



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 01.05.2023

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

Welcome to our May 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/>



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 Tuesday 2 nd May 12pm-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting
Walk and Talk Monday 15 th May 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 5 th June 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 May!

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
- Wellbeing support, training and development we can offer you
- Recognising and rewarding 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:

- **Tuesday 11th July 10.30am –12midday**
- **Wednesday 6th September 1pm -2.30pm**

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.

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!



Nominations are now OPEN for LPT's Celebrating Excellence Awards

We all know individuals and teams who Step up to Great every day – let's make sure they are getting the recognition they deserve! Our prestigious annual Celebrating Excellence Awards are back and it's time to get in your nominations for all our amazing staff and volunteers!

LPT's Celebrating Excellence Awards recognise our exceptional individuals and teams for their dedication and commitment to our vision: '**creating high quality, compassionate care and wellbeing for all**' and our values of **compassion, respect, integrity** and **trust**.

It is an opportunity to celebrate and award the significant contribution of our staff and volunteers, and to shine a spotlight on their excellent achievements.

Shortlisted nominees will be invited to a special awards ceremony on the evening of 22 September.

Last year, we received 184 nominations from colleagues across the Trust as well as patients and partners – it would be fantastic if we could beat that this year!

Nominations must be submitted by 5pm on Sunday 14 May 2023.

Nomination forms and additional information, including award criteria, can be found on our website: <https://www.leicspart.nhs.uk/about/celebrating-excellence/>.



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 around your wellbeing.

We know it can be scary walking into somewhere new - 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.



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 23rd May 10am to 12 midday
- Tuesday 27th June 10am to 12 midday
- Tuesday 25th 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).

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? Or are you already involved in QI & would like support?



Come along to our QI Share and Learn Space

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
- Peer support

There is a mixture of attendees from the involvement network, some completely new to QI, some with little involvement experience 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 18th May 1:30-3pm**
- **Thursday 15th June 1:30-3pm**
- **Thursday 20th July 1:30-3pm**

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

Crisis House – Service user/Carer member of the presentation panel

Leicestershire Partnership NHS Trust (LPT) has a contract in place for the provision of a Crisis House service. The Crisis House forms part of our Mental Health Urgent Care Pathway. The Crisis House provides a safe and therapeutic environment for service users who are experiencing a crisis, but do not necessarily have medical needs that require hospital admission.



The existing contract for the Crisis House service is shortly coming to an end and needs to be subject to a tender process prior to setting up a new contract. The tender process provides opportunity for potential suppliers to submit a bid to provide a Crisis House service to LPT and our service users.

LPT is proposing to include a bidder presentation as part of the evaluation process. Bidders will be asked to present on a subject confirmed by LPT including a few questions. Service users will be invited to sit on the panel for the presentation and be involved in scoring the bidders responses to those questions. The scores for the presentation will contribute towards bidders overall score for their bid.

Would you be interested in being part of the presentation panel which is due to take place between July and August 2023? Please express your interest by emailing the Patient Experience and Involvement Team: lpt.patient.experience@nhs.net

Are you interested in helping us to improve services for children?

Leicestershire Partnership NHS Trust (LPT) provides lots of services for children, and we are looking for parents and carers to join our Healthy Together parent and carer network in order to help us to improve services.



Our children's services include:

- Health visiting
- School Nursing
- Children's speech and language therapy
- Mental health support team in Schools
- Plus many more....you can find out more about our children's and family services here:
<https://www.leicspart.nhs.uk/services/>

You can register for involvement via the following link, once registered you will receive this monthly newsletter which highlights various opportunities to get involved:

<https://www.leicspart.nhs.uk/involving-you/involving-you/>

We have also organised a **Stay and Play session** where you can bring children 0-4 years, connect with other parents and find out more information about the different ways you can help us to improve services, as well as the wellbeing, training and development offer.

The Stay and Play session is at Eyres Monsell Children's Centre, Thursday 8th June 9:30am-11:30am. Mums, dads and carers are welcome to attend with your little ones.

To register to attend the above session or for any further queries please contact the Patient Experience and Involvement Team: LPT.Patient.Experience@nhs.net or call 0116 2950818



Supporting information for Service Users/Families and Carers

Mobilise

The online service that harnesses the collective knowledge, wisdom and expertise of unpaid carers. They empower those that care to thrive.



Mobilise have pulled together the support they think will be most helpful right now. Pop the kettle on, take a deep breath and notice the topics that jump out at you - because they're the ones you most need to read.

