



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 07.08.2023

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

Welcome to our August 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.

Your Health and Wellbeing

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: lppt.patient.experience@nhs.net or calling 0116 2950818

Date & Time	Where
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
Walk and Talk Monday 21 st August 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 4 th September 12-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting



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



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.

Dates of future Cafes are below,

- **Tuesday 22nd August 10am to 12 midday**
- **Tuesday 26th September 10am to 12 midday**
- **Tuesday 24th October 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).

Involvement Opportunities

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



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:

- **Wednesday 6th September 1pm -2.30pm**
- **Wednesday 8th November 10.30am -12midday**

The workshop is delivered by MS Teams; the MS Teams link will be shared via email a week before the workshop is due to take place. Please contact the Patient Experience and Involvement Team if you wish to join these sessions.

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:

- **Thursday 17th August 1:30-3pm**
- **Thursday 21st September 1:30-3pm**
- **Thursday 19th October 1:30-pm**

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

Introduction to Quality Improvement for Involvement Network Members

Quality Improvement, what is it and how can you get involved?

Here in LPT, the Trust has been working on creating a Quality Improvement (QI) strategy for some time which is referred to as We Improve Q. This strategy is the Trust approach to QI which is essentially how we improve services and the experiences and outcomes for patients.

This session is an introduction to QI and informs you about our Trust strategy, QI methodology including Plan, Do, Study, Act (PDSA) and Experienced Based Co-Design (EBCD), and how you can get involved and support projects with improving services.

These sessions are 1-1/2 hours long via MS Teams, and the next one is planned for:

- **Thursday 14th September 10:30am-12pm**

Let us know if you would like to attend the introduction to QI session, and or any of the QI share and learn spaces via email: LPT.Patient.Experience@nhs.net or call 011 295 0818

LPT Annual Public Meeting 2023

Our AGM is open to our staff, our members and the wider public, and is an opportunity to hear about our Trust's highlights and achievements from over the last year.

We will present our

[2022/23 annual report](#) and outline our

progress against our vision – creating high quality, compassionate care and wellbeing for all – and our journey to Step up to Great.

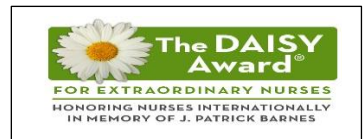
Date: Monday 11 September 2022, 4pm until 5.30pm

Link to join: [Click here to join the event \(no need to register beforehand\)](#)

If you'd like to leave a question to be answered at the AGM please [submit it on our website here](#).



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/>



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.

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



The Involvement Centre

The involvement Centre and Café is located just off the main reception area of the Bradgate Unit, it offers a friendly, relaxing, and non-clinical environment. It is open to patients, visitors, staff, and friends of the Bradgate Unit.

Open from **Monday to Friday 9am to 4pm**

Involvement Centre benefits from a network member perspective

"Patients and clients and carers can use the involvement centre for groups like Tim's Art Group and use of the computer, printers, and internet. There is a wellbeing library for client's both inpatient and outpatient and their carer's. They have a beautiful garden for all patient's carers and clients both inpatient and outpatients with a seating area. I used to use it quite a lot and when it was not open, my mental health got worse as I was feeling a lot lower. Hopefully we will get more people to come back, so it feels more back to normal as we like talking to other people who have similar issues to ourselves. You can talk to people outside of a clinical setting as a patient or carer. I like the wellbeing library and regular activities and resources.

You can get hot and cold drinks, sandwiches and snacks are available too."



The poster for the Involvement Centre & Café features the NHS Leicestershire Partnership NHS Trust logo at the top right. The title 'Involvement Centre & Café' is at the top left, accompanied by a graphic of colorful hands. The main text states: 'Open to patients, visitors, staff and friends of The Bradgate Unit. Monday to Friday 9am to 4pm.' Below this, it describes the location and environment: 'The Involvement Centre and Café is located just off the main reception area of the Bradgate Unit. It offers a friendly, relaxing, non-clinical environment.' A photograph of the outdoor seating area is shown with several text boxes overlaid: 'Purchase hot and cold drinks, sandwiches, and snacks', 'Beautiful garden area with seating', 'Watch television', 'Wellbeing library', 'Regular activities', 'resource / information area', and 'Access computers, internet and printers'. At the bottom, it says: 'If anyone would like to know more about the Involvement Centre, please feel free to contact one of our friendly team' followed by 'Phone 0116 2252719' and 'Email lpt.involvementcentre@nhs.net'.

Activities

Recovery College Summer Term 2023

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



Have your say!

Do you experience of dementia or support someone who does?

