



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Tuesday 03.01.2023

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

Welcome to our January 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

Please note there is only one virtual catch up during January due to the bank holiday.

Date & Time	Where
Virtual Cuppa and Chat Monday 16 th January 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 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



We look forward to seeing you in January!

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, including spaces to connect with others, to support your wellbeing, as well as 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.



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.

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:

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

We can also provide individual sessions at a time and date that is convenient to you.

Please contact the Patient Experience and Involvement Team if you wish to book to attend.

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, and other involvement resources and documentation. 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

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

Families, Young People, Children's and Learning Disability (FYPCLD) services are looking for a patient/parent/carer representative to attend there EDI steering group meeting on a 6-weekly basis. The purpose of the Group is to ensure FYPCLD 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 FYPCLD.

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

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 24th January 10am to 12 midday
- 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.

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 5th January 1-2:30pm**
- **Friday 27th January 1-2:30pm**
- **Thursday 16th February pm**

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

LPT Complaints Peer Review

We would like to share the opportunity for you to join and take part in an LPT Complaints Peer Review session to be held on **Wednesday 8th February 2023 from 9.30am until 1pm at the NSPCC in Beaumont Leys Leicester.**

This session will include in attendance both staff and service users/patients, carers and families. There are **only 15 spaces available**, which will be allocated fairly across all areas of the trust. Refreshments and lunch will be provided to all that attend.

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

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

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

Who can join a Complaints Peer Review session?

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

To find out more information or to book a place at Octobers session please email and contact lpt.patient.experience@nhs.net

Please note we only have 15 spaces available, pre booking is essential to secure a place - thank you.

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

Have you got or have had experience of accessing Community Health Services (CHS), or are you a carer for someone that has?

Community Health Services include the following services: **Inpatient** - community hospitals **Outpatient** - physiotherapy, podiatry, heart failure, community integrated neurological and stroke, pulmonary and heart failure rehabilitation, **Community** – community nursing and therapy, adult speech and language, continence, falls prevention, palliative care and tissue viability.

We are looking for someone, or a couple of people to attend monthly Patient and Carer Experience Group meetings within the CHS Directorate. These are new meetings which plan to take place each month, virtually via MS Teams for 1-2 hours. The purpose of these meetings is to look at patient and carer experience and involvement across CHS services, and to focus on:

- Themes from patient experience data including, Friends and Family Test feedback, complaints, concerns and compliments received – so what are patients and carers telling us? what improvements could and are being made, and what are we learning
- Carers – how are we involving and supporting carers for people who access our services
- How are services involving patients, in decisions about their care
- How are services involving patients in decisions about ongoing service improvements and developments

If this is of interest and you would like to find out more, please contact us.





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:



Are you a caring for, or looking after a loved one who is in mental health crisis?

Connecting with carers

Are you caring for, or looking after a loved one who is in mental health 'crisis'?

We would like to offer you the opportunity to access support, help and advice. You will also be able to connect with other people who may be going through similar experiences to you.

We will be launching the online group on **Wednesday 28 December 2022** and it will be held on the last Wednesday of every month, **6pm - 7pm**.

If you would like to join this session, future sessions, or would like further information, please contact:

lpccrisiscarersgroup@nhs.net



These sessions will be led and supported by mental health professionals from Leicestershire Partnership NHS Trust.



We're offering you the opportunity to access support, help and advice. You'll also be able to connect with other people who may be going through similar experiences to you.

The first online group launched on Wednesday 28 December 2022 and moving forwards the groups will be held on the **last Wednesday of every month, 6pm - 7pm**.

If you'd like to join this session, future sessions, or would like further information, please contact:

lpccrisiscarersgroup@nhs.net

Free guidance and support with your finances, improve your money management

You can find out more here: <https://www.moneyhelper.org.uk/en>

MoneyHelper is here to make your money and pension choices clearer.

Here to put you in control with impartial help that's on your side, backed by government and free to use.

For clear money help that's on your side, just search for MoneyHelper.

Got a question? Get in touch:



Webchat:
[moneyhelper.org.uk/
moneychat](https://www.moneyhelper.org.uk/moneychat)



Telephone:
0800 138
7777



Typetalk:
18001 0800
915 4622



WhatsApp:
+44 7701
342 744

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>



GoLearn!
Leicestershire Adult Learning Service



Join our free 6 week programme starting:

Thursday 12th January 2022, 2:00 – 2:45pm

Venue: Coalville Library, High Street, Coalville. LE67 3EA

The Family Learning Team, in partnership with Leicestershire Libraries and Booktrust is excited to offer 6 Storytime sessions for parents, carers and their children (aged 6 months to 4 years old).

