



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 04.09.2023

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

Welcome to our September 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: lpt.patient.experience@nhs.net or calling 0116 2950818

Date & Time	Where
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
Walk and Talk Monday 18 th September 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 2 nd October 12-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting



Face to Face 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 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 21st September 1:30-3pm**
- **Thursday 19th October 1:30-3pm**
- **Thursday 16th November 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

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](#).



Pre-winter Communications Survey



NHS Leicester, Leicestershire and Rutland invites you to participate in a pre-winter communications survey to assist in planning their communications and marketing campaigns for the coming autumn and winter period.

The campaigns will support people to get the care they need, as quickly as possible. The survey aims to find out more about what people thought of our campaigns during last winter, understanding of local services and what is important to consider for the future. It will take approximately 15 minutes to complete the questionnaire. The closing date is **Sunday 17th September 2023**.

Link to survey: <https://lfnhs.questionpro.eu/wintercomms23>



World Patient Safety Day – Engaging Patients for Patient Safety 15th September 2023

- 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>



World Patient Safety Day

Engaging Patients for Patient Safety

15th September 2023

1pm-4pm

Venue:

**The Salvation Army Leicester South Conference Centre
Lady Smith Road South, Wigston, Leicester LE18 4UZ**

- 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 or your organisation, please attend our event as detailed above. Booking details are via Eventbrite at the bottom of this poster.



Patient Safety

To book on this event please go to our Eventbrite page: <https://www.eventbrite.com/e/world-patient-safety-day-engaging-patients-for-patient-safety-tickets-651647042847>

For more information about World Patient Safety Day 2023 please go to <https://www.who.int/news-room/events/detail/2023/09/17/default-calendar/world-patient-safety-day-2023--engaging-patients-for-patient-safety>

Invitation to help us develop Mental Health Services in Leicestershire



- Are you currently accessing or have recently accessed Mental Health Services in Leicestershire?
- Are you a carer or family member of someone who is or who has accessed services?
- Are you a voluntary or community organisation who work with/supports people with mental health conditions?
- Do you live or provide services in the County across Leicestershire?
- Are you interested in shaping how we can improve mental health services across Leicestershire?



If so, would like to invite you to attend an event which is being hosted by Leicestershire County Council and Leicestershire Partnership NHS Trust.

Our Open Space event will focus on things decided by you and other people who attend. We would ask that you come along with an idea of what you would most like to talk about related to the topic of how agencies work together to support people with Mental Health Needs in **Leicestershire**. This could be a burning question or an important issue or something you'd like to celebrate. We will combine this with others in the room and create group conversations around them. You will then have an opportunity to join group conversations which most interest you.

The workshop will take place on the **18th September from 1.00pm to 3.30pm at Glenfield Sports Pavilion in Leicester**

The workshop will be supported by Helen Sharp and Kate Hawkins from Ideas Alliance.
ideas-alliance.org.uk

Tea, Coffee and Refreshments will be provided on the day and Travel Fares will be reimbursed.

If you are interested in attending, please contact us at lpt.patient.experience@nhs.net so we can book you a place.



Free admission
for 12 months with a Carers Passport*

BOSWORTH
BATTLEFIELD HERITAGE CENTRE
AND COUNTRY PARK
Sutton Cheney, Leicestershire, CV13 0AD
Explore the stories behind the Battle of Bosworth in 1485 and the death of Richard III.

THE 1620s
HOUSE & GARDEN
at Donington le Heath
Donington le Heath, LE67 2FW
A historic 1620s manor house and gardens with links to the Gunpowder Plot.

CARERS PASSPORT
VASL
INCLUDE • REVOL • VE • ENGLISH

To find out more about the Carers Passport Identity Card visit www.supportforcarers.org or call Support for Carers on 01858 468543 and quote FREEPASS 2023

* Offer valid until 30 September 2023. Carers with a Carers Passport will be eligible to receive one free standard adult admission ticket at the 1620s House and Garden and Bosworth Battlefield. Tickets are valid for 12 months from the date of issue.

Hospital Discharge Grants for Carers

Are you a carer? If you are aged 18+ and look after, help or support someone who wouldn't be able to manage everyday life without your help, and you're not employed to do it, then you are an unpaid carer.