Leicester City, Leicestershire County and Rutland County Councils (LLR) as well as the Integrated Care Board are reviewing their dementia strategy. This is to ensure that they keep up to date with their priorities so that people living with dementia and those close to them receive the best care and support possible. Please take a look at the proposed strategy and complete the survey below. Telling them what matters to you will help ensure we they not miss anything! Here is the link to the survey:

<https://consultations.leicester.gov.uk/communications/dementia>



Please also take a look at the consultation poster in the following link to access the email address and QR code: <https://www.leicspart.nhs.uk/wp-content/uploads/2023/07/A4-Dementia-consultation-poster.pdf>



Every year, The Carers Centre carries out an **Annual Feedback Survey** where we ask all those who've used our services or worked with us, to feedback about their experiences.

We welcome all comments, ideas and suggestions about any changes or improvements that you would like to see. All information gathered is anonymous and will be used to inform our services delivery plan for the upcoming year.

We would encourage all carers and colleagues to complete the survey and it will only take a few minutes of your time. Your feedback is important to ensure that our services continue to meet carers needs wherever we can. The Carers Centre is independently funded and with new grants being increasingly difficult to achieve, it's vital that we can target our limited resources towards those areas and issues carers need most help and support with.

To complete the **Carers Survey** please click [HERE](#) To complete the **Professionals Survey** please click [HERE](#) **The Feedback Surveys will close on 10th August.**

If you would like a hard copy of the survey or would like support with completing it, please get in touch by calling 0116 2510999.

World Patient Safety Day – Engaging Patients for Patient Safety

- What makes you feel safe when you access healthcare?
- What are local healthcare organisations currently doing to keep patients safe?
- How can patients and carers get involved?



If the above issues are of interest to you, please click on the link to access event details and how to book a space <https://www.leicspart.nhs.uk/wp-content/uploads/2023/08/Flyer-for-LLR-ICB-World-Patient-Safety-Day-event-15.09.2023.pdf>

LLR Integrated Care Board – Volunteer Opportunities

The Integrated Care Board has volunteering opportunities available to people who live across Leicester, Leicestershire and Rutland. Please visit their partnership page:

<https://leicesterleicestershireandrutlandhwp.uk/volunteering/> to

access more information regarding their Patient Partner Groups, and online Citizens Panel



Could you help improve the experience for mental health inpatients in the East Midlands?

We are inviting people who have spent some time as an inpatient in hospital, their carers and families, to work with us to support the [Mental Health Patient Safety Network](#) to improve local services. This programme is now in its third year. Initially funded by NHS England we are now delighted to have funding from the Mental Health Alliance to continue the programme for a further two years. We have held patient and public involvement at the heart of our programme since it began. We value the insight and understanding people have from using services.



The network is supported by all the Mental Health Trusts in the East Midlands. Groups will consist of NHS Professionals, Public Volunteers and a dedicated Engagement Officer to provide support. A small participation payment and out-of-pocket expenses will be offered.

Participants will join a group of Experts by Experience who have been working with us since the programme began. They will be expected to attend to a monthly online meeting. If you, or someone you know, would like to join the team working on improving local services, you can find out more [here](#). For an informal chat about this opportunity please email [Deborah Wilson](#) or [Shahnaz Aziz](#)

Useful Contacts

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.

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>

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

Celebrating South Asian Heritage Month

We are proud to be celebrating South Asian Heritage month throughout August.

We have had the privilege of having an in depth conversation with Jayshree, and Raj from our involvement network. Please see the below link to see a short message from Jayshree, and Raj: <https://youtu.be/-vVCQvlehGk>



To continue with our celebrations throughout August, we will be hosting two events for you all to take part in:

- Golden Mile walk and talk (starting from Abbey Park), **Monday 14th August 12-1pm**
- South Asian Heritage Exhibition, **Wednesday 16th August, 10am-3pm**

Please contact the Patient Experience and Involvement Team for further information: LPT.Patient.Experience@nhs.net or call 011 2950818

LPT Celebrating Excellence Awards 2023

We are extremely proud to announce that we as well as lots of you have been **shortlisted** and recognised in the following categories:



- ❖ **Excellence in Enabling Services Award**
Patient Experience and Involvement Team
- ❖ **Excellence in Patient or Service User Involvement Award**
 - **Autism and Eating Disorders representative and co-chair of the East Midlands Learning Disability and Autism Eating Disorders Delivery Group**
Tasha Suratwala
 - **Volunteer and QI work**
Azar Richardson
- ❖ **Volunteer of the Year Award**
 - **QI volunteer**
Azar Richardson
- ❖ **Excellence in Quality Improvement Award**
 - **PLACE – Patient Led Assessments of the Care Environment and the patient/carers assessors**
Nick Middleton Adams (LPT Staff), Patient/carers assessors: Amanda Garvey, Sherry Palmar, David Batchelor, Malcolm Woods, April Smith, Helen Rawlinson, Raj Gill Harrison, Grant Paton.



