



Patient Experience & Involvement Newsletter

Monday 06.03.2023

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

Welcome to our March 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 – Walk and Talks

We have fortnightly 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, these are either virtually or face to face so we can have a walk and talk. 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 March 12-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting
Walk and Talk Monday 20 th March 12-1pm	Meet face to face for a slow walk and talk at Abbey Park Leicester – contact us for the meeting place.
Virtual Cuppa and Chat Monday 3 rd April 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 March!

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.



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:

- **Thursday 30th March 10am-11:30am**
- **Wednesday 10th May 1pm -2.30pm**
- **Tuesday 11th July 10.30am –12midday**

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

Do you have experience of accessing Podiatry services?

The Podiatry team provide a range of services ranging from the treatment of corn, callous and nail treatment to the extremely specialised ‘high risk’ cases such as diabetic foot ulcer care, nail surgery, complex biomechanical assessment and treatment, through to provision of insoles and orthotics.



The service is looking to make improvements which include looking at current referrals, inclusion and exclusion criteria, and they would like someone with experience of accessing podiatry to work with them. This will involve joining the small project team and contributing to discussions.

If this is of interest to you, please get in touch by emailing: lpt.patient.experience@nhs.net or calling 0116 295 0818.

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 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:

- **Wednesday 12th April from 10am to 11.30am**
- **Thursday 8th June 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.

We need you! Share your involvement Journey with us!

The Involvement team would like us to start to collect stories, videos and case studies from our involvement network members.

We are looking to create content we can use for promotional materials when we update our “involving you” webpage. We would love to capture your experiences on how it feels to be part of our involvement network at LPT, and any projects you have been involved with.

We will aim to use the stories you provide to promote involvement both within LPT (show casing your involvement journeys with staff) as well as providing a more interactive approach on our webpage.

The patient voice is the most effective way to share your involvement experience.

If this is of interest to you, please do make contact with us by emailing: lpt.patient.experience@nhs.net or calling 0116 295 0818.

We look forward to creating this material with you!



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 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

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 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. You can find an update on what members are currently involved with in the 'updates' section of this newsletter.

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

- **Thursday 16th March 1:30-3pm**
- **Thursday 20th April 1:30-3pm**
- **Thursday 18th May 1:30-3pm**

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 been on a hiking trip with service users who have all had an experien psychosis.

They have conducted focus groups before and after to find out about people experienced the trip and try to understand any impact it may t 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 **March 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



Supporting information for Service Users/Families and Carers

Breathing Space debt option

Breathing Space is a new debt option that gives you temporary protection from the creditors you owe money to if you're struggling with debts. This includes:

- Freezing most interest, fees and charges on debts; and
- Pausing most enforcement action and contact from creditors.



It's a short-term option, to give you time and space to engage with debt advice and find a longer-term solution.

There are two types of Breathing Space:

- **Standard Breathing Space** – which you apply for through debt advice, and which lasts for up to 60 days, with a review between days 25 and 35.
- **Mental Health Crisis Breathing Space** – which is specifically for people in mental health crisis treatment and can only be applied for with an Approved Mental Health Practitioner (AMHP). It lasts for the duration of your treatment, plus 30 days.

For more information and to view their website, please click on the following link:

<https://www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt/what-is-breathing-space-and-how-can-it-help-me>

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>





NHS jobs and careers event

A major careers and recruitment event is being held in Leicester on **Saturday 11th March 2023**.

The event will give people the opportunity to meet staff in patient-facing roles, including healthcare support workers, psychological therapies and nurses and doctors, as well as non-patient-facing roles such as information technology, facilities management and administration.

It will take place at **Leicester Morningside Arena, from 10am to 2pm**. All visitors will be offered free refreshments, there's also easy onsite parking for anyone attending.

You can find out more and register to attend on the following link:

<https://www.leicspart.nhs.uk/news/nhs-careers-and-jobs-event/>

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>



Patient and Visitor Travel Survey

Do you travel to the Glenfield Hospital site?

If so, we want to hear your views.

We are in the process of updating our site Travel Plan which will provide environmental, financial and health benefits for all those



that use the Glenfield site. Please can you take 3-5 minutes to complete this anonymous survey which will help shape the future of travel to and from Glenfield Hospital.

