



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 05.06.2023

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

Welcome to our June 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 Monday 5 th June 12-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting
Walk and Talk Monday 19 th June 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 July 12-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting

“It felt so nice to be at peace with myself and listen to other people just walking and talking!

Can't wait for the next one!”

Rakesh Madhani- Peer Support Worker

We Look forward to seeing you in June!

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.



Leicestershire Partnership
NHS Trust

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.

District Nursing Involvement Opportunity - Do you access community nursing services? Or support someone to access these services?

We need your help to make improvements.



Our integrated teams of community nurses and community therapists look after people who need clinical care in the community. We provide support for people until they are clinically well enough to be discharged based on a personalised assessment of their needs. We aim to help people to remain healthy and independent for as long as possible, or as quickly as possible. You can read more about our community services here: <https://www.leicspart.nhs.uk/service/community-nursing-and-therapy/>

We are looking to make improvements to our services and we would like to work with those who are currently accessing or have previous experience of accessing our services. You can get involved in many different ways: providing feedback, completing surveys, attending a focus group, becoming a patient or carer representative in meetings. Various training, development and support is available to support you to access this opportunity.

Please contact us to find out more and to express your interest: LPT.Patient.Experience@nhs.net or call: 0116 2950181

We are excited to launch our Lived Experience Partner Roles.

Leicestershire Partnership NHS Trust (LPT) believes that patients and carers can be influential partners in driving, delivering, and supporting change and improving services. We want to collaborate with patients, their carers, and families as equal partners to enable us to deliver high quality healthcare services.



The Lived Experience Partner role is a key part of our Lived Experience Leadership Framework. Our Lived Experience Partners will work alongside clinical and non-clinical staff, patients, and carers, drawing upon personal experience and expertise to provide insight into the design, improvement and delivery of services provided by the Trust.

We are looking to recruit Partners into several roles across all our three divisions as well as within our Corporate Services. In addition to our Lived Experience Partners, we are also recruiting two Patient Safety Partners and three members for our People's Council.

You can find out more by visiting our website at: <https://www.leicspart.nhs.uk/involving-you/involving-you/lived-experience-partners/>

Each specific application and information pack can be found via the below links:

Lived Experience Partners: [Lived-Experience-Partner-Application-and-Information-Pack.docx](#)

Peoples Council Lived Experience Partners: [Peoples-Council-Lived-Experience-Partner-Application-and-Information-Pack.docx](#)

Lived Experience Partners in Families, Young People, Children and Learning Disabilities and Autism Services: [Lived Experience Partners in Families, Young People, Children and Learning Disabilities and Autism Services - Leicestershire Partnership NHS Trust \(leicspart.nhs.uk\)](#)

Patient Safety Partners: [Patient Safety Partners - Leicestershire Partnership NHS Trust \(leicspart.nhs.uk\)](#)

We are also holding two information sessions where you are welcome to attend to find out more and ask any questions. These are taking place virtually via MS Teams:

1. **Thursday 1st June 4-5pm**
2. **Thursday 8th June 2-3pm**

Please let us know if you would like to book onto a session by contacting the Patient Experience and Involvement Team at: LPT.Patient.Experience@nhs.net, or call: 0116 295 0818

Complaints Peer Review July 11th 2023



We would like to share the opportunity for you to join and take part in our LPT Complaints Peer Review session to be held on

Tuesday 11th July 2023 from 9.30am - 1pm at the NSPCC in Beaumont Leys Leicester.

