



Patient Experience & Involvement Newsletter

Monday 03.10.2023

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

Welcome to our October 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 2 nd October 12- 1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting
Walk and Talk Monday 16 th October 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 6 th November 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 24th October 10am to 12 midday**
- **November & December** we are not able to use John Lewis due to their busy period however we are looking for another central venue.

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).

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 8th November 10.30am -12midday**
- **Thursday 1st February 2024 13pm – 14.30pm**

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.

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.

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

- **Thursday 19th October 1:30-3pm**
- **Thursday 16th November 1.30-3pm**
- **Thursday 21st December 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:

- **Wednesday 6th December 2pm-3:30pm**

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

Complaints Peer Review Tuesday 7th November 2023

We would like to share the opportunity for you to join and take part in an LPT Complaints Peer Review session to be held on **Tuesday 7th November 2023 from 9.15am - 1pm at the NSPCC in Beaumont Leys Leicester.**



This session will include in attendance both staff and service users/patients and carers. There are **only 30 spaces available**, which will be allocated fairly across all areas of the trust. If you have attended a previous complaints peer review session, you will not need to attend another session.

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

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

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

Who can join a Complaints Peer Review session?

Anyone and any type of staff (with managers approval) can request to attend, there is no requirement to be an expert in complaints, or to have experience investigating or writing responses to complaints. This session is very much based on your experiences (thoughts/feelings/views) of what you are reviewing during this session. The session will last for half a working day and must be attended in full.

Feedback from 2022/3 Peer Review Sessions

Following the Complaints Peer Review sessions held in 2022/3 learning from feedback and key themes has implemented changes to some of the current complaint processes and outputs including acknowledgement and satisfaction letters. Each session has informed directorate areas with individual feedback and key themes for improvement, acknowledging the need for further training and support..

To find out more information or to book a place for Novembers session please email and contact emily.robertshaw1@nhs.net

Please note we only have 30 spaces available. There will be no space for people to turn up on the day, pre booking is essential to secure a place which will then be confirmed via email. Thank you.

Keeping people safe whilst waiting – workshop

In the Directorate of Mental Health, we have a number of services that provide care and treatment to patients.

Unfortunately for some of these services there is a waiting list before patients are able to access an assessment or the relevant care and treatment.

We want to understand what we can do to help to keep our patients safe whilst they wait for the right care and treatment, and we want to understand from a patient and carer perspective how we can do this better.

The workshop will involve a number of staff from the directorate and will have representation from a range of professional groups.

If you have experience of waiting for mental health care or you think you could support the workshop from a carer perspective, then we would really appreciate your input.

The workshop is taking place Wednesday 1st November 9:30am-12:30pm – to be confirmed if virtually via MS Teams or face to face.

If this is of interest, please contact LPT.Patient.Experience@nhs.net or call 0116 2950818



Do you have experience of accessing the Central Access Point (CAP) Service? Would you be willing to share your experiences?

The CAP service is for anyone needing mental health support for themselves and others, and is open 2 hours a day, 7 days a week.



The service is looking to make improvements and we would like to visually plot someone's journey and experiences of accessing the services, including positive and negative experiences – this will be used to support the need to improve services, and what elements are important to those accessing the service. This can be created anonymously, and you will be working with Haley Cocker, and Sandie Warden from the patient experience and involvement team.

If this is of interest, or you have any queries please contact the team via email: LPT.Patient.Experience@nhs.net or call 0116 2950818



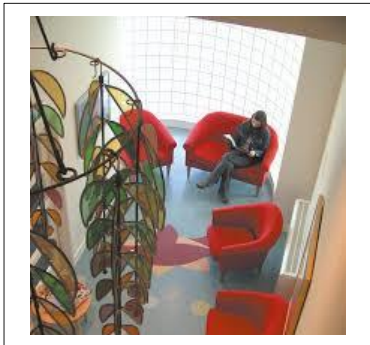
Would you like to become a Patient / Carer / Staff 15 Steps Reviewer?

The 15 Steps challenge highlights the importance of understanding what good quality looks and feels like from patients and carer perspectives. The approach came from a mum whose daughters condition needed frequent inpatient stays. She said, **“I can tell what kind of care my daughter is going to get within the first 15 steps walking onto a new ward”**.



