



Patient Experience & Involvement Newsletter

Monday 5.11.2022

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

Welcome to our November 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 including introduction to involvement sessions, catch ups, various involvement opportunities and towards the end of the newsletter is a space for you to show and share, and where we provide updates on work you have been involved with and the impact of this.

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 7 th November 12-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting
Virtual Cuppa and Chat Monday 21 st November 12-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting

We look forward to seeing you in November!

Upcoming Virtual Involvement Opportunities

Although face to face involvement is starting to make 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 have 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 7th December from 1pm to 2.30pm**

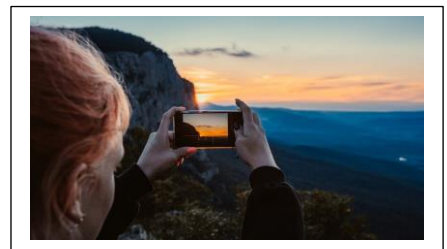
The workshop is delivered by MS Teams; the MS Teams link will be shared via email a week before the workshop is due to take place. Please make contact with the Patient Experience and Involvement Team if you wish to join these sessions.

Do you want to learn some new tips on how to take good photographs?

Join our photography walk

Our Reader Panel (group that reviews patient facing information) are working on a project to generate a photo library of what health and wellbeing means to the residents of Leicester for use in our Trust wide publications.

This involves the offer of a £20 high street voucher for every 10 usable pictures you submit.



Malcolm Heaven, a trust volunteer has shared some fabulous photography tips with some of us and we would like to share these tips. We have therefore planned a couple of nature walks which will include the sharing of tips, and some photography challenges. Please note you do not need a fancy camera, a mobile phone with a camera is fine.

Planned walks are:

- **Tuesday 8th November 11-12:30pm - Watermead Lakes, to meet at NHS car park Bridge Park Road, Thurmaston, LE4 8BL**

Please contact us to book your space on LPT.Patient.Experience@nhs.net

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.

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 8th December from 1pm to 2.30pm**
- **We can also provide individual sessions at a time and date that is convenient to you.**

Please make contact with the Patient Experience and Involvement Team if you wish to join this session.

Introduction to Involvement – Review Group for 2023

We would like to invite you as network members to support us with the review of our Introduction to Involvement Workshop. The workshops have been taking place for over two years, so now is a good time to look at the contents of this workshop to see how we can improve information to support any new network members starting their involvement journey with us.



If you would like to become part of the review group – please express your interest by emailing us:

lpt.patient.expereince@nhs.net

Face to Face Recovery Cafes

Please come and join us at our next Recovery Café

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/crafts and wellbeing activities for those of you that would like to get creative.



Some pictures taken from our September session:



Conversation was not difficult, and it was wonderful to chat to others who understood! No need to explain anything as we were 'all in it together'. It was also interesting to hear what projects you have coming up and where we can help. Looking forward to the next Recovery Cafe because we, with lived experience, need the connection rather than being abandoned. You make us feel valued.

Dates of future Cafes are below, **(please note you can drop in at any point between 10am and 12midday to grab a free hot drink and have a catch up)**

Dates:

- **Tuesday 22nd November 10am to 12midday** – Christmas Session, make a Christmas cracker
- **Tuesday 24th January 10am to 12midday**
- **Tuesday 28th February 10am to 12midday**
- **Tuesday 28th March 10am to 12midday**

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

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

We look forward to hearing from you!



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:

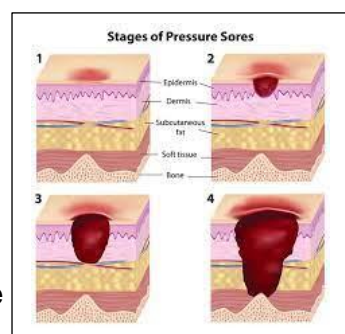
- **Thursday 17th November 1:30-3pm**
- **Thursday 15th December 1:30-3pm**
- **Thursday 19th January 1:30-3pm**

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

Pressure Ulcer Prevention

The Tissue Viability team would like to involve patients/carers in the review and redevelopment of patient resources relating to leg ulcer management and aftercare advice for the prevention of reoccurring leg ulcers.

We are looking for people to participate in a task and finish group involving patients, carers and health care professionals to review the current patient/carer information booklet (Leg Ulcer Passport) and establish what/how they would like these resources to be presented in the future.



There is an activity brief available which provides further details, and an initial virtual meeting is planned for **Tuesday 6th December 12:30-1:30pm**. Please contact us for further information via email LPT.Patient.Experience@nhs.net Or call us on 0116 2950818

Recovery College Stories

Recovery College Students - We would love to hear from you!