You can scan the QR Code on the right, on your mobile device which will take you directly to the survey. Alternatively, you can visit the following page to complete the survey:

<https://www.surveymonkey.co.uk/r/W8P7PW2>



Free – ‘Stand up against street harassment’ bystander training

We are all bystanders in our everyday lives, and we intervene without realising that we have. It could be as simple as telling someone to take a taxi home rather than driving after a night out, to asking a person if they are okay after someone had shouted at them in the street.



This module highlights what safe actions you can take when faced with a situation.

Neighbourhood Watch are proud to have teamed up with the Suzy Lamplugh Trust to bring you a free, one hour long, expert-led, online webinar - delivered by them, in partnership with L’Oreal Paris.

To find out more and to book your **FREE** space please click the following link:

<https://www.suzylamplugh.org/pages/events/category/events>

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

Neelam – Our Peer Support Coordinator attended a recent staff event where she showcased all our Patient Experience and Involvement Offers.

By showcasing our offers, we hope to encourage more LPT staff to start to work in partnership with you!



Your Voices, Feedback and Updates!

The Youth Advisory Board (YAB) update

During February, the YAB engaged and participated with the following projects and guests, taking a week break for half term.

A meeting with Kelly Costello Lead practitioner for Safeguarding Children has taken place this month to ensure that process and protocols are followed with the introduction of a new Chair on alternate weeks. This information has been shared with all staff involved with YAB, and processes set up as required. New starter forms have been developed for members to ensure all staff have access to this information.



YAB communications and Promotion

Peer Support Worker (PSW) Georgia Richardson has developed some new communications to support new members of YAB and guests, this information poster can be shared to support understanding of the team around YAB and what YAB do. A revised recruitment poster is under development with a YAB member and PSW and will be ready to share and update across all areas by the end of March.

Healthy Together Consultation

Healthy Together and Local Authority Leads attended YAB to share and update the board on the current consultation underway within Leicester City, Young People shared their views on the accessibility of the current consultation and how further face to face discussions would support young people to be engaged with and get involved.

Paediatric Psychology

Vicky Elliot attended a YAB session to discuss and share group work plans for anxiety workshops due to be rolled out across the service. YAB members reviewed the documents and provided feedback during the session to support this new programme, this included the language and pre/post group work expectations that young people who be expected to complete. The board concluded that the style and images were very current and were positive in reporting this during the session as good practise for other areas.

YAB members involvement in other LPT projects During February 3 YAB members have contributed by attending focus group sessions with Karima Susi to provide feedback to inform a new assessment guide for clinicians to help when asking young people about **self-harm imagery** and to provide feedback to inform the design of a new imagery-based intervention for self-harm.

Gender FAQs update Following a session at the end of last year with YAB, the ideas of the group have been taken forward to the GIDS working group to inform plans to support FAQs for staff, YAB member with lived experience has requested to get involved with this project.

Good News Story A member of YAB, with lived experience of inpatient and outpatient services is due to apply for a nursing apprenticeship place.

Quality Improvement Update



The Patient Experience and Involvement Team have been working closely with the WEIMPROVEQ Quality Team over the past couple of years, to ensure that patients and carers are central to our approach to quality improvement. Each project is assessed by a group of advisors including a lived experience QI volunteer. All projects that are assessed as requiring patient and carer involvement are then matched to patient and carer representative who then work in partnership with project leads to codesign and coproduce improvements. These people are part of the monthly QI Share and Learn space where they share and learn together.

