottom 20% of the Trusts surveyed by Quality Health. There are 7 scores in the intermediate 60% range and no scores in the top 20% range. Despite this, the Trust does perform fairly well on the score for service users knowing how to contact the person in charge of organising their care if they have a concern.

Despite improvements in some scores, overall, there has been a downward trend in results across the survey between 2020 and 2021 with an **average drop of 2%** across all questions apart from **Crisis Care** which has seen an **increase in satisfaction of 4%**. However, the unique nature of care provision during the Covid-19 pandemic will have significantly affected scores and the Trust should take this into account. LPT has been identified as performing '**worse than expected**'. This is because the proportion of respondents who answered negatively to questions about their care, across the entire survey, was significantly above the trust average.

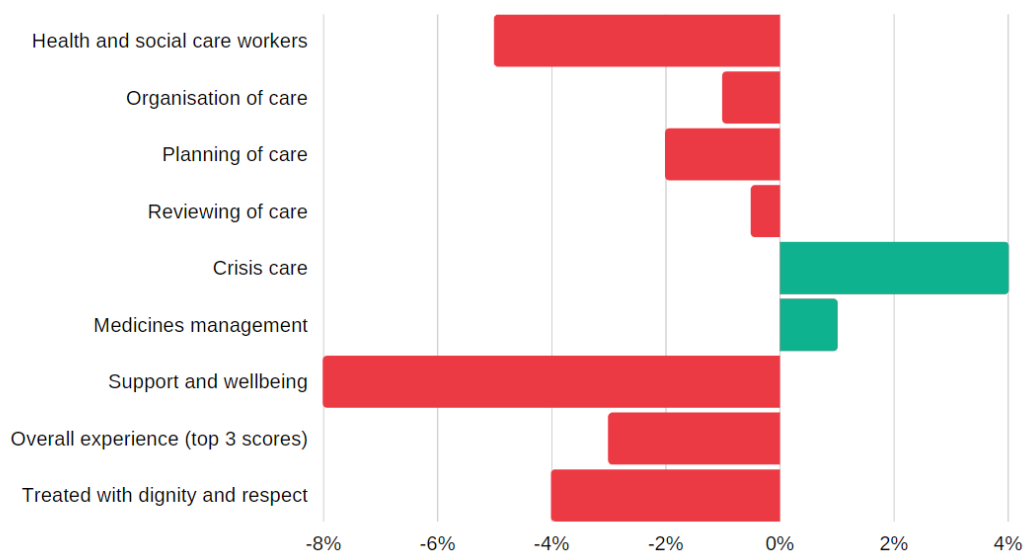
Top 5 questions



Bottom 5 questions



Summary of responses (average score of all questions in each category from 2020 to 2021):



The results of the survey have been shared with both the Service Leads and the Directorate Management Team. Areas for improvement have been identified and will be delivered through the implementation of the Step up to Great Mental Health transformation programme. Oversight of the improvements will be provided by the Directorate Management Team through regular reports.

Patient involvement, feedback and complaints

The ongoing impact of the pandemic saw demands of staff capacity within our frontline services. This was reflected in the investigation and management of complaints. The Trust made a carefully considered decision to extend its investigation timeframes from 25 working days to 45 working days or a date agreed with the complainant. This extension has continued throughout the year. The Complaints Team have continued to work with anyone wishing to raise concerns to try and seek informal resolution in the first instance and, where this was not possible, their concerns are formally registered.

During the first quarter of the year 51 complaints were managed through the informal concerns process. This is 50% of all initial complaints that were received into the Trust. When a complaint or concern is received into the Team the first action taken is to speak with the complainant and to provide them with a range of options as to how their concerns can be managed. This approach continues to have a positive impact on the number of formal complaints that are managed informally which provide a quicker and less formal approach to responding to concerns and provides a better experience for the individual. All complainants are offered the option to progress their concerns through the complaints route if they are not satisfied with their informal concern response.

Throughout the pandemic the Trust continued to collect feedback via the Friends and Family Test (FFT). The focus of collection moved from face to face to using SMS/Text messaging, QR codes and via iPads in our inpatient areas. The collection of FFT has increased from an average response rate of between 1% and 2% to between 7% and 10% over the last year. The ongoing collection has been important for services to continually understand the experience of their patients during throughout the pandemic.

Our involvement activities have mainly moved to virtual opportunities where involvement has taken place via MS Teams and online meetings. However following feedback from members of the Patient and Carer Involvement Network the trust introduced Walk and Talk involvement sessions. The sessions are an opportunity for a small number of members from the involvement network to come together for a walk and to talk about involvement opportunities as well as being an opportunity to have a face-to-face connection with each other. All walks were fully compliant with the relevant Covid 19 regulations at the time and took place in a range of locations across the City and County to ensure that members could attend a session in their local community.

Volunteering

We are so proud to have around 300 volunteers supporting at LPT, and as we emerge from the pandemic, we are now actively recruiting in many areas, as well as getting our volunteers back in their roles. There are also many volunteering roles that have changed the way they function and are now supporting the Trust in a virtual way.



Volunteers supported to return

As volunteers returned, we ensured that each one was safe and ensured that Covid Risk Assessments and Volunteer agreements were in place, all returning volunteers also ensured their training was current.