The recovery college are looking at collating student stories of their journey at the recovery college and beyond. They would like to gather some inspiring stories to share with others at the college as well as those who may be thinking of enrolling.

The recovery college will be celebrating their 10-year anniversary next year where they will be having an event to celebrate students, tutors and all things recovery college so it would be great to share some stories there too!



If this is of interest to you, please access the full flyer for more information as well as contact details:

<https://www.leicspart.nhs.uk/wp-content/uploads/2022/10/Student-Stories-Flyer.pdf>

Eating Disorders Social Media Research Project

The Research and Development team at LPT are working together with Loughborough University. They plan to work with a patient group to co-create knowledge and educational materials together to help healthcare professionals discuss everyday social media use in the treatment of eating disorders



There is plenty of research on how idealized images of bodies on social media make eating disorders worse. However, there are hardly any studies on how healthcare professionals (e.g., therapists, dieticians) could best discuss social media use with people with eating disorders in treatment.

Most research focuses on negative effects of social media, for example, how people posting about the best bits of their lives, looking beautiful and successful, make people feel bad about themselves. However, social media can also have a positive side. It can help people to message and chat with supportive friends and family, look for entertainment to take their mind off things and to find mental health support.

Please view the lay summary which provides you with more detailed information:

<https://www.leicspart.nhs.uk/wp-content/uploads/2022/10/Lay-summary.pdf>

Please express your interest by emailing: lpt.researched@nhs.net directly.

Foundations in Patient Experience Training Programme

We are pleased to invite applications for the 'Foundations in Patient Experience' training course, delivered by the Point of Care Foundation

This programme is for those who wish to develop their skills in care experience and people centred approaches to improvements, those committed to co-designing service improvements, and those interested in supporting positive change.



The objectives of this programme are to:

1. Help staff and service users/carers working on experience, involvement, and quality improvement to work strategically as leaders in their field.
2. Develop practical skills measuring and improving patient/carer experience
3. Strengthen the knowledge of evidence relevant to people's experiences of using services, related care, and organisational outcomes
4. Strengthen the personal impact and effectiveness of participants, increasing confidence in their role, as well as skills in sense making, influencing and collaborative working
5. Increase confidence in understanding, analysis and use of different types of patient experience data

The style of the programme is interactive, and content is divided into 6 distinct modules, with the first 3 modules delivered virtually, and modules 4-6 taking place in person (at the NSPCC centre in Beaumont Leys), starting on the 6th December 2022 and ending 2nd February 2023. The course has 30 places, and these are for a mixture of staff, service users and carers from the Trust's Involvement Network.

Please find further information along with an expression of interest form via the following link:

<https://www.leicspart.nhs.uk/wp-content/uploads/2022/11/Foundations-to-Patient-Experience-FINAL-V4-01.11.22.docx>

Please contact us if you have any further queries, or to book onto the information session to find out more, planned for **Friday 18th November 1am-12pm via MS Teams**.

Please email LPT.Patient.Experience@nhs.net Or call us on 0116 2950818

Mental Health Ambulance Response Vehicle survey



The NHS Long Term Plan included a commitment to introduce new mental health transport vehicles to reduce inappropriate ambulance/police conveyance to A&E.

We are currently at the planning stage of what service the vehicle will offer, and we would like to understand your views on a proposed mental health ambulance vehicle. By completing a short survey, you will help us ensure that the service meets the needs of the local population.

Thank you.

Scan the QR code to leave your anonymous feedback:

Alternatively, you can access the survey via the link:
<http://ratenhs.uk/d51KZB>



PHYSIAPP Falls Prevention App

A Virtual Falls Prevention app is currently being implemented across Leicester, Leicestershire and Rutland area with the aim of reducing the risk of falling and improving balance, mobility, and confidence. This new technology will enable people to participate in a Falls Prevention Programme remotely from the comfort of their own home using a smart device (smartphone or tablet) or personal computer.

The falls prevention app will be available for those accessing fall prevention services, and for members of the public looking to reduce their risk of falling and improving balance.

We would welcome your views on the Leicestershire Partnership NHS Trust (LPT) Virtual Falls Prevention programme delivered through the Physiapp mobile application (app) and Physitrack web platform – this survey will take 5-10 minutes to complete.

The survey can be accessed via the following link: <http://ratenhs.uk/uyCSzl>
or scanning the QR code



The Autumn edition of the volunteering newsletter is out now, you can find it via the following link:
<https://www.leicspart.nhs.uk/wp-content/uploads/2022/10/Volunteer-Vision-eNewsletter-Autumn-22.pdf>

Supporting information for Service Users/Families and Carers

The Carers Centre would like to let you know about an exciting new pilot project they are launching to support carers of people with dementia and memory loss – **Creative Communication for Dementia Carers**.



