



Patient Experience & Involvement Newsletter

Monday 06.02.2023

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

Welcome to our February 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 6 th February 12-1pm | Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting |
| Virtual Cuppa and Chat Monday 20 th February 12-1pm | Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting |
| Virtual Cuppa and Chat Monday 6 th March 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 February!

Involvement Opportunities Update

We advertise our involvement opportunities through these Newsletters, as well as through our service user and carer involvement network. There are a range of projects you can get involved with from joining our reader panel to provide feedback on documents to larger scale service improvements.

We can do this by:

- Video calls – Microsoft Teams
- Email
- Telephone calls
- Post (freepost address provided)
- Individual involvement, and groups

During the past few years we have had to rely on virtual involvement, however face to face involvement has started to make a slow reappearance in 2022, and we are hopeful that a lot more face to face activity will be able to take place during 2023. This will include spaces to connect with others, to support your wellbeing, and face to face involvement projects.

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 that you are welcome to get involved with.

If anything has sparked your interest, or 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 2950818.

Involvement – Review Group for 2023

We would like to invite you as network members to support us with the review of some of our Involvement workshops and resources including: Introduction to Involvement Workshop, involvement documentation, and how we recognise and thank you for your involvement.

Many of our resources, workshops and recognition methods have been in place for over two years, so now is a good time to review these to see how we can make improvements 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.experience@nhs.net



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 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.

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:

- **Monday 27th February from 1pm to 2:30pm**

Please contact the Patient Experience and Involvement Team if you wish to book to attend session, or for any further queries.

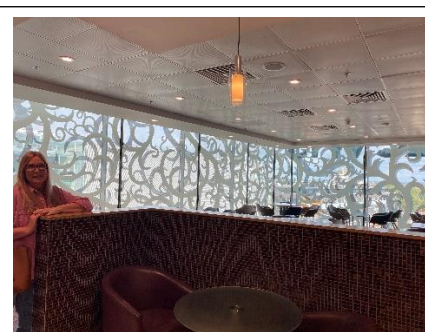
Face to Face Recovery Cafes

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 12 midday to grab a free hot drink and have a catch up)**

Dates:

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



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.

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 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:

- **Thursday 16th February 1:20-3pm – Session on a QI approach called PDSA – Plan, Do, Study, Act** – this will give you an insight into a widely used QI method across the Trust.

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

The PIER Team – Involvement Opportunity

The PIER team are running a project exploring the experience of adventure therapy for service users recovering from psychosis. They have been on a hiking trip with service users who have all had an experience of psychosis.

They have conducted focus groups before and after to find out about how people experienced the trip and try to understand any impact it may have had on their recovery and wellbeing.

The team plan to read through the transcripts of the focus groups to find themes and agree these themes together, and would like a service user to help them do this to ensure that they have different perspectives and input into the analysis to ensure there is no bias it towards staff opinion.

This opportunity will take place between **February and April 2023**

If you would like to get involved in this project, or would like to find out further information, please express your interest by emailing lpt.patient.expereince@nhs.net





Volunteer Drivers Needed

Do you enjoy driving and meeting people?

Are you friendly, caring and reliable?

Do you have some time you can spare?



Then you are perfect to join our friendly, dedicated team of Volunteer Drivers!

Our drivers help to transport patients to essential appointments in and around Leicester, Leicestershire and Rutland from Monday to Friday .

You will be making a real difference to your communities and the NHS.

Mileage expenses are re-imbursed.

If you are interested and would like some more information, we would love to hear from you.

Email: lpt.voluntarytransport@nhs.net
Call: 07392316770

Supporting information for Service Users/Families and Carers

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/uyCSzi> or scanning the QR code:



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>



Bright Sparks – The Comedy Asylum

The COMEDY ASYLUM
Presents
THE HAUNTED TOILET



There's something sinister in the mental health cistern...

Attenborough Arts Centre

Thursday 9th February, 7pm

brightsparksarts.uk

Mental health service users, members of the LGBT+ community, vulnerable people are particularly welcome. **Pay what you feel.**

For further info please contact Tim Sayers on 07795 475 806 or email tim.sayers1@nhs.net



Non LPT Opportunities

Leicester City Council has launched a public consultation, seeking views on proposed changes to the 0-19 Healthy Child Programme



0-19 Healthy Child Programme consultation overview

The 0-19 Healthy Child Programme (0-19HCP) looks after the health and wellbeing of all children in Leicester under the age of 19. It is delivered by Public Health Nurses (Health Visitors and School Nurses) and their teams across the city.

Leicester City Council has commissioned LPT to deliver the 0-19HCP in the city since 1 July 2017. Leicestershire City Council are proposing to keep Leicestershire Partnership NHS Trust as the provider, as it is a high performing service, and to recommission 0-19HCP by using Section 75 of the National Health Services Act of 2006.

The new contract would start from 1 October 2023 and run until 30 September 2030.

Under this new contract most families and young people will see very little difference in the service that they receive. Cost savings of £200,000 will be achieved through different ways of working and using a wider range of highly skilled staff in the delivery of the service (known as a 'skill-mix model').

Public Health Nurses (Health Visitors and School Nurses) will remain the main contact for children and their families and some support, where it is safe and appropriate to do so, will be delegated to other Healthy Together team members.

Individuals and organisations can view and comment on the proposed changes and the use of Section 75 via the consultation website: <https://consultations.leicester.gov.uk/sec/0-19>

Public engagement – Hinckley Community Health Services

The Integrated Care Board (ICB) are launching a six-week public engagement into some community health services in Hinckley and Bosworth from 23 January. The public engagement specifically discusses:

- Hinckley and District Hospital
- Hinckley Health Centre
- Adults Musculoskeletal Physiotherapy and Children's Therapy on the
- Mount Road site



The engagement outlines the vision to improve services for patients by providing them in modern, fit-for-purpose buildings, to expand services to meet the needs of a growing and ageing population in Hinckley and Bosworth and to provide more services efficiently.