- Throughout the year, and since restarting our Patient Transport service, we have been successful in carrying out 614 patient transport journeys and as the demand for patient transport increased, we also recruited more volunteer drivers.
- Volunteer Drivers covered 35,870 miles, taking patients to their appointments, and delivering medications.
- Our pharmacy delivery service has also gone from strength to strength – delivering 2,352 medicines/prescriptions since July 2021.

Volunteer recruitment

Recruitment of volunteers over the last year included a range of new roles :

- Mental health transformation peer support volunteers
- Raising Health fundraising support volunteers

- Patient experience volunteers
- Recovery College tutor volunteers as “Expert by Experience” roles
- Volunteer drivers
- Meet and greet volunteers
- Ward assistants

We advertise volunteering roles on our website, we also advertise some roles at Voluntary Action Leicester and at De Montfort University, we continue to make links in the community to try and engage a representative audience. Over the last year we have successfully recruited 24 volunteers, had around 90 volunteering/placement enquiries and currently have 35 volunteers going through the recruitment process.

Launch of Welfare Caller service

We now have a bespoke Welfare Caller Service. This is a service where volunteers will chat with the Trust’s service users to help them with isolation. We are now working with services to increase the usage of this fantastic new service.



Celebrations in volunteering

- Voluntary Transport won an LPT Covid Heroes Award
- We have signed up to Room to Reward – this charity allows us to send selected volunteers away for a weekend break to hotels around the country
- Celebrations of the year included Volunteer Week, Student Volunteer Week, Volunteers were invited to the Big NHS Tea Party, we took part in the Sir Thomas Moore 100yr celebration
- We held quizzes for our volunteers on Volunteer Week and at Christmas.
- The Volunteering Team network with various agencies including VAL, NHS England, NHFT, NCVO, community and Hospices, and De Montfort University
- We continue to regularly communicate with our volunteers through newsletters, and have introduced virtual meetings such as this one for the chaplaincy volunteers:



- We have been successful in obtaining £20,000 funding from NHS England, which has supported us in returning and recruiting volunteers. With the funding we were able to market our wonderful service and recruit two staff for a short period, it’s great that one of the new staff members is an LPT volunteer.

Contact us

Want to stay in touch? You can find information about becoming a member and opportunities to engage with the Trust at: www.leicspart.nhs.uk/membership or via email at: LPT.membership@nhs.net

We welcome your questions or comments on this report or our services.

Comments should be sent to:

**Chief Executive
Leicestershire Partnership NHS Trust
Unit 2, Bridge Park Plaza
Bridge Park Road
Thurmaston
Leicester LE4 8BL**

**Telephone: 0116 295 0030
Fax: 0116 225 3684
Email: LPT.feedback@nhs.net**

You can also follow the Trust on social media:

Twitter [@LPTnhs](https://twitter.com/LPTnhs)
Facebook/[LPTnhs](https://www.facebook.com/LPTnhs)
YouTube/[LPTnhs](https://www.youtube.com/LPTnhs)
Website www.leicspart.nhs.uk

Read the full Annual Report

For a copy of our full Annual Report 2021/22 please go to our website at www.leicspart.nhs.uk

Quality Account

You may also be interested to read our Quality Account for 2021-22, which complements this Annual Report and Summary Accounts. Copies of the Quality Account, and extra copies of this document are available from the communications team at the above address.

If you need this information in another language
or format please telephone 0116 295 0903 or
email: LPT.Feedback@nhs.net

Arabic

إذا كنت في حاجة إلى قراءة هذه المعلومات بلغة أخرى أو بتنسيق مختلف، يرجى الاتصال بهاتف رقم 0116 295 0903 أو إرسال بريد إلكتروني إلى: LPT.Feedback@nhs.net

Bengali

যদি এই তথ্য অন্য কোন ভাষায় বা ফরমেটে আপনার দরকার হয় তাহলে দয়া করে 0116 295 0903 নম্বরে ফোন করুন বা LPT.Feedback@nhs.net ঠিকানায় ই-মেইল করুন।

Traditional Chinese

如果您需要將本資訊翻譯為其他語言或用其他格式顯示，請致電 0116 295 0903 或發電子郵件至：LPT.Feedback@nhs.net

Gujarati

જો તમારે આ માહિતી અન્ય ભાષા અથવા ફોર્મેટમાં જોઈતી હોય તો 0116 295 0903 પર ટેલિફોન કરો અથવા LPT.Feedback@nhs.net પર ઇમેઇલ કરો.

Hindi

अगर आप यह जानकारी किसी अन्य भाषा या प्रारूप में चाहते हैं तो कृपया 0116 295 0903 पर हमें फोन करें या LPT.Feedback@nhs.net पर हमें ईमेल करें

Polish

Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym języku lub formie, prosimy skontaktować się z nami telefonicznie pod numerem 0116 295 0903 lub za pośrednictwem poczty elektronicznej na adres: LPT.Feedback@nhs.net

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 295 0903 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ ਇੱਥੇ ਈਮੇਲ ਕਰੋ: LPT.Feedback@nhs.net

Somali

Haddii aad rabto in aad warbixintan ku hesho luqad ama nuskhad kale fadlan soo wac lambarka 0116 295 0903 ama email u dir: LPT.Feedback@nhs.net

Urdu

اگر آپ کو یہ معلومات کسی اور زبان یا صورت میں درکار ہوں تو براہ کرم اس ٹیلی فون نمبر 0116 295 0903 یا ای میل پر رابطہ کریں LPT.Feedback@nhs.net