The project is aimed at carers of adults with dementia and/or memory loss (regardless of whether they have a diagnosis). Workshops will be held across Leicester, Leicestershire and Rutland at venues in Leicester City, Loughborough and Oakham with an Introductory Session in each locality in November, dates can be accessed on link to the poster: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/10/DEMENTIA-PROJECT-POSTER-INTRO-SESSIONS.pdf>

Helping carers to understand how dementia and memory loss can affect communication, and how creative approaches can be used to improve communication with and enhance the quality of life of those who have dementia whilst reducing the stress and anxieties of those who care for them.

Providing carers with creative skills, techniques and resources to communicate with those they care for including: Playlists for Life, Memory Boxes, Poetry, Singing, Crafts and Sensory methods.

Providing a safe and supportive space where carers can talk freely about the challenges of caring for someone with dementia, gain peer support and share experiences and ideas.

Self-care and how to stay well whilst looking after someone with dementia, as well as Self-advocacy skills and how to access support and services.

Understanding and planning for the financial impact of caring for someone with dementia.

The project will also involve at least two visits to dementia friendly venues to understand more about creative/social experiences that are appropriate for those with dementia and their carers. These would be open to both carers and those they care for.

Have you or somebody you know been diagnosed with dementia under the age of 65?

Come and talk to us!

Wednesday 23 November, 6pm – 8.30pm

The Community Hub, Leicester City Football Club, King Power Stadium, Filbert Way, Leicester, LE2 7FL

Chat to professionals and browse a range of information stalls, hear from people living with younger onset dementia, take part in an activity to let us know what kind of support is needed for living with dementia and much more...

Refreshments are available.

For further information
email Sharon.Aiken@leics.gov.uk or telephone 0116 305 6239
email Joanna.Matthews@ageukleics.org.uk or telephone 0116 223 7363
email Diana.Dorozkina@leicester.gov.uk or telephone 0116 454 4773

Activities

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'.



BrightSparks/Comedy Workshops

The Comedy Asylum Workshops will be commencing Friday 11th November from 1-3pm at the Attenborough Arts Centre.

Twelve workshops leading up to a performance as part of Leicester Comedy Festival 2023.

Please see attached link to their webpage for more information:

<https://www.brightsparksarts.uk/r/ComedyWS2022>



Non LPT Involvement Opportunities

Are you interested in developing our future students?

Here at De Montfort University, we are looking for service users who have experienced mental health issues and are willing to share their lived experiences with 3rd year undergraduate pharmacy students.



We require service users who have used medication and are willing to do some video recording of a pharmacy consultation which we can use for teaching purposes during the session. We would also like you to come in and speak with our students to give them an opportunity to ask any questions.

All materials used will be confidential and only used within the University for teaching purposes. Renumeration is available.

If this opportunity is of interest to you, please contact spandya@dmu.ac.uk with a brief description of your condition and whether you would be available on the below dates:

Tuesday 6th December 9am-11am/11am-1pm
Tuesday 11th December 11am-1pm/2pm-4pm

Are you living with or care for someone with Dementia?

Healthwatch **Leicester**, Healthwatch **Leicestershire** and Healthwatch **Rutland** are working together to undertake a study into dementia services and looking at people's experiences of living with dementia (memory problems) and care services.



Share **YOUR** Experience



Your local health and social care champions

Healthwatch Leicester, Healthwatch Leicestershire and Healthwatch Rutland are working together to undertake a study into dementia services and looking at people's experiences of living with dementia (memory problems) and care services such as.

- Getting a diagnosis
- Being given good information about dementia
- Being informed about and accessing available support, such as:
 - Financial support
 - Carer Support
 - Health and social care support
 - End of life care

The questionnaire is anonymous, and the answers provided will be kept confidential.

Link to survey

<https://engagingcommunities.welcomesyourfeedback.net/s/vya3f8>

Recruiting young champions to help shape our work

We are recruiting a diverse group of young people to help co-produce how we will regulate services for young people.

Our new Young Champions programme is being run in partnership with Choice Support and youth voice experts Participation people.

Participation People will recruit, train, and support an initial group of young people. Many will have a lived and regular experience of health and social care services and will offer a fresh perspective on how we listen to, value and act on children and young people's views, opinions and lived experiences of services.

The Young Champions will then recruit more young people across the country and co-produce a self-assessment benchmark tool. This will be used to design our new Youth Voice strategy and engagement plan.