Nominated but not shortlisted:

The below people and projects were nominated and although recognised for their amazing contributions to service improvements did not make the shortlist this time around.

❖ **15 Steps programme and patient/carers reviewers**

Amanda Garvey, Grant Paton, Sherry Palmar,
Bernadette Loughran



❖ **LeDeR Programme Team**

Siouxie Nelson (LPT Staff), Louise Corden, Alix Glazier

❖ **Excellence in Quality Improvement or Innovation**

Claire Payne (LPT Staff), Rachel McMurray (LPT Staff)

❖ **Service User/Carer Reader Panel members**

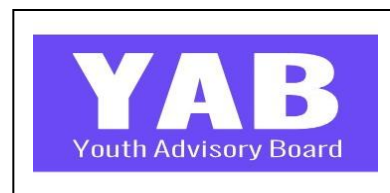
Amanda Garvey	April Smith
Christine Wise	Maxine Linnell
Raj Gill Harrison	Simone Whittle
Grant Paton	David Batchelor
Janet Cave	Gary Evans
Alan Plumpton	Rosie Horne
Bernadette Loughran	Tracey Underwood
Audrey Lacey	Helen Rawlinson
Maunesh Shah	



Your Voices, Feedback and Updates!

The Youth Advisory Board (YAB) update

- **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, it was shared that CAMHS services have also reviewed this. 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** attended YAB to present paid research opportunities for young people 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 Mental Health in Schools Team (MHST)** Patient Information - YAB have contributed to a session with a 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.



YAB Said We did.....

Derbyshire Health United (DHU) returned to YAB to share the new mental health self-referral website for 12 to 18 year olds. DHU had 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.

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

0-19 Healthy Child Programme - update

In March 2023 Leicester City Council consulted on the proposed use of a Section 75 agreement to continue to commission Leicestershire Partnership Trust to deliver the 0-19 Healthy Child Programme. 70 % of respondents agreed with this proposal. Leicester City Council will use a Section 75 Agreement to continue to commission Leicestershire Partnership Trust to deliver the 0-19 Healthy Child Programme in Leicester.



The council also consulted on some proposed changes to the 0-19 Healthy Child Programme, these were:

- Changes to the way Healthy Together contact and support families when babies are aged 3-4 months.
- Exploring a new health visitor support contact for children aged 3-3½ years.
- Moving from the intensive Health Visiting (Early Start) programme to support provided by local neighbourhood Public Health Nursing (Health Visiting) teams, who will provide step-up step-down support as required.
- Expansion of the Year 7, 9, and 11 Digital Health Contact into more schools in the city.

All changes proposed in the consultation were supported and will be implemented. The new contract will commence October 2023 and run for seven years.

To see the full results, go to consultations.leicester.gov.uk/sec/0-19/

For more information or to discuss further please email consultations@leicester.gov.uk

PLACE – Patient Led Assessments of the Care Environment

The main purpose of PLACE is to provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced. Our Patient assessors will work with members of the PLACE team as equal partners to strive to embed a culture of inclusion, engagement, and collaboration where everyone feels valued and recognised, and we are looking forward to working with them.



We are delighted to have seen an increase in people wanting to become assessors this year and we now have a group of over 20 assessors who will be trained later in August.



Service user experiences of participating in a Recovery and Collaborative Care Planning Café framed with CHIME: 'A co-produced narrative paper'

We are very pleased to be able to sign-post you to this article in the Journal of Recovery in Mental Health, written by our dear friends Lyn Williams and Claire Armitage, and some of our very own Involvement Network Members.

This paper builds on a previous article describing an innovative approach to enhance the service user and practitioner's experience of novel collaborative approach to service improvement. It aims to explore the impact of this through the voices of service users as collaborators and co-authors. The Recovery and Collaborative Care Planning Café (RCCPC) designed with World Café principles, created a safe space to foster inquiry and learning about recovery between service users, carers, and practitioners in an NHS Trust. An important part of the method was in changing conversations towards recovery and living well with conditions applying CHIME concepts (Connectedness, Hope, Identity, Meaning, and Empowerment). This is a qualitative method known as a well-established effective means of engaging others in sharing experiences and perspectives.