1. Self-kindness

It's likely we have been through a lot. A new diagnosis, our lives thrown into chaos, perhaps we've had to give up work. Wherever we are in our journey to acceptance of our new normal, we can support ourselves greatly with some 'self-kindness'. So, [when was the last time you said something nice to yourself?](#)

2. Recognising the warning signs of carer burnout

Unfortunately, many carers report reaching burnout. Knowing the warning signs and what to do if we are already in burnout is really important.

3. A carer's grief

Since our partner received their diagnosis, we may have noticed shifts in perhaps their behaviour or ability. Or we may be thinking a lot about what the future may hold. This can trigger some uncomfortable emotions for us (and them). This is known as 'anticipatory grief'. Their diagnosis may mean we can't have the same relationship with them or do the same activities we used to do together.

4. How to care for yourself when there's no time to care for yourself

We get it! As a carer, finding time for ourselves can feel (and be) impossible. When life is particularly busy, [these simple tips can help us to keep our spark](#).

5. Managing feelings of resentment and guilt

When we've been caring for some time, feelings of resentment and guilt are both common and natural. "Giving our all" to someone else can lead to these feelings more quickly. It's important to notice these feelings, rather than ignore them. Left unchecked, these feelings can lead to poor outcomes for both ourselves and our partner.

6. The impact of unpaid caring

One way to help manage the negative impact of long term caring, can be through healthy boundaries - protecting the things that are important to our wellbeing. Often, we don't even know what our boundaries are! [This blog](#) can help with identifying the impact of caring, and how we can help ourselves.

7. Simple tips to help us manage anxiety

Watch our short video (or [read the blog](#)), with three simple tips we can all use every day, to help us feel a little better.

Thank you to Sherry, a network member for sending this through to share.

Vulnerability Registration Service (VRS)

In partnership with Healthy Homes Solutions Limited (HHS), the VRS are presenting an easy way for members to register for a range of additional services that are free or at a reduced cost for vulnerable homes.



For more information please click on the following link: https://www.leicspart.nhs.uk/wp-content/uploads/2023/04/HHS-VRS-A5-Booklet_email.pdf



Text: **07312 277097**

Speak with a qualified health professional from our Specialist Autism Team about:

- Emotional wellbeing
- Healthy lifestyle
- Healthy relationships
- Drugs, alcohol and smoking
- Understanding autism
- Signposting to advice and support
- Assessment and diagnosis advice

For specialist advice and information about autism related topics, plus a directory of local support services for people who are autistic and their families, or carers, please visit;

www.leicspart.nhs.uk/autism-space/

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, 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

Arts in Mental Health

The Arty Social Presents:



ZOOM ZOOM online open mic special: **Thursday 4th May 2 – 3.30pm**

Featuring the amazing Adrian Garratt and Michael Vickers. Click on the link for full details of this event
<https://www.brightsparksarts.uk/r/ZoomOpenMic>

Non LPT Opportunities

Singing groups for people with dementia



Researchers at the University of Nottingham are looking for people to take part in a new study about the benefits of community group singing for those who have been diagnosed with dementia. The singing groups will take place in Mountsorrel and will be relaxed, fun and informal. You don't need to have any previous experience of singing to take part.

Do you...

- Have a diagnosis of dementia?
- Have a carer who can attend a singing group with you?
- Feel able to come to a weekly singing group for 10 weeks?

If the answer is yes, then you could be eligible to take part in the study.

Get in touch for more information:
Email: Deborah.glancyl@nhs.net
Phone: 07771 843199



UK | CHINA | MALAYSIA

PRESIDE Poster Final Version 1.0
140622 REC reference: 22/WA/0192
This research is funded by a grant from the National Institute for Health and Care Research ISRCTN10201482



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.

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

Network members poem... **Crossing the Revene!**

People who do not have anyone that they love with mental ill health often ask me what it is like

We all have a path to follow, some of us have choices on which path to take. Some of us need to help their loved ones on their path and take the risks along the way

I used to say that mental ill health was like a roller coaster ride, but too many understood that to be fun (not if you are afraid of heights and can never get off!)

I now look at it as a large rickety old bridge that we have no choice but to cross and whenever you think you have mastered it, another rotten plank snaps

Professionals wonder why you are so protective of your loved ones...you have experienced the mix of professionals who jump on the same plank until it breaks...or carry heavy loads, wear heavy boots or blind fold them and play "catch me if you can"...Its becomes hard to trust the wonderful professionals who have their arms outstretched to help to guide you over the most dangerous planks.

