



Patient feedback  
listening to you



Leicestershire Partnership  
NHS Trust

# Patient Experience & Involvement Newsletter

Monday 03.04.2023

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

Welcome to our April 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 this has had on the Trust.

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/>



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### 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](http://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](mailto:lpt.patient.experience@nhs.net) or calling 0116 2950818

Date & Time	Where
<b>Virtual Cuppa and Chat</b> Monday 3 <sup>rd</sup> April 12:00-1:00pm	<b>Virtually Via MS Teams</b> <b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a>
<b>Walk and Talk</b> Monday 17 <sup>th</sup> April 12:00-1:00pm	Meet face to face for a slow walk and talk at <b>Abbey Park Leicester</b> – contact us for the meeting place.
<b>Virtual Cuppa and Chat</b> Monday 1 <sup>st</sup> May 12:00-1:00pm	<b>Virtually Via MS Teams</b> <b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a>



We look forward to seeing you in April!

## 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](mailto: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
- Recognising your contribution



**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 10<sup>th</sup> May 1pm -2.30pm**
- **Tuesday 11<sup>th</sup> 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 Team if you wish to join these sessions.

**Do you have experience of accessing mental health services at LPT?  
Or experience of supporting someone to access our mental health services?**

**Collaborative  
Care Plans**

We are looking to develop a small group of people with lived experience and staff in order to co-design staff training and guidance around **collaborative care planning**, having a say in your care and treatment, and as well as setting personal goals for recovery.

We would like a small group of people to work alongside to co create the training to ensure that we include patient and carer voice in what is important to you when looking at and creating your care plan. This could also lead to opportunities in co-delivering this training to staff.

In the first instance, we are asking for expressions of interests, and when received, we arrange a virtual meeting in order to discuss and plan when to meet, frequency etc.

Please contact the Patient Experience and Involvement Team to express an interest.

## Recruitment Panel Training

Would you like to get involved with recruiting new members of staff?  
Opportunities often arise for service user/carer involvement in recruitment.

This training will prepare you to become a panel member 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 12<sup>th</sup> April from 10am to 11.30am**
- **Thursday 8<sup>th</sup> 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.

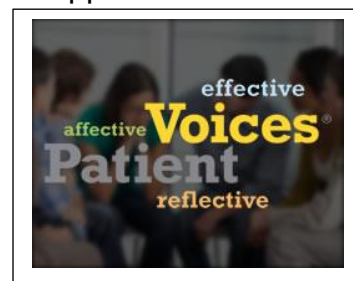
We are looking to create content we can use for promotional materials when we update our “involving you” webpage. We would love to capture your experiences on how it feels to be part of our involvement network at LPT, and any projects you have been involved with.



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](mailto: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 25<sup>th</sup> April 10am to 12 midday
- Tuesday 23<sup>rd</sup> May 10am to 12 midday
- Tuesday 27<sup>th</sup> June 10am to 12 midday
- Tuesday 27<sup>th</sup> July 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 note that we are happy to arrange to meet you outside if you would like someone to walk in with you. Please do let us know.**

Email [lpt.patient.experience@nhs.net](mailto: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 network members interested in QI or already supporting QI projects can come together as a QI Group. This is a monthly space where we:

- Learn and share from each other
- 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 within the 'updates' section of this newsletter.

The next sessions are planned online via MS Teams as follows:

- **Thursday 20<sup>th</sup> April 1:30-3pm**
- **Thursday 18<sup>th</sup> May 1:30-3pm**

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

## Nursing Standards – Service User/Carer invitation

As someone who has used, or who cares for someone who has used, services provided by Leicestershire Partnership Trust, we would like to invite you to help us to create our new and improved nursing care standards of best practice.

We strive to continuously deliver high quality and compassionate care for all our patients, however a review of incidents, complaints, and patient concerns have highlighted that there are some elements of nursing care that need improvement. We need your help to make sure our new nursing care standards meet the needs of our patients and carers.



We would like to work with you to review and re-design our existing guidelines, building on experience and feedback we already have – and listening to your expectations and thoughts about what you think great nursing care is. By taking part, you will help to ensure we improve our nursing care for current and future patients.