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

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

During the session, attendees will review up to 3 complaint responses (which will be anonymised) and a Duty of Candour (DOC) letter. The session will involve reading a final complaint response that has been sent to a patient/family member along with any relevant paperwork that formed part of each case and investigation. There will then be a series of questions to understand your own personal experiences and feelings after reading, reviewing, and reflecting on each case. There will be an opportunity during the session to provide suggestions and ideas as to how things could have been done differently and ideas for improvements. The aim of this session and review is to improve patient, carers and family's experiences of how complaints are received and responded to across the trust, whilst identifying what actions and learning has been shared. **The focus for this session will be looking at complaints specifically identified and categorised under the theme of "Communication" as we know this is one of the trusts top categories of feedback received.**

There will be opportunities to work together within tables/small groups and have wider discussions, along with responding to each case individually. There will be a variety of ways to share your experience and feedback during the session, which will be facilitated and supported by members of the LPT Patient Experience and Involvement Team, Mary Mahon and Emily Robertshaw.

Who can join a Complaints Peer Review session?

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

Feedback from 2023/4 Peer Review Sessions

Following the Complaints Peer Review sessions held in 2023/4 learning from feedback and key themes has implemented changes to some of the current complaint processes and outputs including acknowledgement and satisfaction letters. Each session has informed directorate areas with individual feedback and key themes for improvement, acknowledging the need for further training and support. The PALS and complaints team are now offering weekly drop-in sessions to staff across the trust to support and provide advice, along with a bespoke training offer.

To find out more information or to book a place for July's session, please email:
emily.robertshaw1@nhs.net

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 27th June 10am to 12 midday
- Tuesday 25th July 10am to 12 midday
- Tuesday 22nd August 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 following sessions are planned online via MS Teams as follows:

- **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.

Do you have an interest in Patient Safety?



The Trust is currently planning for the implementation of the new national Patient Safety Incident Response Framework (PSIRF), which is the new way we will respond to and learn from patient safety incidents.

In preparation, we will be collating and reviewing our patient safety data and information across the organisation. The key questions we will be asking ourselves are:

- What areas of improvement do we understand?
- What do we need to do to improve?
- Where do we have areas that we still do not understand and therefore need to investigate more?

We would like to invite 10 of our patients and carers to join us at our Patient Safety Day which will also be attended by all the relevant people internally and externally, to present the information and agree the plan for responding to patient safety incidents under PSIRF. Our patient, carers and their families are an important part of the process, and we would welcome your involvement on the planned day, to give your thoughts, comments, and feedback.

The Patient safety Day will be held on **Monday 19th June 2023, from 9.30am to 4.30pm at the NSPCC, Leicester**. Lunch and refreshments will be provided on the day and any out of pocket expenses will be reimbursed. If you would like to attend this event, please contact us at LPT.Patient.Experience@nhs.net to register your place. Unfortunately, we can only offer 10 places at this event and we will allocate these on a first come, first served basis.

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 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



Smoke Free Quality Improvement Project – Mental Health Inpatient Wards

The Smoke Free Service in our adult mental health directorate is carrying out a quality improvement project alongside two inpatient wards (Ashby and Thornton) as part of a wider QuiTT project run by the Royal College of Psychiatry to improve tobacco dependence services provided on wards.



We are working to support patients to reduce or stop smoking if they'd like to. The project is part of a national collaborative, working with many other mental health hospitals across England, supported by NHS England and the Royal College of Psychiatrists.

The team are forming a project group for this work and would like to include a patient/carer representative, to work with them towards the aim of increasing the number of inpatients who stop smoking. **We are looking for people who have experience of being an inpatient (currently or in the past) on a mental health ward, and people who have experience of supporting or caring for someone who is or has been on a mental health ward.**

Please contact us for further information, or if this is of interest: LPT.Patient.experience@nhs.net

Supporting information for Service Users/Families and Carers

NHS
Leicester, Leicestershire
and Rutland
Talking Therapies



Join us

for our **NHS Talking Therapies open day** @ The Centre Project

...It promises to be a fun day

Come and talk to our team about the different services we provide and how we can support your mental health...



- CBT stall
- Counselling stall
- Mindfulness corner
- Come and try our free smoothie bike and lots more!