People not on the bridge will ask us if we can make arrangements, "you wont let us down will you? But sometimes we could be hanging off the bridge after a plank gave way. Sometimes we need to stop to assess which way forward is best and which planks to avoid.

Yes my life has changed, and yes I am protective and yes I do struggle with my loved one, but would I change a single thing?



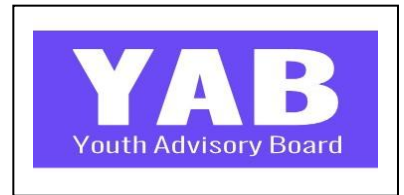
Yes, I would only invite the loving people onto the bridge, but sadly that is not in my control. Family and friends please remember if you ever visit us on the bridge, every single action or word can change how our loved one steps forward

We try our best every single day but some days the only way to go forward is by stepping backwards off the rotten plank and trying another way

Your Voices, Feedback and Updates!

The Youth Advisory Board (YAB) update

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



Leicester, Leicestershire, and Rutland Remote GP Consultation

The findings from speaking to a range of young people from across Leicester Leicestershire and Rutland (Including YAB) were presented to the group and asked YAB for views on the following findings and recommendations which can be taken to the Primary Care Transformation Team and also the GP's safeguarding meetings.

Recommendations included:

- GP drop-in clinics in centrally located places for young people.
- Getting Young people and senior managers and GPs in the same room to discuss ways forward.
- Training around LGBTQ for staff at GP's and being more open and transparent by explaining why they might be referring YP elsewhere.
- Sending Young Person (YP) weblinks to information about their condition – (But it must be in a YP friendly format).

Dynamic Support Register (DSR) Online Self-referral form YAB were asked for views and feedback on an online form being developed for young people with learning disabilities or autism to find support with their mental health before hitting crisis point. YAB views on the context of this form and requests for YP to complete whilst in crisis has been feed back to the development team.

Child and Adolescent Mental Health Services (CAMHS) Eating Disorder Team (EDT) Occupational Therapists (OT)

The CAMHS EDT OT team facilitated a session with YAB to share and discuss patient information around their pathway and interventions of support, the YAB provided ideas and suggestions to improve this patient facing information and ensure it was user friendly.

Actions from previous meetings ongoing involvement:

Families Young People and Childrens and Learning Disabilities and Autism Services (FYPC LDA) Gender Identity staff awareness video, throughout April a staff member, peer support worker, and a YAB member identifying as transgender have met with the FYPC digital and chat autism team to develop content and information to be included within a staff awareness video to be shared across the directorate, wider trust and with all staff. The development of this video is ongoing, the team are connecting with the wider Equalities and Diversity and Inclusion (EDI) led transgender policy work to ensure this shares information along with lived experience.

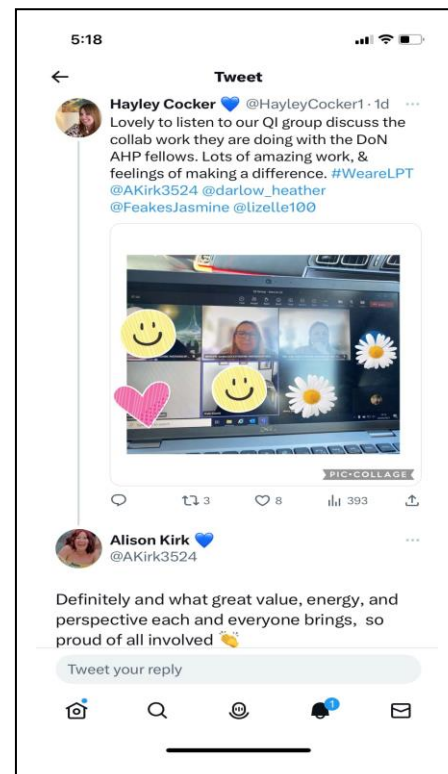
Quality Improvement Update

Our Quality Improvement Share and Learn space took place last week and it was a great session and lovely to hear about the great work network members are involved with.



Please see below for an update on some of the projects that our network members are involved with and supporting:

- **Inpatient food review** – reviewing food and changing to better quality food, creating new posters and menus for patients, and ensuring that feedback mechanisms are in place for patients to be able to share their food experiences.
- **Staff customer service training** – all three online modules have been reviewed and revised now including more patient and carer voice to highlight the impact when customer services experiences are exceeded, or not met. The three modules are self-guided online by staff. We have also created a new training which will be co-delivered by the network member involved and we hope will enable staff to feel more confident when dealing with more difficult customer service situations. We are currently piloting these sessions with each of our directorates to ensure that it is right for staff and achieves what it sets out to.
- **Peer led support at the QI Share and Learn space** – we have a volunteer with lived experience that has been working closely with the QI team, and the Patient Experience and Involvement Team to develop a route that service users and carers can get involved with QI projects. This volunteer has lots of experience and is now hosting the second part of the QI share and learn space where there are no staff present and you can freely talk about when projects are working well and when things don't go so well.



