



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 5.09.2022

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

Welcome to our September 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 5 th September from 12 to 1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting
Virtual Cuppa and Chat Monday 19 th September from 12 to 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 September!

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.

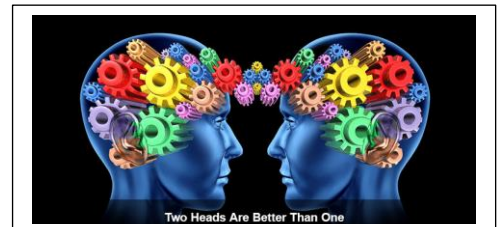
Dates of Introduction to Involvement workshop:

- **Wednesday 5th October from 10.30am to 12midday**
- **Wednesday 7th December from 1pm to 2.30pm**

The workshop is delivered by MS Teams; the MS Teams link will be shared via email a week before the workshop is due to take place. Please make contact with the Patient Experience and Involvement Team if you wish to join these sessions.

Co-Facilitation Opportunity

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



Background

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

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

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

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

We look forward to hearing from you!

Recruitment Panel Training

Would you like to get involved with recruiting new members of staff?
Opportunities often arise for service user/carer involvement in recruitment.
This training will prepare you to become a panel member.

Overview of the training:

- Recruitment and selection process
- Job description and person specification
- Interview questions/presentation
- Types of Involvement in the recruitment process
- Confidentiality
- Do's and Don'ts for interviewing
- Recording the interview



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

- **Thursday 6th October from 10.30am to 12midday**
- **Thursday 8th December from 1pm to 2.30pm**

MS Teams Links: Will be shared via email a week before the virtual training is due to take place.
Please make contact with the Patient Experience and Involvement Team if you wish to join this session.

How does the Trust manage your medicines?

Attend a focus group to give your views!

We are updating our medicines strategy which deals with all aspects of the way we use medicines within the Trust. We want to work with service users and carers to ensure that your priorities are properly reflected in the strategy. We will be holding a focus group where we will be discussing:

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

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

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



Can you help? We are looking for Peer Support Volunteers with lived experience of mental health

Peer support is when people use their own experiences to help each other. There are different types of peer support, but all aim to:

- Bring together people with shared experiences to support each other
- Provide a space where you feel accepted and understood
- Treat everyone's experiences as being equally important
- Involving both giving and receiving support



In peer support everyone's views and experiences are equally valued, rather than anyone being seen as more of an expert than others.

We would welcome the opportunity to meet with you via MS Team or Telephone, understand more about you, and discuss how we can work together to assist with your Peer Support Pathway.
Please email lpt.psw@nhs.net to express your interest.



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Annual Public Meeting 2022

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

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

www.leicspart.nhs.uk/AGM

#LPTAGM22

**creating high quality, compassionate
care and wellbeing for all**



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

Thank you to those of you who provided feedback over the last month regarding the Recovery Cafes.

The overarching theme emerging from this feedback was adopting a blended approach to the Recovery Cafes with providing face to face and virtual meetings, and a space for like minded people to come together to connect. Creating a mental health friendly space for those living with, and working with mental health including service users, carers, family members and LPT staff all welcome.



Therefore, we now have a space for us to get together face to face, and our September café will take place:

Date: Tuesday 27th September 2022

Time: 10am to 12midday

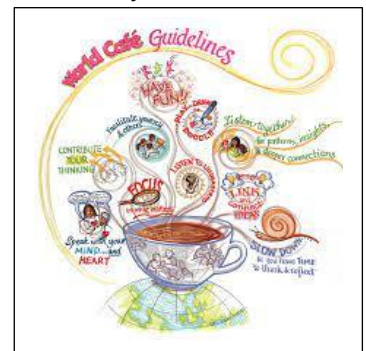
Venue: John Lewis Community Space (Inside Place to Eat Café), Highcross, Leicester City Centre (free refreshment tokens will be provided)

There are no agendas for these cafes – the recovery cafes are simply a space for you to come and have a cuppa, and to connect with others. There will also be some arts/craft activities for those of you that would like to get creative.

Please contact us to secure your place as we are limited with regards to numbers.

If you have any new ideas, or would like to join the team to support the planning of future cafes, please contact us using the below details:

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



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

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

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



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

The next sessions are planned for the below dates online via MS Teams:

- **Thursday 15th September 1:30-3pm**
- **Thursday 20th October 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

Is your relative receiving care/recently received care under the Mental Health Crisis Team?

Would you like to provide video feedback of the care and support your loved one has received?

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

Deadline for expressions is **8th September 2022**



We would like to share the opportunity for you to join and take part in an **LPT Complaints Peer Review session to be held on Monday 10th October from 9.30am until 1pm at the NSPCC in Leicester.** This session will include in attendance both staff and service users/patients and families. There will be 15 spaces available for this session, which will be allocated fairly across all areas of the trust. Refreshments and lunch will be provided to all that attend.



What is a complaints peer review/what will I need to do if I attend?