Please click on the following link to access the full flyer: <https://www.leicspart.nhs.uk/wp-content/uploads/2023/03/Nursing-Standards-Invitation-flyer.pdf>

Event details are as follows:

**Date: Tuesday 25<sup>th</sup> April 2023**

**Time: Start at 1pm (lunch will be provided) until 4.30pm**

**Venue: NSPCC, 3 Gilmour Close, Leicester, LE4 1EZ**



If this is of interest, please make contact with the Patient Experience and Involvement Team

## Participants required to be part of a research study.

Please see leaflet below for full details:



The leaflet is titled 'DECODER Research Study Participants Needed'. It features logos for Loughborough University, Leicestershire Partnership NHS Trust, and NIHR. The text is organized into four sections, each with a small image of people and a description of the study's needs. At the bottom, contact information is provided for phone and email, along with a photo symbols logo and a small disclaimer.

**DECODER Research Study**  
**Participants Needed**

We are looking for adults with a learning disability to be part of a research study about their health.

We are also looking for parents and carers of adults with a learning disability to be part of a research study.

We want to talk to adults with learning disabilities and carers so we can find out what helps them.

You will get support in the study and we can pay for travel costs.

If you want to help with this study please phone or email:

Phone: 0116 2954769

Email: sarah.rabbitte@nhs.net  
amy.wilkins9@nhs.net

photo symbols This information was made with thanks to Photo symbols  
Easy Read Recruitment Poster\_V4 18th August 2022 IRAS Number 315569

For an easy read version of this leaflet, please click on the following link to access:

[https://www.leicspart.nhs.uk/wp-content/uploads/2023/04/RC\\_Initial-information-leaflet\\_easy-read.pdf](https://www.leicspart.nhs.uk/wp-content/uploads/2023/04/RC_Initial-information-leaflet_easy-read.pdf)



## 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>



The logo for Money Helper, featuring the word 'Money' in blue and 'Helper' in a darker blue, with a stylized pink and blue arrow pointing right between the two words.







**Jamila's Legacy CIC**  
 Awareness | Resilience | Training

## Mental Wellbeing Mondays

FOR MEN & WOMEN  
EVERYONE WELCOME



Join Rehana Sidat  
 BSc (Hons) Cognitive Behavioural  
 Therapeutic Approaches  
 John Lewis Leicester  
 Place To Eat - 3rd Floor 10am - 12pm

- Enjoy a complimentary cuppa
- An opportunity to connect with others
- Learn how to maintain mental wellbeing



**Dates**  
 • Monday - 16 Jan  
 • Mondays - 6 Feb & 20 Feb  
 • Mondays - 6 Mar & 20 Mar

- Book via Eventbrite or text/email
- Tel : 07821 849336
- [info@jamilaslegacy.co.uk](mailto:info@jamilaslegacy.co.uk)
- [www.jamilaslegacy.co.uk](http://www.jamilaslegacy.co.uk)

## Rare Dementia Support

Advice Community Learning



**Have you been diagnosed with a rare dementia?**  
 Do you care for or support someone with a language-led dementia e.g., Primary Progressive Aphasia (PPA)?  
 Join us at Thorncroft, Leicester for our monthly support group meetings facilitated by Claire Payne, SALT and Rachel McMurray, SALT.

A friendly social meeting place for people diagnosed with a rare dementia, their families and friends who support them in Leicestershire

**WE MEET MONTHLY ON THE SECOND TUESDAY OF EACH MONTH from 6:30pm to 8:00pm at Thorncroft, 244 London Road, Leicester LE2 1RN**

A safe place to talk, enjoy creative activities, share experiences and connect with others affected by rare dementia

**IF YOU WOULD LIKE TO ATTEND, PLEASE CONTACT [lpt.mhsopsalt@nhs.net](mailto:lpt.mhsopsalt@nhs.net)**

To find out more about joining RDS and for further information about the additional support available, please email [contact@raredementiasupport.org](mailto:contact@raredementiasupport.org) or visit our website [www.raredementiasupport.org](http://www.raredementiasupport.org)






## Activities

### Summer Term 2023 Prospectus Out Now!

We are very excited to share our Summer 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 Summer Term, the college is excited to be offering 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](mailto: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 Summer 2023 prospectus via the following link:  
[www.leicspart.nhs.uk/wp-content/uploads/2020/04/Summer-Term-Prospectus-FINAL.pdf](http://www.leicspart.nhs.uk/wp-content/uploads/2020/04/Summer-Term-Prospectus-FINAL.pdf)



### Arts in Mental Health

#### Smoothie Soundbites at the Attenborough Arts Centre

Tuesday 4<sup>th</sup> April 12:15 – 1:15pm, featuring smoothie crew and special guest Becky Boo's, and it's FREE!