- + Does the cared for person live within Leicestershire County?
- + Have they been discharged from hospital in the last 4 weeks?
- + Have they needed your help and support to keep them safe and cared for?
- + Have you incurred any additional costs, resulting from the discharge of the person you care for, from hospital? For example - cleaning, house work, short-term sitting service, carer's loss of income due to time off work

If 'YES' you may be entitled to some support from the **Hospital Discharge Grant for Carers**
Please note this is a one off grant for carers looking after residents in the Leicestershire County and is only applicable to discharges from 1 August 2023.

Carers can apply by:

- + Completing the online application form <https://www.supportforcarers.org/hospital-discharge-grant>
- + Calling VASL on 01858 468543
- + Emailing maureen@supportforcarers.org
VASL will complete the application form on your behalf.
- + Or speak to your health and social care professional who can help complete the form on your behalf.

Closing date for applications - 31 March 2024

VASL SUPPORT FOR CARERS LEICESTERSHIRE

Leicestershire County Council

Activities

Recovery College Autumn Term 2023

The Recovery College are very excited to share their Autumn Term 2023 Prospectus with you. They have a range of courses available, including 'Humour for Recovery', a brand-new course delivered by Rob Gee, along with many more.

The Leicestershire Recovery College offers recovery-focussed educational courses and workshops. During the upcoming Autumn Term, the college is excited to be offering multiple face-to-face courses alongside a 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 at the college.

You can find an electronic version of the Autumn 2023 prospectus via the following link:

<http://tinyurl.com/mu8yptm6>



Non LPT Opportunities

 **Curious about care**

Are you living with dementia or care for someone living with dementia who receives support for social care needs at home?

Thank you £20 voucher
rowan.jasper@york.ac.uk

 **UNIVERSITY of York**

Your experience can help us improve recruitment processes for dementia homecare workers.

Why are we doing this study?

It can be hard for employers to recruit new care workers with the right values and attitudes that make them suitable for dementia homecare work.

What are we doing?

We are designing a test to help employers identify these values when recruiting homecare workers. The test will ask candidates questions about how they would respond to a range of real-life situations.

How can my experience help?

The research team needs to interview people living with dementia and their informal carers to develop the real-life situations to be used in the test.

Interviews will last no more than one hour and can be done remotely (either by Zoom or telephone) or in person.

We will offer a £20 high street shopping voucher as a token of appreciation.

Who can I contact for more information?

Please contact Rowan Jasper to find out more about this study at rowan.jasper@york.ac.uk

RA1 PLWD poster v1.2 01.05.23

 **Leicestershire County Council**

 **Family Hubs Leicestershire**

Join the fun



Special events for parents, carers and their under 2s

An opportunity to find out more about the 1001 critical days whilst having fun with your baby. We look forward to welcoming you

Wednesday 13th September, 1-3pm
at: Castle Donnington Family Hub,
Mount Pleasant, Castle Donnington DE74 2LN

Wednesday 27th September, 10am - 12pm
at: Greenhill Family Hub,
171 Waterworks Rd, Coalville LE67 4HZ

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



Free webinar – involving people with lived experience to transform mental health services

As part of our new Innovation Insights series of webinars, East Midlands Academic Health Science Network invites you to attend this **free webinar on Wednesday 13 September**, focusing on involving people with lived experience to transform mental health services.



The webinar will cover the underlying principles behind our work and will offer real life examples and practical guidance on working with people with lived experience of mental health services using their insight to transform and improve services.

The webinar will be taking place on Wednesday 13 September, 12:00-12:45pm and is open to everyone, but will be of specific interest to anyone working within a mental health or other health

setting who is looking to improve the way they work with patients and the public. It would also be of interest to governors, carers, service users and public contributors.

Presenters for this session will be:

- Sue Wheatcroft – Expert by Experience
- Deborah Wilson – Patient Public Involvement and Engagement Officer, East Midlands AHSN
- Kay Khan – Head of Improvement Programme Delivery, East Midlands AHSN

[Find out more and register to attend.](#)

Please note that the presentation part of this session will be recorded, and slides will be shared with those in attendance afterwards. If you have any queries or requests about accessibility, please email emahsn@nottingham.ac.uk

Skills Workshops for anyone Caring for a Loved One with an Eating Disorder

Caring for a loved one with an eating disorder can be exhausting, distressing and disorientating. Many carers feel they are drowning, they have tried everything and don't know where to turn next.