This mum was not a clinician or a quality assurance manager, but very quickly she could tell some important things about the quality of care in healthcare settings.

We have been piloting the 15 steps approach in the Trust for the past 12-18 months and found it to be a crucial approach in putting patients and carers at the heart of what we do and the improvements we make. Therefore, this approach will now be embedded, and we require more reviewers, both patients, carers and staff from non-clinical areas to carry out 15 steps reviews.



As a Patient/Carer/staff Reviewer, first impressions count, and you will be at the forefront of our services and identifying what good care looks, feels, sounds and smells like across the wards and services provide by LPT. The role is also to identify good areas of care which inspires confidence and share thoughts on how things may be improved. We have locations right across Leicester, Leicestershire and Rutland which require assessors – you can select accessible venues on the expression of interest form.

To help and support you in making a decision on whether you would like to express an interest in this role we are running an informal information session via MS Teams:

- **Thursday 26th October 11am – 12pm via MS Teams**

Please email the Patient Experience and Involvement Team to book a place on these sessions:

lpt.patient.experience@nhs.net or alternatively you can request an expression of interest form via the same email address, which can be completed electronically or we can post a paper copy to you.





Leicester Community Connectors

Are you experiencing feelings of loneliness or isolation? Do you wish to go out to make friends in your local community but lack the confidence to do so?

Our Community Connectors are here to help. Our aim is to improve the quality of life for residents across Leicester, connecting people with local services, facilities and activities, and providing them with personalised support.

We can help point you towards helpful resources or introduce you to local groups and activities in your area so that you can get out and about and socialise, or connect with others online from the comfort of your home.

www.mhm.org.uk ● 0116 4420 246

Our Community Connectors aim to help build confident, connected communities, helping to reducing isolation and loneliness, improving people's physical and mental wellbeing and reducing health inequalities.

Where do we cover

We are able to provide support to residents in the following areas of Leicester: St Matthews and Spinney Hills, New Parks, Beaumont Leys, Eyres Monsell and Saffron, Northfields and Abby.

Who can refer

If you, or someone you know, thinks you may benefit from this support you can refer to the service and a Community Connector will get in touch to help you access the most appropriate services in the community, based on your needs.

Who is this service for?

Anyone aged 18 and over can access the service.

Contact us

Call: 0116 4420 246

Email: communityconnectors@mhm.org.uk

Open: 9am-5pm, Monday-Friday

Learn more:



www.mhm.org.uk ● 0116 4420 246



Kooth is a free online service offering emotional and mental health support for children and young people

www.kooth.com

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!

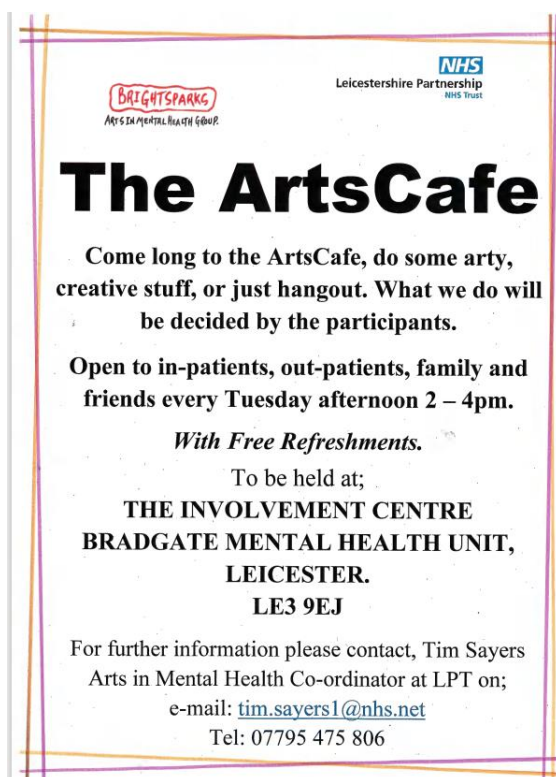


If you would like to receive this prospectus by email, or by post, please contact: 0116 295 1196, or email; LPT.Recoverycollege@nhs.net, or you can reply to this email. We would also appreciate your feedback about their new designs, or what they offer at the college.