Please see flyer on following link: <https://www.brightsparksarts.uk/r/SSB2023> and we hope to see you there.



#### The LPT / Brightsparks / All together annual open art exhibition

Now on display in the reception area at the Westcotes Health Centre from Thursday 23<sup>rd</sup> March.

Please see flyer on the following link: <https://www.brightsparksarts.uk/r/AllTogether2023> and pop in sometime and have a look.

## Non LPT Opportunities

### Healthy Together Consultation

There's less than three weeks left for people to have their say on Leicester City Council's proposed changes to the 0-19 Healthy Child Programme (known locally as Healthy Together). Although most aspects of the service will remain unchanged, there will be changes to the way some elements of the service are delivered – and it's vital we hear from as many people as possible on how these changes might affect them. Proposed changes include:



- Early Start (the intensive Public Health Nursing (Health Visiting) support programme) will be replaced with support provided by local neighbourhood Public Health Nursing (Health Visiting) teams.
- Health visitor support for babies aged 4-months will be for all families, signposting to online resource and support with face-to-face support offered for families who need it.
- Introduction of new health visitor support for children aged 3-3½ years, predominantly in a digital way with face-to-face support offered for families who need it.

- Expansion of the year 7, 9 and 11 Digital Health Contact (school nurse advice and support) into more schools in the city.

These changes, along with the proposed use of a Section 75 to enable Leicester Partnership NHS Trust to continue delivering 0-19HCP services, are the subject of the 12-week public consultation which **runs until Sunday 9 April 2023** – so it's important people have their say before it's too late. Further information about the proposed changes, and the use of Section 75, [can be found online here](#).

## 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 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/](http://www.leicspart.nhs.uk/service/crisis-cafes/)

## Emergency

I have a physical health emergency

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

You can also find out about Crisis Cafes held across Leicester City and Leicestershire via the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2023/02/V2-FEB-2023-Crisis-Cafe-Booklet.pdf>

## Show and Share

March walk and talk venue at Abbey Park:



## Your Voices, Feedback and Updates!

### The Youth Advisory Board (YAB) update

During March, the YAB engaged and participated with the following projects and guests:

**Good News** two new young people (YP) have joined YAB this month, supported through links with the Peer Support Workers (PSW) teams.



### Raising Health – NHS 75<sup>th</sup> Birthday

The Trust's Raising Health Lead attended a meeting to discuss ideas for celebrating and fundraising ahead of this year's NHS 75<sup>th</sup> Birthday, the group provided feedback, ideas and suggestions as to how this can involve YP through both fundraising for priority projects and involvement in the celebrations. This is an ongoing conversation as the preparations progress.

### Child and Adolescent Mental Health Service (CAMHS) Personal Support Plan

CAMHS digital content creator, shared a paper version of a YP's support plan, YAB provided feedback and ideas to improve this aid for YP including adding in detail around preferred names, more about me and images. YP shared they would also value digital versions of this type of resource. An updated version will be shared again with YAB once amends are made.

### CAMHS Young Peoples Team (YPT) /Occupational Therapy

OT CAMHS and PSW from YPT presented to discuss with YAB plans to run a community group with YP, YAB shared their lived experience and views around the communications, ideas and attractions that would appeal to YP, they also supported suggestions and ideas how to evaluate the sessions with those that attend, to ensure future sessions are designed with YPs views.

## LPT Involvement Training and Development for Children and YP

Haley and Sandie from the Patient Experience and Involvement Team shared a discussions session with YAB to understand how the trust can ensure that the training and development offer for LPT Involvement network members appeals and is accessible to Young People. YAB discussed ideas for how the timings, style and communications of sessions shared with the network can be focused to CYP across Leicester, Leicestershire and Rutland, this offer can then be further shared across colleges, schools and the community to attract more CYP to work with the trust on experience and involvement projects.

### Actions from previous meetings:

**The Gender Identity staff awareness video** is underway planning with the planned involvement of a transgender YAB member.

**0-19 Healthy Together (HT) Consultation** The HT team and City Local Authority public health leads will be revisiting YAB at the end of March to focus a session to gain engagement on the current consultation, which has seen very few YP participate with the online survey. This session will form feedback as part of the wider engagement taking place during this stage of the process.

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## Quality Improvement Update

The Patient Experience and Involvement Team have been working closely with the Director of Nursing (DoN) and Allied Health Professionals (AHP) programme, to support the fellows with involving service users and carers in their quality Improvement projects.