NHS England's Workforce, Training & Education Directorate has worked in partnership with Charlie Waller Trust who have trained facilitators to be able to deliver the New Maudsley Approach carers skills workshops to parents and carers who are supporting a loved one with an eating disorder.

Based on the New Maudsley approach, these courses have helped so many families to navigate their way through a seemingly impossible task and offer professional techniques for becoming a 'Change Coach' including:

- Dealing with challenging behaviour
- Specialised communication skills
- Avoiding traps that may maintain the disorder
- Supporting recovery



The aim of the New Maudsley Model is to lower anxiety and distress in family members and to give carers communication tools, skills and techniques that help them engage their loved one to improve their self-esteem and develop the resilience to embark on change.

The courses are broken down into five, two-hour workshops and are full of practical tips, real life scenarios and case studies.

Please see the links below to services, parents and carers to invite you to take a look at the courses, decide if it would be of help and to sign up to one of the courses.

<https://www.charliewaller.org/what-we-offer/projects-in-partnerships/the-new-maudsley-approach>

<https://www.charliewaller.org/what-we-offer/new-maudsley-training-course-dates>

Are you interested in new techniques for supporting mental health? We are looking at new ways to help support people who struggle with anxiety, depression and trauma.

We are looking at how splashing cold water on your face may help to reduce stress and symptoms related to anxiety, depression and trauma. We are looking for people who may want to test this out. This would be a 3-week commitment to splash ice cold water on your face first thing in the morning and then last thing at night every day for 3 weeks. We would also ask you to fill out a questionnaire at the beginning and the end of the 3 weeks to tell us how you're feeling.

The aim of the research is to:

- Identify whether splashing cold water to the face reduces trauma and anxiety related physiological and psychological symptoms.
- Identify if there is a difference in results between diagnosis and a control group.

If this is something you would be interested in, please contact ipt.ucpsychologyandcomplextraumapathway@nhs.net and we can provide you with more information. Thank you!

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

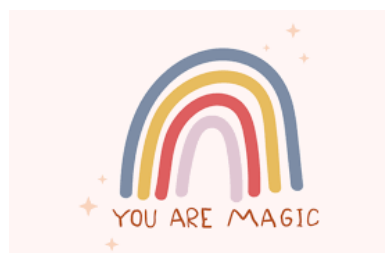
Call 999 if there is a physical threat to life.

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

A network member has shared some colouring they have completed.



Leicester PRIDE – staff, family and friends representing LPT and UHL NHS at Leicester’s PRIDE festival which took place 3rd September.



Your Voices, Feedback and Updates!

The Youth Advisory Board (YAB) update

Neurodevelopmental (ND) Project, Patient Animation Videos

YAB have been involved in co-designing a series of videos that have been created to support young people who are on the ND pathway. The YAB have been regularly reviewing content and watching the video animations as they are being developed to ensure they met the needs of young people. The videos include “making and maintaining friendships” “social understanding” and “waiting for an assessment”. As a result of the YABS involvement in the videos and scripts have been adapted to improve accessibility, imagery and understanding. The involvement with this programme is ongoing.



School Aged Immunisation Service (SAIS) Vaccinations “You Said We Did”

SAIS returned to YAB to share the developments and ideas that YAB provided to support this year’s immunisation programme with school aged young people. The SAIS team shared updates and the newly reformed self-consent process/literature which YAB had provided feedback on previously. The board also shared videos that will be shared with young people (YP) whilst waiting for vaccines to ease worry and anxiety. The YAB have asked how feedback will be received by YP following accessing the programme and are interested to review and understand this moving forward.

Integrated Care Board (ICB) Project- Understanding Young People’s Views on Health Care

A new project to hear the views, thoughts, and experiences of local LLR young people about health care is currently under development within the ICB. The project is designed to gather insight which can be analysed and provide a better roadmap to improving health care services for young people.

The YAB have been involved with looking at the themes and questions that are being developed to ask and understand young people's views.

Other YAB Involvement

A YAB member and current CAMHS service user supported presenting at the Safeguarding children's board alongside CAMHS leads, this involvement provided a powerful lived experience of how it felt in waiting and accessing services.

