



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 5.12.2022

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

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

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 25th January 12:30pm to 2pm**
- **Thursday 30th March 10am-11:30am**

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 contact the Patient Experience and Involvement Team if you wish to join these sessions.

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.

We offer peer support training, and various routes for you to start supporting others...
contact us to find out more

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 alongside other staff when recruiting new candidates into the Trust. As well as providing training you are also welcome to shadow another trained member to gain experience.

Overview of the training:

- Recruitment and selection process
- Job description and person specification
- Interview questions/presentation
- Types of Involvement in the recruitment process
- Confidentiality
- Dos 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**
- **Monday 27th February from 1pm to 2:30pm**
- **We can also provide individual sessions at a time and date that is convenient to you.**

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.

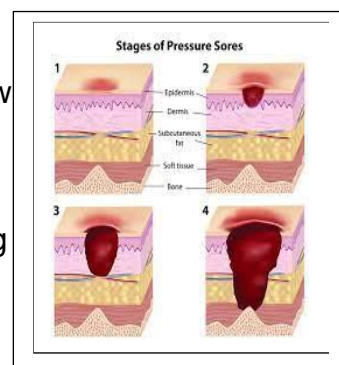


If you would like to become part of the review group – please express your interest by emailing us:
lpt.patient.expereince@nhs.net

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.

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:



Feedback from attendees:

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 24th January 10am to 12midday
- Tuesday 28th February 10am to 12midday
- Tuesday 28th March 10am to 12midday
- Tuesday 25th April 10am to 12midday
- Tuesday 23rd May 10am to 12midday
- Tuesday 27th June 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.

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 involvement? Network members 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
- Discuss new opportunities to get involved, supporting staff with their QI projects

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:

- **Friday 16th December 1:30-3pm**
- **Thursday 19th January 1:30-3pm**
- **Thursday 16th February 1:3-3pm**

If you would like to attend or for further information, please contact get in touch

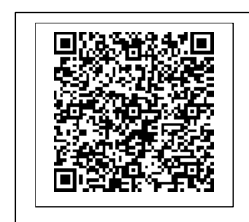
PHYSIAPP Falls Prevention App

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:



Are you passionate about Equality, Diversity, and Inclusion? We may have an opportunity which may be of interest.

Families, Young People and Children's (FYPC) services are looking for a patient/parent/carers representative to attend their EDI steering group meeting on a 6-weekly basis. The purpose of the Group is to ensure FYPC significantly improve the experience and involvement opportunities and maximise access of minority and underrepresented patients and carers who use or are impacted by the services provided by FYPC LD.

Please contact us for the activity brief which includes further information and reward details.

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.

Patient Experience Talk and Listen Volunteers

Leicestershire Partnership NHS Trust (LPT) provides high quality integrated mental health, learning disability and community health services in Leicester City, Leicestershire and Rutland.



We are recruiting volunteers and looking for friendly outgoing people to support our services to capture feedback about peoples' experience of our services. This is so we can hear peoples' views about how we need to improve the quality of services we provide. You will be based in a locality at either Glenfield Hospital or Leicester General Hospital site where our outpatient clinics take place.

Do you have good listening skills and confident when communicating with people? Are you interested in improving NHS services?

For more information, please contact The Patient Experience Team by email:

lptpatient.experience@nhs.net or phone: 0116 2950830



Are you a Carer? Or do you look after a loved one who relies on your support for their physical and/or mental health? You may be a paid or unpaid carer to a friend, family member or neighbour?

We would like to invite you to a virtual focus group on **Wednesday 25th January**, taking place from **12-1.30pm on MS TEAMS**.

We would like to understand and get your feedback and views on:

- What it feels like to be a carer and access LPT services with those you support?
- What can our staff do to improve support and signposting you to further carers support?
- What can staff do to make you feel included in your loved one's care?

We are looking to refresh our staff awareness training and would like to do this with your input.

If you are interested in joining this virtual session or would like more information, Please contact lpt.patient.experience@nhs.net



THE YOUTH ADVISORY BOARD WANTS YOU!

Do you want to be part of shaping health and wellbeing services for children and young people in Leicester, Leicestershire and Rutland? Do you want to make a difference?

OPEN TO ALL 13-21 YR OLDS

We meet weekly virtually on MS Teams on Tuesday evenings at 5pm. Check out our Twitter [@LptYab](https://twitter.com/LptYab) for more on what we do!