If you or someone you know would like to be involved, we are inviting applications from people aged between 13 and 25 and who live in England. We'd really love to hear from people from under-represented groups.

[Apply to be a Young Champion](#)



Show and Share

Well done, Raj!

One of our network members – Raj Gill Harrison has been interviewed on BBC Sounds app and BBC Leicester social media about how she has set up the carers support forum.



The following link will take you to her interview:

<https://www.bbc.co.uk/sounds/play/p0cy1cr5?partner=uk.co.bbc&origin=share-mobile>

Raj was also a finalist in the VAL Awards in mid-September. She has also been recognised as a National Platinum Jubilee Champion for the Jubilee honours this year too for her services to vulnerable marginalised communities. Amazing work Raj, well done!

Friends and Family Test quarterly newsletter

Please visit the following link to access the quarterly Friends and Family test newsletter:

<https://www.leicspart.nhs.uk/wp-content/uploads/2022/10/Q2-22-23-final-11-10-2022.pdf>



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>

Mental Health

Where to find the right support in Leicester, Leicestershire & Rutland for you or someone you care about

Non-Urgent

I need support for my mental health

Contact your GP Practice from 8am-6.30pm, Monday to Friday.

Call 0330 094 5595 for VitaMinds (talking therapy service).



Urgent

I need help
with my mental
health now

*Call the Mental Health Central
Access Point Freephone 0808 800 3302
or text 07480 635 199, 24 hours a day,
seven days a week.

Call NHS 111 for physical, medical and
mental health issues.

Visit a Crisis Café. Full list of venues on
our website: [www.leicspart.nhs.uk/
service/crisis-cafes/](http://www.leicspart.nhs.uk/service/crisis-cafes/)

Emergency

I have a physical
health emergency

Call **999** if there is a physical
threat to life.



If you would like this poster in a
different language or format such as
large print, Braille or audio, please
visit Urgent mental health help -
Leicestershire Partnership NHS Trust
(leicspart.nhs.uk)

Your Voices, Feedback and Updates!

Youth Advisory Board (YAB) update

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 the patient experience and involvement team to find out more and to register your interest.



During October the YAB engaged and participated with the following projects and guests:

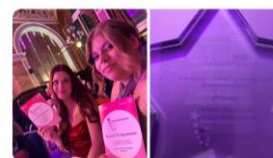
- **Privacy and Dignity Policy Review** the head of patient experience and involvement facilitated a session with the YAB to inform the review of the trusts Privacy and Dignity policy, the policy is in the early stages of review as part of ongoing consultation. YP contributing to the session and feedback reported that respect and language/listening were their biggest factors to engaging with services and often shaped experiences.
- **LPT/UHL Mental Health Pathway** staff met with the group to share the work and discussions around the pathway of MH services between University Hospitals of Leicester (UHL) and LPT, YP discussed and shared their views as part of these discussions with interest to be informed and involved in the future of this work.
- **Gender Identity staff FAQs** staff joined YAB to discuss the proposed work around developing FAQs to advise and support staff in understanding gender, LGBTQ+ and feeling confident in having discussions about these issues with YP. One YP has offered to be part of this work and development outside of YAB.
- **CAMHS NMP FAQs/Leaflets- patient Information** Jess Atkinson returned to YAB to update YP on the patient information developed previously with the group around medication and FAQs, further views and input was contributed by the YAB to further develop this information.

Congratulations- Peer Support Workers (PSW) Celebrating Excellence Awards 2022

The YAB were pleased to hear that Leanne and Georgia (PSW) were successful winners in the category of Excellence in Involving patient/service users award. Well done to both and thank you for their continued hard work and support of the YAB through their teams and managers within CAMHS (Children and Adolescent Mental Health Services).



Congratulations to Georgia and Leanne tonight's winners in the @lptnhs #lptstars excellence in patient /service user award. Well done both we are so proud of you @LPTpatientexp @LptYab



Providing a patient perspective – Recruitment Panels – September Update

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

During October Mental Health Practitioners have been recruited with the involvement of service users and carers. Work has also started to look at further adding to our library of patient and carer values based questions. This enables patient/carers voice in recruitment where involvement is not possible.



If you would like to find out more please see page 4 of this newsletter for details on how you can access our in-house recruitment panel training.

Feedback – Reader Panel Update

In October the Reader Panel reviewed the following documents:

Draft patient survey – this survey is part of a quality improvement project looking at waiting lists within older people's mental health services and proposal of group sessions for those waiting. The survey received a lot of feedback which is currently being looked at and edited before going back to the reader panel for sign off.