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



Recovery and Collaborative Care Planning Cafes – have your say

Prior to Covid-19 the Recovery and Collaborative Care Planning cafes were delivered at the NSPCC in Beaumont Leys monthly and had a regular attendance of service users, carers, and staff. These sessions were a space for people to connect to have conversations around the recovery concept of CHIME (Connectedness, Hope, Identity, Meaning, and Empowerment).

Each month would focus on a different CHIME theme and service users/carers would share their experiences of that theme based on their lived experiences, and then tabletop conversations would take place

which influenced various quality improvements made to services.

The Recovery Cafes have taken place virtually since Covid-19 via MS Teams, and more recently at the John Lewis café, however these have been a different structure and more informal to previous Recovery Cafes. Therefore, we would like to explore how we take the Recovery and Collaborative Care Planning Cafes forward and would be grateful if you could spare a few minutes of your time completing a survey that will be sent to all attendees via email.

Lived Experience Partners

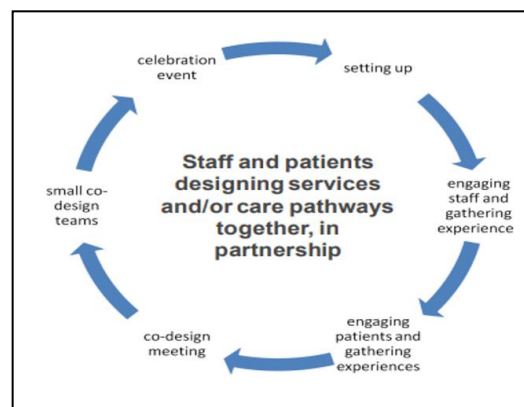
We held a recruitment day towards the end of August which gave us a chance to meet most of the Lived Experience Partners in person – this was a great day with lots of excitement. The day was held mainly to support people with their HR checks required by the Trust's HR recruitment process. Whilst recruitment checks are taking place, we are planning an induction and training dates, as well as matching partners to areas/projects of interest.



Experienced Based Co-Design (EBCD) Quality Improvement Approach

Several staff members and patient/carers from the involvement network have received training in the EBCD approach and we are very excited about this model and sharing these tools across the Trust.

EBCD is a participatory action research approach that combines experienced based and a co-design process with staff, patients



and carers. The method uses experiences to identify improvement priorities, and devise and implement changes that really make a difference.

We have several teams piloting the approach to make improvements, and we are currently piloting an introduction and full day training for EBCD, where the sessions will be delivered in partnership with our Lived Experience Partners. We shall share more updates as we progress with this approach.

You can find out more here: <https://www.pointofcarefoundation.org.uk/resource/experience-based-co-design-ebcd-toolkit/>

Feedback – Reader Panel Update

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

Mental Health Support in Teams (questionnaire)

The Mental Health Support Teams in Schools currently offer a guided parent-delivered programme teaching parents cognitive behavioural strategies to use with their child to overcome difficulties with anxiety by supporting them to work through the accompanying book which has been streamlined to an online platform. The reader panel reviewed the draft questionnaire which is aimed at parents and staff using the Online Support Intervention platform.

Choice letters

Community Hospital Services have created a series of letters concerning admission/discharge and support when leaving the hospital environment. They aim to give these letters/leaflet to patients on admission and discharge, as the previous letters are now out of date.

SAIS – self consent

The School Aged Immunisation Service (SAIS) will soon be visiting schools in Leicester, Leicestershire and Rutland to deliver vaccinations from the routine immunisation schedule. We are bringing in a significant addition to our consent process this year, allowing eligible young people, in Year 8 upwards, the option to self-consent to vaccinations if their parents or carers have not informed of their consent preference.

Pressure Ulcer Prevention Leaflets

The reader panel reviewed two leaflet regards how to help with the prevention of pressure ulcers.

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.

Recruitment Panels – Providing a Patient Perspective

August has been a quiet month for recruitment, however one of our trained network members provided a patient perspective at a face to face stakeholder panel for the role Managing Director/Deputy CEO at LPT.

If this has sparked your interest, please see contact us for details on how you can access our in-house recruitment panel training.



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