CONTACT:
lpt.patient.experience@nhs.net
send us an email to find out more

Are you interested in Patient Safety? We are looking for 2 patient/carers representatives to join the working group in Developing a Patient Safety Plan for LPT



The purpose of the group is to undertake engagement with patients, service users, carers, and staff to identify key themes in relation to patient safety. These themes will then be synthesised with current Trust data and a process of co-design will then take place to develop the plan to address themes and national policy.

We are looking for 2 people with lived experience of services and an understanding of the importance of patient safety (if possible, experience of an incident/complaint, or issue that has taken place using LPT services). Two patient/carer leaders will form part of the project group and will support the design of the engagement process, with a particular focus on engaging with patients, service users and carers.

If this is of interest, please contact us.

Supporting information for Service Users/Families and Carers

The Annual International Day of Persons with Disabilities (IDPD) on 3 December began in 1992. The Day aims to promote an understanding of disability issues and mobilise support for the dignity, rights, and well-being of persons with disabilities.



According to the Equality Act 2010, somebody is classed as having a “disability” when they have a “physical or mental impairment that has a substantial or long-term negative effect on their ability to do normal daily activities” – clearly, life-long conditions that affect people daily are not limited to those requiring use of a wheelchair. But many people are not aware of this scope. An advertising agency has launched a campaign called Visibility93 that looks to rethink this and create a symbol that is more representative of those with invisible disabilities, including the likes of diabetes, arthritis, mental health conditions such as schizophrenia, depression, and anxiety, and learning difficulties like dyspraxia.

View the [Visibility93 campaign](http://www.visibility93.com), on www.visibility93.com

you can also submit your thoughts on some of the new designs or even create your own to put forward!!!

Do you or someone you know live with bipolar disorder? Maybe we can help?

Aiding in areas such as:

- Financial and debt, DVLA and Welfare issues
- Employer and Employment advice
- Well being
- One to one and group sessions, gentle walks, boat trips and more.....

Contact Nahida on 07534138512, email: support@bipolarlift.org




**Do you or someone you know live with Bipolar Disorder?
Maybe we can help?**

We provide assistance in areas such as

- Financial and Debt
- DVLA and Welfare issues
- Employer and Employment advice
- Well-being
- One to one & group sessions, gentle walks, boat trips...

Supporting those living with Bipolar Disorder, their friends and families in Leicester

For more information or to book your free telephone/Zoom call, contact:
Nahida on 07534138512
Email: support@bipolarlift.org Web: www.bipolarlift.org

Activities

Spring Term 2023 Prospectus Out Now!

Even though the weather outside is wet and windy, we are here to bring you a little sunshine!

We are very excited to share our Spring Term 2023 Prospectus with you. We have several new and returning courses for 2023, as well as a makeover of the prospectus which hopefully you will enjoy.



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!

If you would like to receive this prospectus by email, or by post, please contact; 0116 295 1196, or email; LPT.Recoverycollege@nhs.net, or you are welcome to reply to this email. We would also really appreciate your feedback about our new designs, or what we offer here at the college.

You can find an electronic version of the Spring 2023 prospectus via the following link:
<https://www.leicspart.nhs.uk/wp-content/uploads/2019/02/Spring-Term-2023-Prospectus-Final-Leicestershire-Recovery-College-1.pdf>

Non LPT Involvement Opportunities





Winter Holiday Fun!

For parents, grandparents, and carers with their children

Fun activities for the whole family!




Book your family a place* and create snow themed crafts and games.

Sessions are being run during the Christmas school holidays at the following venues.

To book your place on one of the workshops, please call the **Freephone** number below quoting the course code and details of how many adults and children will be attending the session

***Children must be accompanied by a responsible adult**

COURSE CODE	VENUE	START DATE	NO. OF WEEKS	START TIME	END TIME	DAY(S)
22LB110P	MOIRA CENTRE, LOUGHBOROUGH, LE11 1AX	19/12/2022	1	11:00am	12:30pm	MON
22LB111P	BIRSTALL LIBRARY LE4 4JU	20/12/2022	1	2:30pm	4:00pm	TUES
22SN118P	HINCKLEY LIBRARY, LE10 0AT	21/12/2022	1	11:00am	12:30pm	WED
22SN119P	COALVILLE LIBRARY, LE67 3EA	22/12/2022	1	11:00am	12:30pm	THUR

GoLearn!
Leicestershire Adult Learning Service

CONTACT US FOR MORE INFORMATION AND TO ENROL
Call 0116 305 0820 or FREEphone 0800 988 0308
leicestershire.gov.uk/GoLearn [f LeicsGoLearn](https://www.facebook.com/LeicsGoLearn)

Leicestershire County Council



Show and Share

Please see the below pictures created by a network member at our recent Recovery café:



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.