Below are a few examples of projects with lived experience involvement over the last year:

- Neurological Services – A new Carers group (including three Patient and Carer Involvement Network members) has been formed and is being support by the network members
- Care Co-ordination Group - Group meet to develop and implement new policy and approach. Care Coordination Policy refers to people’s packages of care when accessing mental health services. This policy will guide care planning across all mental health services in LPT
- Adult Eating Disorders Clinical Steering Group are working with a Lived Experience lead who provides a lived experience perspective to:
 - Inform commissioning and provision of services.
 - Develop, revise, and enact the clinical model for the Adult Eating Disorders New Care Model
 - Understand population need, current service provision and opportunities for improvement.
 - Work collaboratively with the Commissioning Hub to establish appropriate and measurable service objectives within an annual quality improvement plan.
 - Establish and support the work of a series of sub-groups including the LD&A Response Group.
 - Focus on impact for the service user, understanding service use pathways and flow through the service and involve service users in all stages of planning and delivery to ensure genuine co-production.
- Nutrition and Dietetics – Patient with lived experience co-facilitating four sessions discussing professionalism from a patient perspective with Nottingham University Undergraduate students.
- Restructure of LLR LeDeR Programme – Supporting carers, and service users with Learning Disabilities to be part of working group.

The Trust has also recently launched its 2nd cohort of Director of Nursing and Allied Health Professionals Fellowship where each fellow will run a QI project. Our lived experience group members are currently being matched to each project working collaboratively with project leads. We will share outcomes as this work progresses.

A big Thank You to all of you supporting our QI work, it is great to see so much collaborative working as well as positive improvements being made to our service areas.

Providing a patient perspective – Recruitment Panels – February Update

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



February was a quiet month for recruitment with no service user panels taking place. However our recruitment members attended a Value Based Questions session on Thursday 2nd March to look at redesign using their recruitment experience in compiling a bank of questions we provide interview panels when the service user voice is not present.

If this has sparked your interest, please see page 4 of this newsletter for details on how you can access our in-house recruitment panel training.



Update on Carers workstream

A carers focus group ran at the end of January 2023 with a small group of carers who are part of the LPT Involvement network. One member of this session is also part of the LPT working carers group and represented the views of their own and other carers during this session.

The purpose of this focus group was to gather carers views to help us to develop a new carers strategy within the Trust, we asked:

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

A summary of what we were told:

- Include carers in discussions and decision making
- Value the role of the carer with patients, as they know them best (as equal)
- Use resources such as “getting to know me forms”, be consistent in your approach when working with carers across trust
- Mental Health services and involving carers is a “grey area” with regards to consent and support and involvement compared to some physical health services (older age)
- Have appropriate information and support to help carers in the local area

The feedback received not only from carers, but also from various staff across the Trust has been invaluable, and helped us to plan what we need to do. Therefore the focus for 2023/2024 for carers is:

- Develop awareness training for LPT staff working with carers and staff to enable this, deliver this in a variety of ways (virtual, face to face, recorded)
- Keep LPT website updated and informative for staff and carers across LLR
- Support service areas to involve carers through networks and setting up carers groups/signposting to these groups
- Work with Northampton Foundation Trust (NHFT) to revise the Carers Charter across both Trusts
- Embed Carers passport and raise awareness across LPT, promote offer for carers presenting with a passport within LPT
- Continue to work with carers across the involvement network and scope further opportunities

We shall keep you updated as this progresses, and there will be plenty more opportunities for you to get involved with this work!

Feedback – Reader Panel Update

February has been a busy month for the Reader Panel who have reviewed the following patient facing documents:



Speech and Language Leaflet (SALT) – The panel were provided with a copy of the draft information leaflet on Developmental Verbal Dyspraxia (DVD) in relation to accessibility, basic understanding of what DVD is after reading the information as well as any general thoughts or comments. The service will be providing an outcome in May.

Mental Health Services for Older People (MHSOP) Survey - The panel viewed a set of draft survey questions to capture feedback from service users of Southeast Leicestershire Mental Health Service for Older People who access community mental health. The rationale is the service want to be able to offer an equitable access service to all patients that are open to the team. The service will provide an outcome to the panel feedback, which we will share in a future edition of our newsletter.

Paediatric Conners Questionnaire - This questionnaire is being changed from a paper-based document to an electronic document with some suggested questions for the panel to consider. The service will provide an outcome to the panel feedback, which we will share in a future edition of our newsletter.

Sovereign Information Leaflet – The Sovereign Unit is a reablement service based in the city of Leicester. There has been recent changes to the referral process for the Sovereign Unit where referrals are now received directly to LPT. The service will provide an outcome to the panel feedback, which we will share in a future edition of our newsletter.

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.

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