Date: 6th June 2023

Venue:
The Centre Project
1 Alfred Place
Leicester LE1 1EB

Time:
11am to 4pm
No need to book!



for anxiety and depression

Service provided by
vita
health group

Carers week 5th – 11th June



The Carers Centre
LEICESTERSHIRE & RUTLAND
at the heart of caring

Carers Week

RECOGNISING & SUPPORTING CARERS CARERS WEEK 5 - 11 JUNE

If you are looking after someone who couldn't manage without your help, then this week is for you.

For more information and to book on any events or sessions please get in touch.

enquiries@thecarerscentre.org.uk
0116 2510999

Tuesday 6th

'Valuing Parent Carers'
Online : 10 - 11.30am

Wellbeing workshop:
'Coping with Difficult Behaviours'
Oakham: 2- 3.30pm

Thursday 8th

'Recognising Carers'
Belgrave Hall : 11-1pm
Drop in and spend time with our team and other carers in this beautiful house & garden.

Also including our Poetry Pharmacy, Crafty Carers. Free refreshments & transport expenses paid.

Monday 5th

'Recognising Carers Contributions'

Shephed: 2 - 3.30pm

Join us for a session looking at carers contributions, recognising the skills used in caring and how carers needs can be better met.

Wednesday 7th

RCC Carers Event
Oakham Castle: 2-6pm

Drop in and find out the range of support & services in Rutland. Free workshops, refreshments and lots of information stalls available.
ris@rutland.gov.uk

Friday 9th

N.Leicestershire Carers Barge Trip

Join our **Together We Care** group for a relaxing trip on the water, enjoying chats, coffee & cake.

Booking essential- limited places

Charity number: 10432956 Company number: 2994093 www.claspthecarerscentre.org.uk

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



Leicestershire
Recovery College

LGBTQ+ Awareness Workshop



In this session we will explore and raise awareness of the Pride Community by addressing:

- Who are the LGBTQ+ community
- Common challenges faced by individuals in the LGBTQ+ community
- Talking and listening skills

We will finish the session by looking at techniques focusing on self-esteem, kindness and compassion.

Monday 26th June
2pm - 3pm
MS Teams



Call or email us to find out more and sign up
0116 295 1196 | LPT.RecoveryCollege@nhs.net

Have you used NHS Community Mental Health Services at least twice in the past year? Are you 16 years or older?



Or are you a family member or friend and have supported someone who has accessed community mental health services recently?

Help us test a questionnaire about NHS community mental health services during an informal one to one call.

You'll receive a £40 'love to shop' or 'Amazon' voucher as a thank you.

To volunteer, please email us at volunteer@surveycoordination.com or call 01865 208135. For more information, visit: <https://bit.ly/CMHS23>



ImPreSs-Care Research Opportunity

Dr Lucy Beishon is looking for individuals or carers for people who have been affected by dementia or mental health issues alongside physical health conditions, to attend consultation meetings about the ImPreSs-Care research project.



The consultation meetings will last for 1-2 hours and will be arranged online. You will be reimbursed £25 per hour.

The group will discuss the proposed research project and you will be asked to give feedback on whether you feel this project is worthwhile and any changes you think could be made to improve it for patients participating in the research project.

Thank you for taking the time to consider being involved in this project.

For more information, please click on the following link [Lay summary- ImPreSs-Care research.pdf](#)

To express your interest please contact Dr Lucy Beishon on lb330@leicester.ac.uk

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 0800 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.

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

A network member has shared some colouring they have completed:



Your Voices, Feedback and Updates!

The Youth Advisory Board (YAB) update

During May the LPT Youth Advisory Board (YAB) have engaged with the following guests and agendas:

School Aged Immunisation Service (SAIS)

The service manager and project lead facilitated a session with the YAB to discuss the current overall of vaccines, take up and barriers across Leicester, Leicestershire, and Rutland (LLR). The YAB actively shared their views, ideas and challenges to support conversations and steer the team to focus on how engaging with young people and their school settings could support this work over the next year. The team will be returning to work with YAB as this focus continues.



