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Patient feedback
listening to you

NHS

Leicestershire Partnership
NHS Trust

Patient Experience and Involvement Annual Report 2022/23



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Welcome to our fourth Patient Experience and Involvement Annual Report. We are excited to share this report which brings together the work across the Trust in relation to patient experience and involvement and the final year of our Step up to Great delivery plan.

Through this report we are pleased to reflect with you on the successes that have been achieved over the last 12 months, working in partnership with our staff, patients and carers to improve the experience of those who use or who are impacted by the services we deliver and to increase the number of patients and carers who participate with us, either through their own individual care or through their collective involvement in partnership with the Trust.

We would like to thank everyone who has worked with us over the year: the patients and family members who have brought their fresh eyes, insights and challenge to our work and our colleagues across the Trust who have worked with us to co-design, test and challenge our thinking and approach to patient experience and involvement.

Our driving ambition is to put the patient at the heart of services – starting with the patient – services that listens to patient and family needs, and then utilises the skills and expertise of both the clinician and patient to design the experience to meet these needs. That's what using patient experience information is all about. Ultimately by consistently asking people whether they are receiving the care they need and then improving things on the basis of what they tell you will help patients feel more supported and better cared for.

Our aim is to work with our patients, service users and carers and partners to deliver our Trust vision of:

‘Creating high quality, compassionate care and wellbeing for all’

Thank you for taking the time to read our 2022/2023 Annual Report, we truly believe that our staff, patients and carers have ‘Stepped up to Great’ this year.



Dr Anne Scott,
Executive Director of
Nursing, AHPs and
Quality

Alison Kirk
Head of Patient Experience
and Involvement



'P' In Step up to Great!



We will know we're Great when...

Patient involvement is at the core of everything we do and our patient satisfaction, and feedback reflects this.

To ensure that patient involvement is at the core of everything we do and our patient satisfaction, and feedback reflects this, we have co-designed these three aims with patients, carers and staff:

- We will make it easy and straight forward for people to share their experiences
- We will increase the numbers of people who are positively participating in their care and service improvement
- We will improve the experience of people who use or who are impacted by our services

We will make it easy and straight forward for people to share their experiences

Aim	Key Deliverables	Delivery against priority
<p>Using the experiences of our patients and carers through feedback collected to inform service and quality improvement and to continually improve the experience of those who use our services</p>	<ol style="list-style-type: none"> 1. 100% of all inpatient and community-based services implementing the new FFT system 2. All services implementing FFT Analyse and understand the experience by identifying the 'touch-points' of a service and gaining knowledge on what people feel as they experience our services and when they feel it. 3. Support development of 15 Steps Challenge and Ward accreditation 4. Design and Implement Carer Strategy across the Trust 	<ol style="list-style-type: none"> 1. Achieved. All Trust services have agreed their approach to collecting FFT data. 2. Partially achieved. Work ongoing with directorates and through the Change Leader Programme to connect staff and services with feedback about their services. 3. Achieved. 15 Step Challenge visits now established with patients, carers and a range of non-clinical staff. 4. Identify LPT priorities and develop plan with working group against LLR carers Strategy in place. Trust will be adopting the Triangle of Care accreditation programme for 2023/24.



Deliverables in 2022-23

Priority 2

We will increase the numbers of people who are positively participating in their care and service improvement

Aim	Key Deliverables	Delivery against priority
<p>To continuously involve patients and carers through a range of approaches to better enable the co-production and codesign of services and quality improvement</p> <ul style="list-style-type: none">• More patients will have the opportunity to be involved in decisions about their carer• Increase in patient and carers involved in Trust quality improvement programmes• Development and implementation of a framework for lived experience and coproduction• Integrated governance with the involvement of patient and carer leaders in corporate meetings	<ol style="list-style-type: none">1. Continue to develop and grow the Patient and Carer Involvement Network2. Enhance the training and development offer for our Involvement Network including the Patient and Carer Leadership Programmes and developing roles for Experts by Experience to deliver this training3. Roll out of Involvement Cafes based on the Recovery Café model4. Re-establish and recruit to a Patient/Carer Experience Champions Trust-wide network5. Programme of training and development for staff in relation to patient experience and involvement6. Deliver a Lived Experience Leadership Framework	<ol style="list-style-type: none">1. Patient and Carer Involvement Network continued to grow with approximately 200 members and a number of specialist groups including a new Readers Panel.2. Foundations in Patient Experience Programme delivered to patients, carers and staff. Lived Experience Partners recruited to support training delivery. Patients, carers and staff trained on Experience based co design methodology.3. Involvement Cafes established in partnership with John Lewis.4. Patient Experience forms part of the Trust's Change Leader Programme with specific focus on patient experience and involvement.5. Lived Experience Leadership Framework agreed and commenced in April 2023.<ul style="list-style-type: none">• Relaunch of Peoples Council• Recruitment of Lived Experience Partners• Review and update of Reward and Recognition Policy• Recruitment to Patient Safety Partners