You will be able to take part in fun activities with your children and listen to stories read aloud. Each week we have a different book to share with you. The books have been chosen by the reading charity, Booktrust

- Discover how you can help support your children to develop a love for reading.
- Make resources to share with your children and receive a free children's book at the end of the programme.

Booking Essential

To enrol call GoLearn! FREEphone 0800 988 0308 quoting the course code 22SN115P.

For more information, please contact Hazel McDowell:

Tel: 07944 055726

email: hazel.mcdowell@leics.gov.uk

Non LPT Opportunities

The NHS Leadership Academy Patient Experience Course

The course is open access and free of charge. It was designed by the [Patient Experience Library](#) for the NHS Leadership Academy.



By the end of the course you should be able to:

- Identify who does what in patient experience evidence gathering.
- Recognise key concepts in patient experience work.
- Explain why patient experience matters.
- Describe the challenges of hearing from patients.
- Know how to find different types of patient experience evidence.
- Know how to start making sense of patient experience evidence.

To find the course:

1. Go to <https://leadershipnhs.uk/>
2. Select your region
3. Create a log in – free
4. Select all 'modules'
5. Search for 'Patient Experience' and click on view
6. Click start learning

If you do have any problems please do let us know at the Patient Experience Team as we do have a guide with visual aids to.

Healthwatch want to find out about the access and support provided to young people using mental health services in Leicester and Leicestershire.

They would like to hear your views on local mental health services.

What works well and what could be improved. The surveys focus on specific groups, young people aged 13-16 and 17-19 and parents/carers and service providers and can be accessed via the below link:

- 13-16 year olds: <https://engagingcommunities.welcomesyourfeedback.net/s/bnzw4i>
- 17-19 year olds: <https://engagingcommunities.welcomesyourfeedback.net/s/w7c5de>
- Parents and carers: <https://engagingcommunities.welcomesyourfeedback.net/s/x2qky0>
- Professionals: <https://engagingcommunities.welcomesyourfeedback.net/s/8o5o3n>

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



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/



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).



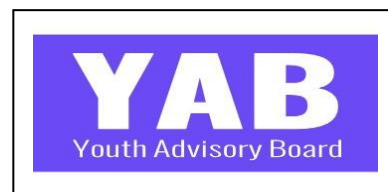
Emergency
I have a physical health emergency

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

Your Voices, Feedback and Updates!

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 December the YAB met twice before a 3 week break over Christmas and New Year engaged and participated with the following projects and guests:

MIND The YAB met with LLRs new Chief MIND Officer, the interactive session facilitated and explored what Mental Health Support the charity could look to offering and supporting young people across the community and local area as plans are being developed and moved forward. Further co-design with MIND to explore services for CYP in the future is currently being discussed.

Providing a patient perspective – Recruitment Panels – December Update

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



It was a quiet month for recruitment during December, however we did involve an involvement member in our recruitment for a new Patient Experience and Involvement Team Administrator. We have offered the position to someone and will be able to share this when all confirmed next month.

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.

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/>



Feedback - Reader Panel Update

The reader panel is made up of service users and carers who review our patient/carers facing documentation. During November and December, the Reader Panel reviewed the following documents: Occupational Therapy evaluation survey, Lymphoedema leaflets, Inpatient food review poster, and inpatient food survey, Feedback & complaints poster/flyer, and the Chaperone poster.

Updates shall be provided in due course.

Update from the Bradgate Mental Health Unit (BMHU)

The engagement lead at the BMHU has provided an update of some of the projects taken place involving service users, carers, and the reader panel. Please see below:

BMHU and Mental Health Services for Older People (MHSOP)

Welcome packs

Working closely with the patient experience team, the reader panel, and our patient information lead to gain feedback on new and improved welcome packs. These include glossy images of staff and scenery across Leicestershire. It was



essential that all documents also involved carers and the reader panel was of support providing a lived experience perspective. We were able to take on board feedback and have a fantastic, finished product.

Meet & Greet Volunteer

In 2022 we have implemented meet & greet volunteers within the BMHU reception. This has been incredibly beneficial and positive for our visitors.

One of our volunteers has had some positive feedback and interactions. We are also in the process of working with our volunteers to gain feedback, as we are keen to improve the patient/carer/visitor experience to.



Ashby Ward Unveils its New Sign

The picture shows participatory artist Jo Sheppard and Naomi Allen officially opening the new Ashby Ward sign. Jo worked with members of the ArtSpace group to create this sign.

One of our LPT involvement network members also a member of the PLACE assessing team noticed that the ward sign was missing and was then part of creating this sign.

We think it looks really welcoming and colourful, well done to all involved.



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