



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 03.07.2023

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

Welcome to our July 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 3 rd July 12-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting
Walk and Talk Monday 17 th July 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 7 th August 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

Community Therapy Services – SMART goals – Focus Group

Patient centred goal setting is an important part of the therapy process as identified in numerous articles; and is integral to Community Therapy Services. Goal achievement is also recognised in the Community Therapy Key Performance Indicators.



The Modified Westcotes Individualised Outcome Measure (MWIOM) was initially developed by Community Occupational Therapists in Leicester in 1999. It is based on the concept of the Binary Individualised Outcome Measure (Spreadbury & Cook 1995). Over time the outcome measure has been adopted and used by all Occupational and Physio community therapy services.

The Measure is individualised, and patient goal focused. Goals are set with the patient and the outcome of what needs achieving is written in a Specific, Measurable, Agreed, Realistic and Timely (SMART) way, e.g. “Mr/ Mrs x will be able to walk around the ground floor of his/her home using a mobilator within 2 weeks”.

Following an agreed time period of intervention, each SMART goal is scored or allocated a variable outcome code. When the patient is discharged, the numerical outcome scores are totalled and divided by the number of goals completed to give an average outcome score on discharge.

The use of the MWIOM has been reviewed, modified, and adapted to meet the changing needs of the health care environment. There is a MWIOM working group with identified link workers/champions in all areas. The link workers are responsible for training new staff, championing the use of the MWIOM and responding to any issues.

The MWIOM is on SystmOne located within the care plan template section and is used by therapists to record patient goals and outcomes.

Objective of the clinical audit:

To ensure that the outcome measure is used reliably and effectively, to ensure we can have confidence in the data it provides to inform on therapy effectiveness and delivery of patient care, and thus assist and help inform the planning and future therapy service delivery. The results of the audit will help identify any shortcomings in its use by therapy staff, including documentation and record keeping and any resulting training needs. Re-audit will demonstrate if there is an increased compliance in record keeping by staff.

Improvements to patient care and service user led goal setting, with individualised treatment/ care plans. The service would like to invite you an online focus group where they want to discuss their findings with you.

Date 19th July 2023

Time 1 to 2pm via MS Teams

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

Would you like to join a group to assess quality standards and identify areas for improvement within Leicestershire Partnership NHS Trust (LPT) Inpatient Settings?

We are looking for PLACE (Patient Led Assessment in the Care Environment) patient and carer assessors

You will support the PLACE team in their capacity as an expert with lived experience, this is a collaborative process, and the PLACE team will include both staff and service user/carers representatives.

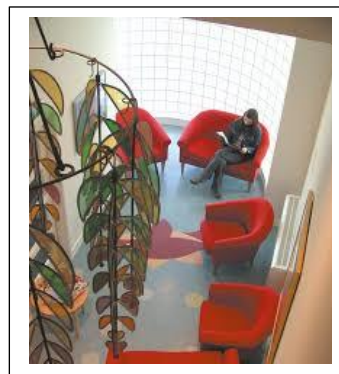
You will visit different LPT sites across Leicester, Leicestershire and Rutland, for example going into hospitals to assess how the environment supports the provision of clinical care, assessing such things such as the environment, quality of food, condition of buildings etc. To note training will be provided and will take place on a yearly basis in September.

For more information and to express your interest, please click on the following link which contains a more detailed outline of the job role and an expression of interest form.

<https://www.leicspart.nhs.uk/wp-content/uploads/2023/07/Patient-Rep-Role-Description-PLACE-.pdf> We will also be holding an informal information session for anyone wanting to find out further details or to ask any questions, this will be online via MS Teams, **2-3pm Thursday 20th July** - please contact us if you would like to attend.

Application forms need to be received by **31st July 2023**

If you would like to attend the information session on 20th July or you have any further queries please contact the Patient Experience and Involvement Team: LPT.Patient.Experience@nhs.net or call: 0116 2950181



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/carers 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

Face to Face Involvement Cafes

Please come and join us at our next Involvement Café.