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

<http://tinyurl.com/mu8yptm6>

Arts in Mental Health – Bright Sparks



BRIGHTSPARKS
ARTS IN MENTAL HEALTH GROUP

Leicestershire Partnership
NHS Trust

The ArtsCafe

Come long to the ArtsCafe, do some arty, creative stuff, or just hangout. What we do will be decided by the participants.

Open to in-patients, out-patients, family and friends every Tuesday afternoon 2 – 4pm.

With Free Refreshments.

To be held at;
**THE INVOLVEMENT CENTRE
BRADGATE MENTAL HEALTH UNIT,
LEICESTER.
LE3 9EJ**

For further information please contact, Tim Sayers
Arts in Mental Health Co-ordinator at LPT on;
e-mail: tim.sayers1@nhs.net
Tel: 07795 475 806



WORD!

Attenborough Arts Centre, Lancaster Road, Leicester, LE1 7HA
Tickets £4/£7 Box Office: 0116 2522455

SEPTEMBER & OCTOBER 2023



Thursday 28 Sept
7.30pm – 9.30pm
Robert Hamberger & Teagan Buckley
A Pride Special with experienced social worker turned award winning poet, Rob Hamberger... "A transformational experience..." – Choice Magazine... "The writing shimmers with compassion" (John McCullough)... "Tender, humane and sensuous poems which look with frankness at the body in ecstasy" (Andrew McMillan)
Photo Credits: 1) Hachette UK, 2) Self Portrait



Thursday 26 Oct
6.30pm – 9.30pm
**WORD! Black History Special
John Agard & Friends**
Join us and Renaissance One for a special evening celebrating international poet John Agard and local poet sensations. With space for conversation, performance and a Caribbean-style lime... "John is one of the most exciting, energetic and spellbinding readers you'll hear" – Poetry Archive
Photo Credits: Sara Roque Press

To workshop with Robert Hamberger (28 Sept) between 4.30–6.30pm
and/or sign up for the open mic – email hello@wordpoetry.co.uk

AfterWORD! Thur 5 Oct / 2 Nov, 5.30–6.30pm
FREE – Scintillating open mic @ Attenborough Arts Centre

Instagram/Twitter: @wordlesta
Facebook: search 'WORD!' & 'Word Poetry'

www.wordpoetry.co.uk

University of Leicester
AQ
Leicestershire Partnership
NHS Trust

Non LPT Opportunities

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



Revisiting the Harms of Hate: Film premiere and live podcast

This in-person event will be held at the Phoenix Cinema, Leicester, 8th November 18:00-20:30pm. Ten years on from producing the award-winning film *The Harms of Hate*, Professor Neil Chakraborti re-connects with original film participants and other victims of hate crime to assess how their experiences have been affected by a decade characterised by hostility, volatility and toxicity. *Revisiting the Harms of Hate*, a new Leverhulme Trust-funded film, centres the voices of people typically considered as members of 'hard-to-reach' groups – or perhaps more pertinently 'easy to ignore'.

Grant, one of our involvement network members has been part of this work – we are excited for the premiere. Book your space here: <https://festivalofsocialscience.com/events/revisiting-the-harms-of-hate-film-premiere-and-live-podcast/>

NHS Menopause hub



LGBTQIA+ COMMUNITY MENOPAUSE CAFÉ

A safe space for LGBTQIA+ colleagues to talk about their experiences, share advice or to just sit and listen in. Whether you are experiencing Menopause, Menopause symptoms or just want to learn about how Menopause might affect you.

Second Wednesday of the Month – 12.00-1.00pm

On MS Teams



To book:
lgbtqiamentocafe.eventbrite.co.uk
or scan QR code



Curious about care

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

UNIVERSITY of York

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

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

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 and 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

lpf.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

Multitple long term conditions (multimorbidity) and inequality – addressing the challenge: insights from research

David, one of our involvement network members would like to share the below research work he has been invovled with - looking at mulple long term conditions (multimorbidity) and inequalities.