CAMHS Digital lead joined to show the YAB the beginnings of a new "Welcome to CAMHS" booklet, which will be helpful for people on the CAMHS waiting list. Suggestions the YAB provided included:

- Explaining why there are long waiting lists and giving some context
- Information to support families
- Safety plans

The final version of this booklet will be shared with YAB as a result of their feedback.

Pressure Ulcer Patient Information

Young people engaged with Community Health Service (CHS) Tissue viability lead who is developing a pressure ulcer information awareness leaflet for Children, Young People (CYP) and families, the group were able to support improving this leaflet including the patient information and visuals to make it young person friendly and accessible.

Patient Experience and Involvement Training offer for CYP

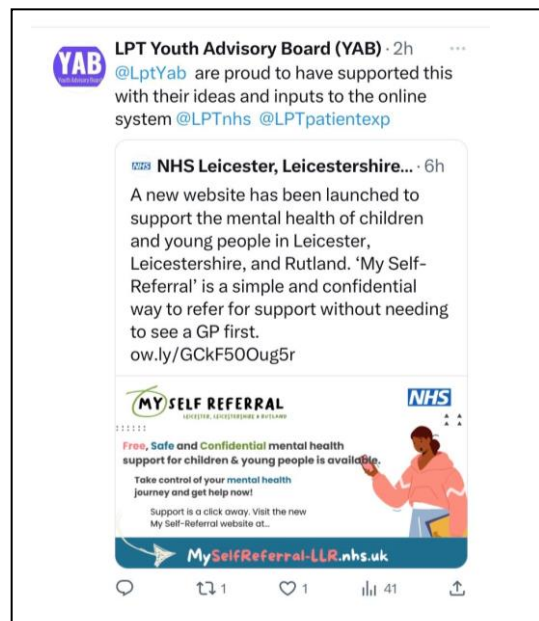
Haley Cocker, Patient Experience and Involvement Manager returned to YAB following a session in March to scope the involvement opportunities for the board being part of developing the trust involvement offer for young people. Ideas around sessions without older people, during school holidays/not term time and content was shared. One member of the YAB has expressed interest in being part of this work in more detail moving forward. The outcome of this offer being something that can be shared across LLR for all CYP to get more involved.

YAB member voice/participation contributions across the wider Integrated Community Services (ICS)

A YAB member provided a short video talking about her experiences and interactions with youth workers, to support an Integrated Care Board and University Hospitals of Leicester funding application for a NHS Youth Worker Pilot.

The application received the following feedback, **sharing the value of young peoples voice in projects and bids.**

“We felt that you outlined your vision for the pilot well and have a good understanding of CYP Voice. We particularly enjoyed hearing the impact Youth Workers have from the young person on the video.”



DO YOU WANT TO MAKE A DIFFERENCE TO HEALTH SERVICES IN YOUR AREA?

Why not join the Youth Advisory Board (YAB)?

OPEN TO ALL 13-21 YEAR OLDS!

We meet weekly virtually on MS Teams on Tuesday evenings 5-6pm.

Some quotes from our current YAB members:

“To feel like you're part of something which is helping young people now and in the future is an incredible feeling.”
-Teri-Ann

It's so all inclusive and loving being part of a great team
-Libby

“I have been a long-standing member of the board (YAB) for almost 3 years. Over this time I have met wonderful, supportive people who are caring and considerate and put your best interests first. They have provided me with opportunities to interview job applicants of all different Bands and be a part of projects that will bring a positive difference such as the ND Project and Sexual Health Assessment Project.”
-Dylann

WHAT DOES THE YAB DO?