We are extremely proud of you all in the QI group. It has been a pleasure to hear you discuss the projects you are working on.

Feedback – Reader Panel Update

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

Carers Pack

The Trust has been carrying out a lot of work around carers and how we can provide better support, and communication with carers that support others to access LPT services. The Carers Pack is part of a range of documents to support people with their mental health and wellbeing. Information in the pack is intended to provide awareness of services that are available within the community that could help carers feel supported and empowered. An update to this feedback will be provided in a future edition of our newsletter.



New Service (name preference)

This new service will offer psychological therapies at a level that sits between NHS Talking Therapies (previously known as Vitamins or Improving Access to Psychological Therapies IAPT) and our psychological services in LPT. It will offer a range of psychological therapies. Name preferences are: *Linked NHS Talking Therapies/Further NHS Talking Therapies/NHS Psychological Therapies*.

Service update: The Service has confirmed that **NHS Psychological Therapies** (which was the preferred choice) is being taken forward as a proposal – staff from Vita/NHS Talking Therapies are going to take this preference to their local and national Service User groups now for a response there.

Patient Safety Incident Survey

The reader panel were asked to review a draft survey that has been adapted from the National Health Service England, (NHSE) Patient Safety response framework guidance for engaging and involving families and staff following a patient safety incident (2022). An update to this feedback will be provided in a future edition of our newsletter.

Walking aid information leaflet

The Community Therapy Service have developed this information leaflet to assist when patients are attending an appointment as well as signposting if there are issues with walking aid equipment. An update to this feedback will be provided in a future edition of our newsletter.

Podiatry - diabetic information letter

The Podiatry service have created an information letter aimed at patients who have recently been discharged from this service who suffer from diabetes and need to continue self-care at home. **Service Update:** The service have changed their information leaflet to incorporate all feedback received from the reader panel: <https://www.leicspart.nhs.uk/wp-content/uploads/2023/05/639-Podiatry-self-care-for-diabetics.pdf>

Food menu – revision – Dietetics

As part of a quality improvement project to improve the experience of inpatient food, new style menus have been produced. The reader panel feedback was in relation to which option was preferred as well as any suggestions on additional information that would be useful to patients when receiving the menus in an LPT inpatient setting. An update to this feedback will be provided in a future edition of our newsletter.

Crisis House – Tender questions

The Trust is keen to involve service user representatives in the evaluation process as it is very important that any service that we commission meets the needs of our service users and provides the best possible care and support. The reader panel provided feedback on a set of questions that will be asked at the tender interviews. An update to this feedback will be provided in a future edition of our newsletter.

Patient Observation Leaflets – Update from February

The service has adapted the questions as the reader panel suggested. The service has planned a further task and finish group in April where they will sign off the final version. They will create a QR code to be circulated. The service is also going to plan some staff and patient events so that they can come together and talk about their experiences, which will help those who find filling out a questionnaire challenging.

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.

Reviewing and Revising LPT's Nursing Standards

Firstly, a huge thank you from the whole team to those of you that attended the Foundations for Great Nursing Care engagement event on 25th April.

We had some great discussions, which really resonated to what makes a good and bad experience. Both Emma and Michelle

The logo for Nursing Standard, featuring the words "Nursing Standard" in white, bold, sans-serif font on a blue rectangular background.

(Deputy Nurses) found the discussions and feedback from this session really helpful with lots of food for thought for them to consider as they progress this work.

As soon as notes have been written up along with identifying themes from the session, we will send out to the attendees, so you can review and make comments, as we want to ensure that we have captured and reflected what was said on the day.

We also had a graphic facilitator at the event who captured our conversations visually. Anna will complete the graphic minutes from the session, which will also be shared with attendees.

Next steps will be to share the outcomes of these discussions this week with with nurses who are attending an event on International Nurses Day. We will then hold a further event on 13th June 2023 which will bring some of our nurses along with our network members together to look at how we can jointly codesign the principles along with any recommendations.



Once again a big thank to you those involved, it was lovely to be with you all in person and we very much look forward to continuing our work with you in June. For those of you not able to attend but would still like to get involved or to share your thoughts and feedback, 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