There are no agendas for these cafes – these 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 from the venue at John Lewis, Place to Eat café:



These cafes were previously known as the Recovery Cafes – those of you that attended the recovery cafes before Covid will know that these were structured sessions based around the recovery concept of CHIME (Connectedness, Hope, Identity, Meaning, and Empowerment) and we had various guest speakers, and round the table discussions. John Lewis space is not the right space for these type of recovery sessions therefore we are currently working with mental health services to see how we can relaunch the recovery cafes.

The involvement cafes are for anyone interested in finding out more about our involvement offer and to connect with others from our involvement network.

Dates of future Cafes are below, **(please note you can drop in at any point between 10am and 12 midday to have a catch up)**

Dates:

- **Tuesday 25th July 10am to 12 midday**
- **Tuesday 22nd August 10am to 12 midday**
- **Tuesday 2nd September 10am to 12 midday**



Venue: John Lewis Community Space (Inside Place to Eat Café), Highcross, Leicester City Centre (download 'Loyalfree' app which often includes a treat of a free hot drink and/or cake amongst other things).

Email lpt.patient.experience@nhs.net or call us on 0116 2950818 for more information.

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 is 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

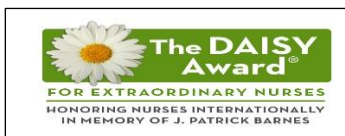
There is a mixture of attendees from the involvement network, some completely new to QI, some with little involvement experience and others that are regularly involved in QI. We can also match you to projects that may be of interest. You can find an update on what members are currently involved within the 'updates' section of this newsletter.

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

- **Friday 7th July 10am-11:30am an Introduction to Quality Improvement**
- **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: email lpt.patient.experience@nhs.net or call us on 0116 2950818

Introducing the DAISY Award recognition scheme for nurses at LPT



LPT is now partnering with the DAISY Foundation to offer the internationally renowned DAISY Award recognition scheme for nurses.

The DAISY Award recognises extraordinary nurses who demonstrate excellence in practice, are caring and compassionate, and ultimately make a difference in the lives of their patients.

The awards were established to honour nurses in memory of American man, J. Patrick Barnes, who died at age 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP).

The not-for-profit DAISY Foundation was set up in 1999 and has dedicated its work to saying thank you for the work nurses do every day. Today the awards are celebrated in all 50 states of the USA and in 35 other countries across the world, with many UK NHS Trusts participating.

The scheme is internationally recognised across the nursing profession and is a way LPT patients, service users, their family and carers and volunteers can celebrate nursing colleagues. It's also an employment benefit we can highlight in our recruitment of future nurses.

The awards have now officially opened for nursing nominations from the public, you can find out more information and make nominations via the following link:

<https://www.leicspart.nhs.uk/about/daisy-award/>





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



lpt.youthadvisoryboard@nhs.net



@LPTYAB

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

Supporting information for Service Users/Families and Carers

Involvement Centre & Café at the Bradgate Unit has Reopened.

Monday 26th June saw the return of the Involvement Centre & café to a patient facing service. A small drop in was held to mark the occasion of the centre returning to how it operated pre-covid. We are welcoming back inpatients, community patients, their family, friends and carers as well as remaining open to our own LPT staff and volunteers.

The Involvement Centre is currently organising a programme of activities which will all be on a drop-in basis. They will produce a weekly programme shortly which will be displayed inpatient areas.



Opening hours - Monday to Friday 9am to 4pm



Summer Term 2023 Prospectus Out Now!

The Recovery College are very excited to share their Summer Term 2023 Prospectus with you. They 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 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 can reply to this email. We would also appreciate your feedback about their new designs, or what they 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 Celebrates its 10th Birthday 🎉

Last week the Recovery College held a celebratory event for its 10th anniversary at the Menphys Hub

👥 Students, tutors and staff gathered to celebrate 10 years of the Recovery College

🎤 There was an incredible performance from the EAGA Gospel Choir, which had us dancing and shedding a tear or two!

📄 They had stalls from some fantastic services in Leicestershire providing information about what they have to offer

📁 They dug through the files and displayed photos, stories and events from the last 10 years.

🎮 There was an activities room with fun fête games keeping everyone entertained.

🍰 Lots of food and drink to keep everyone fed and hydrated throughout the event.

🎂 And of course, what's a birthday without a cake - or two!