This engagement does NOT include:

- Other community hospitals
- Community services provided in the home e.g. health visitors or the Home
- First service
- Acute hospitals
- GP practices and wider community services

You can find out more information, including details of engagement events and have your say on the proposals by visiting www.HaveYourSay.co.uk and completing an online questionnaire by Sunday 5 March 2023.

The questionnaire is also available in other formats by emailing llricb-llr.beinvolved@nhs.net

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.

Show and Share

Leicester Community Quilts

One of our network members has been working on the community quilt and has shared the below: Leicester City Council displayed the Community Quilts at New Walk Museum. From the 19th January they will tour the city.

The panel is made is of a tree, With ribbons for the trunk and disjointed branches. Coloured buttons represent the leaves. "This is a Tree to celebrate World Mental Health Day. Life isn't a smooth passage - it twists and turns. The branches are life - a tree lives and regenerates in the continual cycle of life."

Fantastic work! Thank you for sharing!



Your Voices, Feedback and Updates!

The Youth Advisory Board (YAB) update

During January the YAB engaged and participated with the following projects and guests;



Raising Health Christmas Appeal Summary

The YAB supported this year LPT Raising Health Campaign and

successfully contributed through members individual fundraising efforts over **£420 to the total**. This ensured that some young people accessing outpatient Mental Health services also received a gift this Christmas as part of the trust inpatient appeal.

Patient Experience and Involvement Offers (training and development for YAB members)

At the start of January, the YAB were presented with the offers and opportunities to get involved with other opportunities across the system and trust, this includes training on recruitment, formal induction and involvement training and opportunities to join various quality improvement work. 1 YAB member is being supported to be involved within a Self-harm project with Psychology and Peer Support worker support.

Young Peoples Access to Primary Care

Integrated Care Board Children and Young Peoples engagement lead Jacob Brown facilitated a consultation session with the YAB to understand young people's (YPs) views around accessing primary care (GPs), preferred options, barriers and support at appointments. This session will feed into a wider system project along with the views of other YP from across Leicester, Leicestershire and Rutland, a summary of findings and next steps will be presented to the group in spring 2023.

YAB future meetings and Support

The YAB have shared their views on their priorities, meeting spaces, and preferences for working with other children and YP told YAB leads that;

- They want to be involved in more co-design type projects, be more involved in larger influential pieces of work across the systems of health
- They would like to do more "mystery shopping" of services
- They would like to still review patient information and service plans and evaluations but would prefer to do this virtually.
- They would like to meet up as a group 3-4 times a year physically but continue to meet weekly for 1 hour. (This to be further reviewed in April 2023)
- Some of the members wanted to connect with other YP groups on bigger projects

Peer Support workers support and updates

CAMHS Peer Support workers continue to support the YAB and offer termly check ins and other support for members as required. The team have developed some helpful resources to share with new members including a "YAB poster" and new registration forms, capturing more information when YP sign up to the board.

Trust guidance for working outdoors, both clinically and non-clinically

This guidance arose as a response to the covid-19 pandemic, as an alternative method of safely undertaking face-to-face clinical work. Working outdoors and in public places has a long history in mental health services and the benefits of connecting with the natural world have been well documented. It is an approach therefore that should continue where appropriate once the immediate effects of the pandemic have receded. These guidelines provide the framework for ensuring such work is undertaken in a safe and ethical manner.

One of our network members formed part of this working group and their input gave great insight. The project lead said: *“we were keen to ensure the patient voice is strong in this work, it’s been great to have a patient leader with lived experience involved in the group”*.

Thank you all, great work.



Update on the Foundations in Patient Experience Training Programme delivered by the Point of Care Foundation

We have 27 delegates on the programme, including various staff from across the Trust, and three lived experience representatives. The first 3 sessions were online, and the other three face to face. We have completed 5 of the 6 sessions which have included:

- Module 1** Introduction to the programme
- Module 2** Introduction to patient experience data
- Module 3** Introduction to patient engagement, involvement, and experience
- Module 4** Practical skills in patient-centred quality improvement: An introduction to Experience Based Co-Design
- Module 5** Patient experience data and measurement
- Module 6** Talking about change with patients and the population: Effective facilitation in patient and public engagement and involvement.

On the back of the great feedback on the Experience Based Co-Design session we are looking into a train the trainer programme for 10 people (5 lived experience and 5 staff) so we can roll out this approach across the Trust.

We have also set up a ‘Patient Experience and Involvement Space’ where staff and patient partners can come together to learn and share how they are using the learning from the training programme, and for ongoing peer support with patient experience and involvement projects. We shall keep you updated on progress as this moves forward. In the meantime please find some feedback from delegates below:

“Fantastic day, exploring all things patient centred, quality improvement, and co production. So much possibility when we make meaningful connections”.

“Interactive, thought provoking, fun - loved emotional mapping new skills”

Bradgate Mental Health Unit wins the Friends and Family Test competition

In last months newsletter we gave an update on the changes the team at the Bradgate Unit had put into place as a result of listenig and involving service users, carers and family members.

They've implemented some fantastic quality improvements involving service users and carers and plan to use the vouchers to purchase board games for each ward.



On Thursday 19 January, Grant Paton helped choose the winning team as well as presented the Bradgate Unit, winners of the Friends and Family Test, with £200 of vouchers.

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