DIALOG draft patient leaflet – this leaflet introduces DIALOG to patients and the feedback received is currently being looked at and edits made before going back to the reader panel for sign off.

Carers poster– Outcome This poster aims to invite family members of patients who access crisis services to provide help/support and advice and to come together with others via an online group. The service would like to thank members of the reader panel. Edits made:

- Increase of font size of the text
- Amendments made to email address to ensure its clear
- Replaced image (not happy YP)

With regards to some of the very valid questions that the group posed, the reason for online meeting initially is to support the geography of LLR and wide range of populations from all over attending. However the group will be self-driven in terms of direction and if face to face meetings is wanted by the group a hybrid model will be developed (i.e one month online another month offline etc..) It may also be that the group can advertise spaces for people to use and access technology to support attendance.

Based on feedback they have also developed cards that can be handed out to promote attendance and not just rely on a poster, these can be shared across other community health places such as GPs etc.. as suggested in some of the feedback.

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.

Healthy Together Parent Carer Network

The Healthy Together Parent/Carer Network is open to parent and carers of those that access LPT Families, Childrens and Young People services including: school nursing, health visiting, childrens therapies etc This network is where you can share your lived experiences and help to inform how we shape our services to fit the changing needs of our local communities.



Parents and carers can get involved via your preferred method of contact such as email, phone, virtual online meetings/working groups or by post. The network can also send out information to you in the post or via email. You can find out more below and register to get involved:

3-4 Month Contact Quality Improvement Project

Health Visting services provided a 3-4 month contact with babies prior to covid and started a quality improvement project which involved the voices of parents and carers in order to inform what and how this contact could be reintroduced.

Through involvement parents and carers the health visiting teams were able to reintroduce contacts via an online platform which also introduced other areas such as baby feeding, introducing solids, next steps etc. Through the involvement of parents and carers that access the service the team were able to provide a contact that was fit for purpose and addressed the needs of the parents and carers, resulting in more parents/carers engaging in the new 3-4 month contact. More information can be found on the teams story board via the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2022/11/Quality-Improvement-Storyboard-3-4-month-contact.pdf>



Complaints Satisfaction Survey – Quality Improvement Project

The patient experience and involvement team have been working collaboratively with a patient leader in order to review and update the Trust's complaint satisfaction survey. This is to ensure it is fit for purpose and capturing experience of the complaints process as this is a key indicator on how well the process is working for complainants.

As part of this review it was identified that service users and carers needed an earlier point to escalate any concerns when staying on our wards, as a result

'Tell matron' boxes are being implemented in patient areas to enable any concerns to be raised to matrons anonymously and in real time.

A new complaints satisfaction survey has also been produced focusing on what matters most to complainants when raising their concerns, and receiving outcomes. This survey is now ready to be piloted with current complainants and we hope to see an increase in responses, as well as enabling the Trust to capture complaint experience data more systematically which will lead to an improved complaint process.

We shall provide more updates as the pilot progresses, and also wanted to thank April for all their hard work on this project.

Patient-Led Assessments of the Care Environment (PLACE)



PLACE assessments will provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

Our PLACE programme of assessments has been completed for this year and will return again next year. Firstly we would like to say a massive thank you to all of you that took the time out to become assessors, this programme could not have happened without you and your input has been so valuable.

We have a celebration, reflection and update session planned for **Monday 14th November 12:30-2:30pm** via MS Teams – please let us know if you are coming along if not already.

This has been a great programme to have fresh eyes and perspectives on things that matter to patients and carers directly from them. PLACE focuses on the care environment, privacy and dignity, cleanliness and food and we have been able to implement change almost instantly in some areas. We will share more information after the reflection session however please see below of the impact of this programme:

- Maintenance jobs were able to be escalated, chased where required and in some place jobs were able to be completed there and then
- Extra seating and tables were sourced to ensure enough seats were provided for meal times
- Additional training put in for staff in some areas to further enhance patient meal times

- On a temporary ward a lot of changes were made really quickly to enhance patients experiences this included the repurposing of a communal room, ordering of TV's and radios, putting up wall clocks including dementia friendly clocks etc
- Some PLACE assessors are going on to be involved with the commissioned review of the inpatient food, with one assessor working collaboratively with staff on this QI project

This just gives a snap shot of some of the changes further updates are to follow

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?
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- Your feedback on the projects/activities you have been involved with will help us to inform others at the beginning of their involvement journey.

We are happy to arrange one to one session's with you to explore what service areas you are particularly interested in so we can match you to projects that fit your needs and interests.

Please contact us if you have any questions/suggestions

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