During the session, the group will review up to 3 complaint responses (which will be anonymised), this will involve reading a final complaint response that has been sent to a patient/family along with any relevant paperwork that formed part of each case and investigation. There will then be a series of questions to understand your own personal experiences and feelings after reading, reviewing and reflecting on each case. There will be an opportunity during the session to provide suggestions and ideas as to how things could have been done differently and ideas for improvements. The aim of this session and review is to improve patient and family experiences of how complaints are received and responded to.

There will be opportunities to work together within the group and have round table discussions, along with responding to each case individually. There will be a variety of ways to share your experience and feedback during the session, which will be informally led and supported by members of the LPT Patient Experience and Involvement Team.

Who can join this session?

Anyone! (staff side- with managers approval) can be nominated to attend, there is no requirement to be an expert in complaints, or to have been part of investigating or writing responses to complaints. This session is very much based on your experiences (thoughts/feelings) of what you are reviewing during this session.

Feedback from July's Peer Review

Following a peer review session held in July, feedback from staff attending was positive and has supported the need for further sessions. Learning from feedback has also started discussions to implement changes to the complaints documentation and patient experience of the process. **To find out more information or to book a place at October's session please email lpt.patient.experience@nhs.net**

Please note we only have 15 spaces available. There is no need to attend this session if you have already attended in July.

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.

Cares 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

Healthwatch Leicester

Share your experiences with health and social care in Leicester and Leicestershire – see poster for more details.



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

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 following link to visit the BrightSparks website:

<https://www.brightsparksarts.uk/r/AllTogether2022> for more details!



Autumn Term 2022 Prospectus Out Now!

The Leicestershire Recovery College offers recovery-focussed educational courses and workshops. During the upcoming Autumn Term, the college is excited to welcome back face-to-face courses alongside our range of online courses, with a range of new and returning courses and workshops available!

Our new courses include; Goal Setting; Reset and Reflect, and Sleep and Wellbeing.

All our courses are free to attend, and we have no waiting list for enrolment.

For more information about the Recovery College and our courses please contact 0116 295 1196, LPT.Recoverycollege@NHS.Net or search 'Leicestershire Recovery College'.



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](#) | [Find us on Facebook](#)



Show and Share

Groby Sings

One of our network members wanted to share a local signing group with you.

"It's a singing group which is for people who cannot sing really. It's about getting together, teaching you to breathe properly, have fun and eat cake! AND is good for your mental health in the process"

Its called "Groby Sings" – through the seasons.

Rehearsals take place at Groby Club from 7th September. The adult choir meets on a Wednesday afternoon from 1.30pm to 3pm and Wednesday evening from 7.30pm to 9pm. With performances taking place in November 2022.

Please contact www.grobysings.org for more information.



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.



There was many nominations we were able to put forward and although only a couple were shortlisted you are all winners in our eyes.

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!

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>

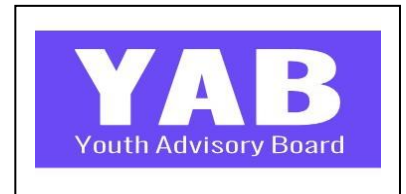
Urdu - <https://www.leicspart.nhs.uk/wp-content/uploads/2022/03/MH-and-wellbeing-Urdu-March-2022.pdf>

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 gave feedback on the original version of the Neurodevelopment Transformation Programme Newsletter, which included changing to the images and wording. The group signed the newsletter off virtually based on the changes suggested. YAB has also given ideas for future editions of the newsletter, with two members of YAB being part of the work streams for this project. You can view the newsletter by clicking on the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/08/Neurodevelopment-Transformation-Programme-Newsletter-3.pdf>



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 – August Update

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

In August we provided a patient perspective for the following roles: Head of Nursing/Allied Health Professionals – Stakeholder panel, Peer Support Worker, Mental Health Practitioners, and Speech and Language Therapist.



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 – Creation of a Reader Panel

Interested network members attended an information session on 3rd August to talk about the re-launch and creation of a reader panel.

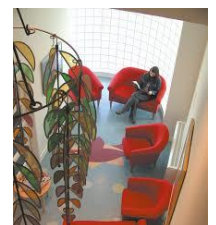
All who attended agreed that a LPT Reader Panel would provide us with a platform to meet regularly as a group and provide a more insightful look at patient facing documentation throughout the Trust before sharing with the target audience.



We will provide regular updates in future editions of our newsletter. If you are interested in becoming a Reader Panel member, please make contact with us.

Update on 15 Steps and PLACE (Patient Led Assessments of the Care Environment)

A massive thank you to those of you that expressed an interest in becoming a 15 steps reviewer or a PLACE assessor we have now launched these projects and are excited to get started.



PLACE involves patient/carer/staff teams assessing wards, outpatients, communal and external spaces to a set criteria, aiming to improve the environments and experiences for our patients and

carers. PLACE takes place over a 10 week period every year. We have successfully recruited and trained 8 patient/carers PLACE assessors.

The 15 steps programme was launched after a parent advised that she knew what type of care her daughter would receive within the first 15 steps of entering a service. This is an observation method where first impressions count, you will be looking for what the ward looks, smell and feels like during those first 15 steps and feeding back.

We are hoping to arrange two 15 steps reviews of different service areas each month having now successfully recruited 7 patient/carers reviewers. The training commences in mid September.

We shall provide more updates about these programmes of work as they progress.

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 sessions 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