A big **THANK YOU** to everyone who came to celebrate and thank you to everyone who helped put this event together!

We appreciate all students, tutors and staff 🥰

The Recovery College wouldn't be where it is today without you so, thank you!

Here are some photos from the day - enjoy 😊 Thank you, Recovery College Team



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

State of Caring Survey 2023 - now live!

Carers UK annual State of Caring survey is the UK's most comprehensive research into the lives and experience of unpaid carers. Last year a record 13,000 carers took part in the survey – the highest number of responses to date.



With a General Election in Westminster on the horizon, knowing the issues carers face in 2023 couldn't come at a more important time.

Last year Carers UK used carers' responses to:

- Win landmark new rights for two million employees to take up to five days' unpaid Carer's Leave.
- Seek improvements to carers' benefits through the newly established Carer Poverty Coalition
- Press for carers to be included in cost-of-living payments, with vital evidence of carers' financial struggles.
- Show the impact of the backlog in the NHS and make sure carers are not forgotten in NHS and care reforms.

You can find the survey via the following link, the survey will close on 3rd August and results will be shared later in the year: <https://www.surveymonkey.co.uk/r/LLCDH3C>

You can find out further information here: <https://www.carersuk.org/policy-and-research/state-of-caring-survey/>

Courageous Conversations - Staff and Patient/Carer events 12th and 17th July



The Point of Care Foundation are creating a card deck to support more courageous conversations in healthcare interactions and we need your help.

Do you work in healthcare? Do you have lived experience as a patient or carer? And do you have an opinion on what is and isn't discussed in healthcare and what we could do to change that?

Please join us for a staff or patient event on Zoom.

Staff Zoom Event

12TH JULY

10am-12pm

Patients & Family

17TH JULY

2pm-4pm

Themes to be discussed:

- What does the term 'courageous conversation' mean to you?
- What doesn't get spoken about in interactions between professionals and patients?
- Why do you think this happens?
- What difference would it make to you if people were more ready to have these sorts of courageous conversations?
- What do you think is needed to make this happen?

You can find out more about the project and register for the staff or patient/carers events via the following link: <https://www.pointofcarefoundation.org.uk/event/courageous-conversations/>

Useful Contacts

Advice and Support Agencies – Overview and contact details

Please find a list of support agencies available to all members of the public both regionally and nationally:

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/12/Advice-and-Support-.pdf>

Mental Health

Where to find the right support in Leicester, Leicestershire & Rutland for you or someone you care about

Non-Urgent

I need support for my mental health

Contact your GP Practice from 8am-6.30pm, Monday to Friday.

Call 0330 094 5595 for VitaMinds (talking therapy service).

Urgent

I need help with my mental health now

*Call the Mental Health Central Access Point Freephone 0808 800 3302 or text 07480 635 199, 24 hours a day, seven days a week.

Call NHS 111 for physical, medical and mental health issues.

Visit a Crisis Café. Full list of venues on our website: www.leicspart.nhs.uk/service/crisis-cafes/

Emergency

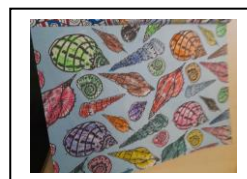
I have a physical health emergency

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

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:

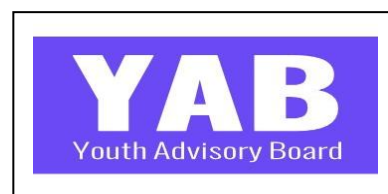


Your Voices, Feedback and Updates!

The Youth Advisory Board (YAB) update

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

Rutland County Council presented to the group the **ARNA (Anxiety Related Non Attendance)** Tool that has been developed within Rutland County Council for young people struggling in school. The group provided feedback and were unanimously impressed with the thorough form and information collection of this tool. The group felt that the type of questions asked could be used in MH services when accessing support on reflection of what they have completed or been asked previously.



Research - Mental Health paid research opportunities for young people were shared, around academic research underway to improve mental health services for people with autism or learning difficulties. This piece of work is being conducted through Warwick University benefiting young people across the Midlands.