You can read the article here: <https://jps.library.utoronto.ca/index.php/rmh/article/view/39943>

Primary Progressive Aphasia (PPA) group launch

Two speech and language therapists have been working hard to create an informal café space for people with Primary Progressive Aphasia, for service users and for carers.

This has been a great initiative which has seen the donation of funding to fund the venue, the collaborative working with RDS charity (Rare Dementia Support) which has enabled them to create leaflets to promote the sessions, and refreshments to offer attendees.



The team have also developed a Newsletter to share with attendees and to encourage further participation at the group, and ideas from service users, family members and carers as to what people would like to see at these groups. The staff are keen for these sessions to be led by attendees and evolve based on their needs, although these sessions are in their infancy the group has already had 'men and women in sheds' deliver a creative session.

Lived Experience Partners

The lived experience partner roles are a key part of our Lived Experience Framework. We call them 'Partners' largely because they bring professional and personal wisdom alongside their experiences of using our services.

They are not representatives, or here to provide feedback (we have other mechanisms for that) but are 'advisors' and 'critical friends' who check assumptions. Ask questions, provide insights into reframing issues or identifying problems, change dynamics, and model collaborative leadership.



We have been overwhelmed with the number of applications received and we have now successfully recruited partners into several roles across our three directorates, as well as in corporate services. In addition to our Lived Experience Partners, we have recruited two Patient Safety Partners and new members for our Peoples Council.

We will share more updates as this work progresses, more details about these roles can be found on our involving you webpage, which includes role descriptions: <https://www.leicspart.nhs.uk/involving-you/involving-you/lived-experience-partners/>

Quality Improvement – WeImproveQ

Two poster submissions for the AMaT Conference on 18 May



Baby Steps is Heathy Together's entry to the AMaT Conference at Manchester's Lowry Hotel on Thursday 18 May. It details the QI initiative looking to reintroduce the 3-4 month contact to the health visiting service delivery. A great example of service users' insight and feedback being used to understand and using QI methodology to test out change ideas. (AMaT is an innovative system designed to make auditing easier, faster and effective)

Our other submission is to reduce insulin errors in a community nursing service utilising QI methodology.

Feedback – Reader Panel Update

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

Mental Health Support Team in Schools – leaflet and letters

The LPT Mental Health support team in schools asked for feedback on a test letter to parents/leaflet aimed at primary age group and a further leaflet aimed at teenagers.



Walk Aid Clinic - letter and leaflets

The community therapy service is in the process of writing a Standard Operating Procedure for the walk aid clinics run by community therapy in the city and the county and asked for feedback on both a letter and leaflets.

SALT (*Speech and Language Therapy*) and Audiology Services – leaflets

The Speech and Language and Audiology services at LPT asked the panel to review four leaflets each outlining a different aspect of their area.

Self-Administration of Medication – leaflet

This information leaflet supports patients to administer their own medicines while in community hospitals (not mental health units).

How to take good photos for clinical assessment – leaflet

This leaflet explains how to take a good photo to enable effective clinical assessment through remote support from specialist clinicians.

Updates/Outcome to Reader Panel feedback

LPT services are very grateful for the panels feedback, and we always request that we are kept informed of any changes made so we can ensure your suggestions for improvement/comments are taken on board when producing patient facing documentation.

RECONNECT Poster - Service feedback: link to the revised poster based on the feedback provided by the panel as well as feedback that was gained through our Urgent Care Q&S teams.

<https://www.leicspart.nhs.uk/wp-content/uploads/2023/07/reconnect-poster.pdf>

Mutual Expectations poster – Belvoir Ward – Service feedback: Thank you to the panel for vastly improving our poster. We have updated the document. It is designed for A3 colour printing and is much more spaced out and readable once printed out. This template is likely to be used across the wards, so your input has really made a big difference to us. I loved the initial paragraph that the panel suggested, which I have included word for word.

<https://www.leicspart.nhs.uk/wp-content/uploads/2023/07/mutual-expectations2.pdf>

TNP Leaflet – Tissue Viability Service – Service feedback: I just want to thank you for your support in reviewing this leaflet, it is greatly appreciated. We can absolutely explore providing an easy read version of the leaflet. The word bridging has been changed to provide clarity. The treatment will be offered dependant on the patient's individual needs, and they will be provided with the relevant support. I have included a picture on the front of the leaflet and will be adding further pictures to illustrate how to change the cannister.

ARMS Service name – Service feedback: please find following link to a detailed document where your feedback has been considered:

<https://www.leicspart.nhs.uk/wp-content/uploads/2023/07/Feedback-on-Service-Names.pdf>

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