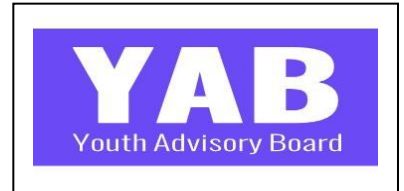
Visit a Crisis Café. Full list of venues on our website: www.leicspart.nhs.uk/service/crisis-cafes/

Emergency

I have a physical health emergency

Call 999 if there is a physical threat to life.

The Youth Advisory Board (YAB) update



The YAB is open to all 13-21 years old, 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 November the YAB engaged and participated with the following projects and guests:

Raising Health Christmas Campaign 2022 The YAB have joined together with Raising Health to support the trust wide campaign this year, to provide all inpatients and this year due to their support CYP accessing CAMHS outpatient services. The group members have been supporting the fundraising efforts in their own communities with bake sales and non-uniform days to support the campaign.

Joint Strategic Needs Assessment, Mental Health Priorities Leicestershire the Public Health Registrar within Leicestershire attended YAB to discuss and share and gain ideas from young people (YP) around mental health plans and priorities, they engaged with the group to establish their views on current challenges, how services engage with CYP and ideas for prevention. The views of the YAB will feed into the plans moving forward. Deputy Director of nursing Emma Wallis attended this session with the YAB and will be planning to join sessions more regularly in the future.

Data Gathering information- LHS Patient Registration forms LHS Information & Technology project leads attended YAB following a session with the LPT Reader Panel, this session was to share and gain young people's views on the development of patient registration forms, that are under development for all patients to complete virtually (parents/carers for younger CYP) and be added onto health records. These forms include key demographic questions, to avoid patients completing these multiple times before access to services, and to ensure that records are up to date.

Gender Identity FAQ development Following meeting with the Deputy Head of Nursing FYPC LD, in October the group spent a YAB session developing and providing feedback and ideas to support staff as part of the Gender Identity working group project. Young people provided great ideas to support this work and to ensure that they feel inclusive when accessing services. Ideas for staff to wear pronoun badges, protect young people's privacy and dignity were common themes throughout the session. A full presentation has been shared with the working group to move this forward. One member of the YAB who identifies as transgender has offered and expressed interest to be part of this work with staff moving forward.

Feedback- Complaints, Concerns and Compliments the Complaints and PALS (Patient Advice and Liaison Service) Manager attended a session and presented to the YAB the themes and type of feedback received through complaints and concerns directly from/related to YP. The figures for YP sharing their own feedback are extremely low, with parents and carers feeding back through pals and complaints services on behalf of young people. The group discussed why they felt this may be and provided ideas and suggestions to make feedback options more YP friendly, including the use of SMS, email and communications that appeals to young people. The feedback will be taken to the Complaints Review Group (CRG) for discussion in December.

Mental Health Winter planning and Communications a Communications Manager and Digital Clinical Lead joined the last meeting in November to discuss and get young people's views on a poster design to highlight the levels of Mental health support available to young people. Discussions took place with ideas generated on how this information along with support and promotion in schools can

be generated across Leicester, Leicestershire, and Rutland. The leads will return to YAB with finished designs based on feedback.

YAB Knead to Chat session 5 YAB members were able to attend a knead to Chat session on Saturday 26th November, this session was led by a Trust Volunteer, YAB were able to meet physically and engage in a session making Pizzas at the METT centre in Leicester, the group are going to explore more regular session like this in 2023, based on feedback for the YP.

The YAB will meet for 2 weeks at the start of December, before taking a break over Christmas and New year and returning on Tuesday 10th January

Providing a patient perspective – Recruitment Panels – November Update

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

During November several service users and carers supported various recruitment across the Trust including: Deputy Director of Mental Health, Deputy Director of Nursing, Peer support workers, Senior project manager for Integrated Neighbourhoods, Personality Disorder Service Lead, plus much more.



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.