You can find the article on the following link, including a quote from David: <https://tinyurl.com/5n6wbhda>

Great work David 😊

LPT Celebrating Excellance Awards 2023

We are extremly proud of all of the nominations for the Celebrating Excellance awards and we had several categories that were shortlisted – a massive well done and congratulations to all involved.

Now for the winners.....



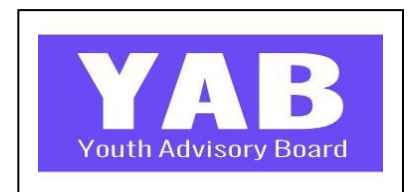
Your Voices, Feedback and Updates!

The Youth Advisory Board (YAB) update

During September the YAB have been very active working together with the following services, guests and programmes of work.

Healthy Together School Nursing City

The YAB met with the Family Service Manager for the school nursing 5-19 service. Feedback on the section 75 consultation was shared with the group following previous engagements, along with discussions for plans and ideas to support mobilising further promotion of the service, including the feedback from the year 7, 9 and 11 questionnaires. YAB will continue to work with the service to understand uptake, promotion and young peoples feedback.



Child & Adolescent Mental Health Services (CAMHS) Estates Survey

YAB contributed their ideas to a survey that has been created to understand view of CAMHS buildings, access and environmental experience. The YAB have shared ideas with the service to improve the clarity and questions within the survey to ensure robust feedback is received.

ND Transformation Programme Animation Videos

Ongoing work co-designing digital animation videos and signing off this work has continued throughout September. The YAB have now contributed to all animations and are providing constructive feedback to ensure that these are suitable and accessible to young people. This month focus on the strengthening and maintaining videos has progressed to sign off stage.

CAMHS Welcome Booklet

Further work and contributions to the welcome to CAMHS booklet have been supported by YAB, this includes the design and content of the booklet along with pictures and poems designed by YAB members which will be included within the booklet.

LLR World Patient Safety Day event

Three YAB members supported by the YAB leads attended the LLR world patient safety event, contributing to tabletop discussions and supporting LPTs' patient safety lead presentation highlighting the work of YAB to Leicester, Leicestershire and Rutland (LLR) partners and the public.

LPT Recovery college

The recovery college newest team member and outreach worker visited part of a YAB session to promote and discuss the offers of the college for those over 18 years old. Some members of YAB are now taking part in some courses that interest and will support them.

PAUSE new LPT service logo (Psychological Awareness of Unusual Sensory Experiences')

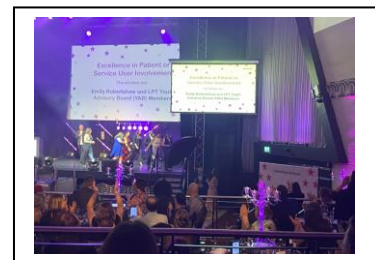
YAB have supported ideas and suggestions for the trusts new PAUSE service, following feedback and involvement in service name ideas during July.

YAB promotion

Peer Support Workers (PSW) have developed some slides with the YAB to support promotion of the group within schools and colleges across LLR. These slides will be shared once signed off by the group.

Celebrating Excellence Awards WINNERS

YAB were thrilled to have been nominated for this year's celebrating excellence awards, and winners within the category of *"Excellence in Patient or Service User Involvement"* Thank you to all those that continue to support and work with the YAB across the trust.



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 using the QR code or this link: <http://ratenhs.uk/15cFQG>



Patient/Carer involvement in Quality Improvement (QI)

Several of our network members have been working collaboratively with staff on QI projects that staff have taken on as part of their Director of Nursing (DoN) and Allied Health Professional (AHP) fellowship. The fellowship is now coming to an end and there will be a celebration in October where we receive an update on the work carried out to date. We shall provide outcomes and updates on the collaborative projects in the next newsletter.

This has been a fantastic piece of work, and as we move into the third year of the fellowship programme the third cohort of staff has doubled to 14 members. This is a great achievement, and we are exciting to again be supporting the fellows with any patient experience and involvement element of their projects, and we shall be aiming to match patients and carers to again work collaboratively with project leads.

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