CAMHS Psychology and MHST (Mental Health in Schools Team) Patient Information. YAB have contributed to a session with CAMHS psychologist supporting leaflets for young people and families, the group had ideas to improve the leaflets but recognised how professional and well informed these

documents were. The group have also virtually reviewed a MHST young person leaflet throughout June, supporting work of the LPT Reader Panel.

Outcomes of previous YAB involvement , YAB Said... We did...

DHU Healthcare returned to YAB to share the new mental health self-referral website for 12- to 18-year-olds. DHU worked with YAB 8 months ago to get ideas for setting up and designing the website. (My Self Referral Website <https://www.myselfreferral-llr.nhs.uk/>)

What has happened since working with the YAB:

- The YAB's ideas and opinions had helped shape the website – colours, name, logo and content
- The website is now live and has already received 80 referrals in its first two weeks.
- It has opened up opportunities for young people who would not have got to their GP to refer themselves to mental health services.

During this session the YAB had further ideas for more improvements which are being taken back to the team at DHU for consideration.

You can find out more about YAB here: <https://www.leicspart.nhs.uk/involving-you/involving-you/youth-advisory-board/>

Talk and Listen group work

The Talk and Listen group are a group of adults with learning disabilities that meet monthly in order to carry out various group work looking to improve services.

The Patient Experience and Involvement Team came to talk to the group about:

- How we can share better about the work the talk and listen group do
- How we can work better with the Patient experience and involvement team
- What training we need or training the group could give to others



These discussions are ongoing and the patient experience and involvement team will continue to link in with the group on a more regular basis.

- We had a visit from a QI project, who came to ask our help with a survey about people with learning disabilities and voluntary or paid employment. We gave lots of ideas to make the survey better. Changes are to be made to the survey and then bring it back to the group.
- We learned about the project “My Diabetes and Me”, some of the group have diabetes and are keen to get involved in the research project looking at an education programme to help people with learning disabilities to manage their diabetes better.
- We have been back meeting face to face for a year now, we did a review of what we have enjoyed and the things that we have done well over the year.

Complaints Peer Review Update

After the session in February, we have worked on providing a summary of all sessions and feedback across the trust. This was shared at the trust corporate complaints review group (CRG) and shared into service areas, we also needed to obtain agreement of what and how these sessions are rolled out this year.



A paper has been written to the executive board for sharing of learning and agreement that this year we roll out a further three sessions focusing on the user led “I statements” focusing on learning and outcomes of complaints (this was a key theme shared from all feedback in the past years sessions). One of the top themes across the trust in all feedback is “communication” so we propose that again this is a focus within one of the sessions. Once this has been agreed we will be booking and promoting these sessions across the trust and throughout the involvement network.

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.



Our next session is 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 our Trust Board meeting. It is great to be given the opportunity to Showcase QI projects that have involved patients and carers to the Trust board, and the impact this is having. Quote *“It used to be us and them, and now we are in it together”*.

Feedback – Reader Panel Update

June has been another busy month for the Reader Panel who reviewed the following patient facing documents:

111 Service – the call service is launching a new way to connect with patients in who need to speak with an Out of Hours clinician. The telephone connection service will be automated and will give the patients more information and assurance during their waiting time after calling 111.



Food draft Satisfaction Survey – this newly revised survey is aimed at all inpatients receiving catering services from LPT.

Depot Injection Poster - This information poster aimed a patients who attend the Depot (antipsychotic medication) clinic.

Mental Health in Schools posters - The LPT Mental Health support team in schools has asked for parental feedback on a test letter to parents as well as comments on leaflets aimed at the primary an teenage age group.

RECONNECT Poster - The RECONNECT Service is a newly set up care after custody service for individuals leaving detained facilities with identified (health) vulnerabilities.

Mutual Expectations poster – Belvoir Ward - Belvoir Ward (Intensive Care Unit at the Bradgate Unit) has created a mutual expectations poster. This has been created in line with the Safewards Framework.

TNP Leaflet – Tissue Viability Service – This is an information leaflet regarding Vacuum assisted therapy for wound care from the Tissue Viability Service.

EMDR (Eye movement Desensitisation and reprocessing) **Leaflet** – This leaflet has been produced by our CAMHS service (Children/Adolescent Mental Health Services). This leaflet is aimed at families of children accessing this type of therapy.

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