So far, we have delivered a session to the fellows on involving people with lived experiences in their projects, listening and learning from feedback, and working collaboratively with service users and carers to co-design and co-produce on projects. The session was co-delivered by the WeImprove Lived Experience volunteer.

It has been great to see all eight of the DoN and AHP fellows wanting to invite a service user and/or carer to work collaboratively with them on their project and become part of the project team. We refer to this type of involvement in quality improvement as Big I. To date all of the projects have been matched to someone with lived experience who will join project teams with half of the project members already meeting, with a co-delivered focus group already being planned. Please see below for project titles have a collaborative working group;

- **Community Health Services:** Occupational Therapist - improving understanding of posture related issues within care and nursing homes in order to prevent adverse impact on patients.
- **Adult Learning Disability Services:** Agnes Unit - improvements to training on trauma informed care to enable staff to better support service users who have been victims of abuse.
- **Community Health Services:** District nurse - a project set in limb and wound clinics.
- **Adult Mental Health:** Herschel Prins Centre - improvements to service user engagement and therapeutic activities on the ward.
- **Adult Learning Disability Services:** Community Services - increasing service user access to voluntary or paid work.
- **Community Services:** Occupational Therapist - improving processes and providing staff guidelines to reduce health inequality for bariatric service users.
- **Children's services,** Speech and Language Therapist - improving access to online and face to face courses, particularly to address cultural and language barriers.
- **Community in-patients:** Occupational Therapist - improvements to professional identity and role for occupational therapists.



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.

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### **Providing a patient perspective – Recruitment Panels – March Update**

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

Thank you to our recruitment members who attended a Value Based Questions session on Thursday 2<sup>nd</sup> March to look at redesign using your recruitment experience in compiling a bank of questions we provide at interview panels when the service user voice is not present. These questions have been shared this month with service areas where we could not have a person present.



In March we provided patient perspectives to the following roles: Perinatal Clinical Psychologist, Clinical Psychologist and members of the Crisis Café Panel.

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.

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### **Complaints Peer Review session – Update and summary**

We recently held a complaints peer review session in February and included a mixture of clinical and non clinical staff, and a carer from the involvement network. The aims of these sessions were to independently review closed complaints and identify any themes and areas for improvements.

The complaints looked at this session were from the Directorate of Mental Health services. Many areas of good practice were identified, including areas for improvements which will be taken forward by the team which includes:

- Improvements to the consent letter, making it clearer
- Mirror how the complaint was received, if bullet pointed then respond to each bullet point in order and use bullet points in the complaint resolution letter
- Improve the time between calls/responses and patient voice/involvement
- Style of the letter to be improved in being less lengthy and corporate
- Clearer learning and actions to be shared

Further complaint peer reviews will take place over the coming year which we will continue to share with you.

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### **Feedback – Reader Panel Update**

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

**Health Visiting Survey** – Family and Young People Services are currently running a Quality Improvement project to improve accessing Health Visiting services for autistic parent/carers. The team have put together some questions which have been developed as an envoy survey, which was shared with the Reader Panel for comments. The service will provide an update on the feedback in due course.



**Health Visiting Preference Question** - Family and Young People Services have proposed a question aimed at parents/carers with regards to using preferred terminology when communicating.

**Lymphoedema Information Leaflet-** Lymphoedema is a long term (chronic) condition that causes swelling in the body's tissues. It can affect any part of the body but usually develops in the arms or legs. It develops when the lymphatic system does not work properly. The lymphatic system is a network of channels and glands throughout the body that helps fight infection and remove excess fluid. Four different types of information leaflets were shared with the Reader Panel. The service will provide an update on the feedback in due course.

**Falls Prevention Information Leaflets** - The purpose of the seven information leaflets is to support the educational talks the service has as part of their Falls Prevention Programme. They discuss each topic in the sessions and the information leaflets are to remind service users what has been said and the advice that has been given. The service will provide an update on the feedback in due course.

**Sovereign Information Leaflet – Update from February** The service area have spoken to the sovereign unit manager about the continence pad issue. The service has also raised this concern with the commissioners and contacted the continence team to see if they can support with the provision of pads if clinically indicated. The service felt this feedback brought up a very valid concern which will make a big impact to patient care. They will keep us updated on their progress.

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.

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**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](mailto:lpt.patient.experience@nhs.net)

FREEPOST LPT Patient Experience

Tel: 0116 295 0818, Twitter; @LPTPatientExp