YAB works across NHS Leicester, Leicestershire and Rutland (LLR) supporting improving children and Young People's health care services through members lived experience, participation and voices in weekly meetings We:

- Influence new services for Children & Young People
- Advice around new policies - e.g. LGBTQ+, mental health & children and young people related.
- Helped design a new anxiety group
- Booklets, leaflets and posters
- How to make new workshops accessible
- Have opportunities to join interview panels

HELP YAB TO HELP YOU:

- Be part of a safe online community
- Makes your CV stand out
- Build relationships & networks
- Learn new skills and gain confidence
- Occasional in person meet-ups
- Vouchers & rewards for project work

lpt.youthadvisoryboard@nhs.net

@LPTYAB

Quality Improvement Update



Did you know that we have an Introduction to QI training session which was codesigned with service users and carers? This session gives you an overview of the Trusts approach to QI and how you can get involved.

We have the next session planned for **Friday 7th July 10am-11:30am** virtually MS Teams. Please contact us if you would like to find out more or to book onto this session;

LPT.Patient.Experience@nhs.net

Our group of service users and carers that attend the monthly QI share and learn space have been providing feedback which will go to the Trust Board meeting. It is great to be given the opportunity to Showcase QI projects that have involved patients and carers to Trust board, and the impact this is having. Quote *"It used to be us and them, and now we are in it together"*

Carers Update

Lots of work is going on behind the scenes to ensure we are an organisation that recognises, listens to, involves, and supports carers better. Emily Robertshaw is leading on this work and is working with some of the carers from the involvement network in order to develop this, please see below for an update of this work:

We have met with the **National Carers Trust Triangle of Care** (TOC) lead to look into whether here at LPT this is adopted as a framework and flagship to underpin supporting carers across our services. We presented this to services through our corporate meetings and are due to meet soon with the trusts Ward accreditation lead to see how this may work across both programmes. Once we have feedback and understand how this may work across LPT we are due to propose a paper to the Executive Board.

We have some plans for **carers week in June for staff** to ensure that we are keeping Carers high on the agenda, this is opening up our staff carers forum to all staff and allies, inviting human resources as part of this to understand and support Managers to look after carers and ensure they have the support they need. We have also had in agreement the Triangle of Care from the carers trust national lead agree to deliver an awareness session and TOC update to the trust (and partners across the health and social care system).

Community Carers Passports, since leads from the organisations who commission carers passports have presented to our working group, they have been visiting some inpatient areas to promote the passports and inform staff of their use.

Carers Booklet A carers booklet designed with carers, community and voluntary sector workers from the Mental health team (this has been approx. a year in the making) is to be launched in June, this is a one stop resource for staff to give to carers. We have also worked with community health services staff to create a booklet suitable for their patients too, which includes mental health support but also physical and wellbeing information.

Carers awareness training We have had a meeting with other local NHS and social care leads from across Leicester, Leicestershire, and Rutland to understand what training we offer and align. This is still a priority that we want to work on with carers on our network here at LPT.

Carers Charter We have been asked to work on this with our buddy trust Northampton, we are waiting for a meeting with them soon to set this into motion, and again this is something we will be developing and revitalising with staff and carers.

Young Carers awareness training four training sessions were delivered to staff from the Local Authority Leads during Jan/feb. They are planning to do a further four this year to cover over 200 staff. This was well received from those within LPT that attended, so we know it's needed and valued.

THINK Family Carer Think family carer videos and resources that have been developed by age concern locally are due to be launched in carers week, these will provide staff with reminders and information to stop and think about asking and involving carers throughout contact, also raising an awareness and reminder.

All of this work has been helping to set our priorities for the year, and we can start to work on the training and charter soon. We also continued to be support service areas who are wanting to set up carers groups, such as phoenix ward and community forensics who are currently in their planning stages.

Feedback – Reader Panel Update

May has been a quiet month for the Reader Panel who reviewed the following patient facing document:

CINSS Leaflet - The Community Integrated Neurology and Stroke Service (CINSS) leaflet is aimed to provide an overview of the CINSS service, what the team looks like, what to expect along with a written agreement of the therapy goals that are agreed with the patient/carer at initial assessment. Outcome to this feedback will be provided in a future edition of this 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