Quality Improvement – Inpatient Food Review

The top priority that came out of PLACE (Patient Led Assessments of the Care Environment) was inpatient food. A review has taken place of inpatient food along with one of our patient leaders working collaboratively with the project lead.



- Management food day planned to test out new food options with patient/carers PLACE assessors attending
- The monitoring of food waste is now in place
- A catering lead for the trust is being appointed
- A patient survey has been created to monitor the feedback of patients experience of food
- Creating a checklist for ward staff/managers so they can observe and audit meal serving standards

We shall keep you updated as these progresses.

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:

<https://healthforunder5s.co.uk/leicestershire/local-advice-and-events/advice/have-your-say-with-the-healthy-together-parent-carer-network/>

<https://www.healthforkids.co.uk/leicestershire/have-your-say-with-the-healthy-together-parent-carer-network/>

Mental Health (MH) Ambulance Survey Feedback

Thank you to those that have taken part in completing the MH Ambulance survey that we shared in last month's newsletter. The survey is now closed, and the results and themes reported have been shared with commissioners, system partners and the wider working group. The themes and findings below have been summarised and included within the business case for this service

The results of the survey showed that up to 120 individuals took part in sharing their views electronically. The survey told us that 61 people who took part were patients/service users and/or their carers, 25% of those who responded classed themselves as having a disability.

The survey explored people's experiences of having accessed traditional ambulance services in a Mental Health Crisis situation, over 50% of those who responded reported that they had personally been involved in a MH crisis before and were able to share their experiences and preferences to shape a future service. The overall themes of the survey and findings based on the 10 questions asked reported:

- Privacy and Dignity- staff and vehicle, people told us this was most important to them in any MH crisis.
- Smaller vehicle and MH support whilst being transported, people told us a more discreet vehicle and qualified support was essential
- Constant and consistent after care and support, people told us that having the same access to the same people was important to them to get well
- Type of staff/person not specific or important, people told us that their values and approach to care including cultural awareness was most important
- Keeping family and carers informed and involved all the way through, carers and support for carers was widely reported as being so important to families and individuals within a crisis. Carer peer support was a recommendation.

We shall provide more updates as and when we receive them.



Complaints Peer Review Session – Improving complaints

We wanted to share an update with you because of the recent complaints peer review session that staff and some of the involvement network members attended last month on October 10th focusing on complaints from the directorate of Families, Young People, Children and Learning Disabilities (FYPC LD).

The team have spent considerable time reviewing the feedback and have also started to action some improvements to the support staff and services when responding to concerns, complaints, and feedback. From November the Complaints and PALS team started offering weekly drop-in session for staff for them to discuss and support responding to feedback.

The team are launching the newly formed complaints satisfaction survey and letter and are continuing to support the quality of final responses through the Quality Assuring of complaints to ensure that these are written with compassion, empathy, and acknowledge outcomes and action. These were some of the things we were told during this session that were missing from the examples we shared.

The team know that this is continual work in progress and will continue to review complaints through future peer review sessions along with the appropriate training and support to our staff who investigate and lead complaints.

Thank you again for those of you that were involved in the session in October we valued your time and commitment to the session, we have arranged the next Complaints Peer Review session for February 2023 where we will be focusing on complaints from the directorate of mental health, we will again be involving both staff and service users/carers throughout this session. Based on feedback we will be reviewing how this session is ran and having more table-based feedback opportunities.

Look out for details of you can join the next complaints peer review session in the New Year newsletters.

Access to Medication

Some of our network members have experienced issues with accessing certain medication particularly mental health medication. We have enquired with our pharmacy department who have provided the below information:

LPT Pharmacy have sent out local communications to clinicians and national communications was sent out via appropriate routes. It is difficult to identify patients on treatment as the prescribing can sit with either LPT or primary care, hence the communication to health professionals.

The message to teams was if a patient was struggling to obtain a supply, they can request a supply via we at LPT, please see contact details below for further advice and support.

The Trust is investing in more pharmacy support across our community teams. Part of their role is support patients/carers with access to medication

LPT Pharmacy Service

0116 295 8989 (option 2)

lpt.pharmacyorders@nhs.net

We would also love to hear about your involvement journey during this time:

- Would you like to share how you have found your involvement journey so far?
- What involvement projects have you been involved with?
- Would you like to feedback to us so we can share your involvement experiences in future editions of this newsletter?
- Your feedback on the projects/activities you have been involved with will help us to inform others at the beginning of their involvement journey.

We are happy to arrange one to one session 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