Deliverables in 2022-23

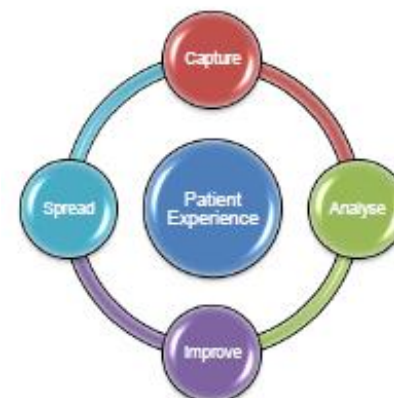
Priority 3

We will improve the experience of people who use or who are impacted by our services

Outcome & Measurable benefits	Key Deliverables	Delivery against priority
<p>To capture and use the learning from patient experience and involvement to inform and influence how the Trust delivers and designs its services.</p> <p>The Trust will use the experience of patients and carers and the feedback provided through our engagement activities to improve patient experience of those who use or are impacted by our services.</p>	<ol style="list-style-type: none"> 1. Improve the quality of our complaint investigations and responses 2. Use feedback to learn and make continuous improvement Peer Review (PR) 3. Reduce the amount of time taken to investigate complaints 4. Undertake review of PALS 5. Undertake review of complaints and PALS reporting categories on Ulysses 	<ol style="list-style-type: none"> 1. Learning taken from the complaint peer review process has been used to improve our complaint investigations and complaint responses. Training has been delivered by the team to staff who are leading on complaints, and this involves investigating complaints and writing final response letters. This work is ongoing. 2. Three Peer Reviews have taken place across the year. Feedback and learning from the reviews has informed and improved complaint acknowledgement letters; complaints management process and final responses 3. The timescale for investigating complaints was agreed at 40 working days 4. A review of the PALS Service was undertaken. Recommendations from the review have been implemented 5. R review of complaints and PALS categories on Ulysses has taken place. The review has resulted in improvements to how complaints are categorised, allowing for more accurate recording of themes and trends



Understanding our Patient and Carer Experience



Capturing the experience of our patients and carers

Patient experience features as the third element of the Trust's quality improvement strategy by placing it firmly at the heart of the Trust's continuous drive to improve the quality of the services we provide.

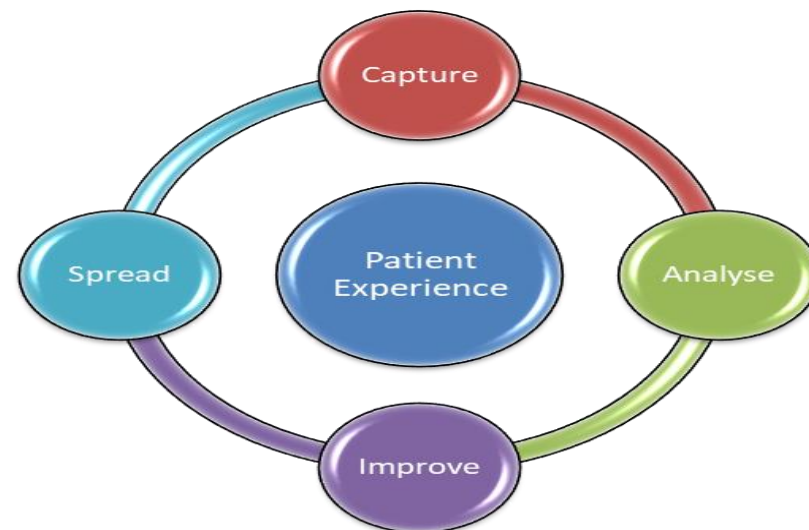
Our approach to capturing and improving patient experience uses the following model.

Capture the experience of patients, carers and staff, using all available and appropriate tools.

Analyse and understand the experience by identifying the 'touch-points' of a service and gaining knowledge on what people feel as they experience our services and when they feel it.

Improve the experience by ensuring the feedback, both positive and negative, is heard and understood by the relevant clinical and managerial teams. Receiving, analysing and presenting feedback and through our Quality Improvement approach involving patients, carers and staff in developing the solutions to improving patient and carer experience

Spread and Adopt best practice across the Trust by sharing and showcasing where feedback has led to improvement and support staff and services to 'steel with pride' the improvements made.



Analysing the experience of our patients and carers



We routinely undertake systematic analysis and triangulation of all forms of patient experience feedback, including complaints, PALS, FFT and survey results in the production of detailed patient experience reports. These reports are provided quarterly to the Patient and Carer Experience Group; Quality Forum and Trust Board.

Through this systematic analysis and triangulation we are able to develop an understanding of the patient experience by identifying the 'touch-points' of a service and gaining knowledge of what people feel when experiencing the Trust's services and when they feel it is crucial to the process of enabling the Trust to improve the experience of patients in its care.

This process allows the Trust to identify trends and themes, and through analysing patient feedback we can identify where either action needs to be taken or a deep dive instigated to gain further understanding.

The effective analysis, accessibility and use of the large volume of data collected will be facilitated by our new patient experience FFT system. This system enables directorates and services to access their patient experience data in near real-time and to analyse this data at a service level where they can identify themes and collate data to generate insight and discussion and where appropriate service improvement.





Listening from Board to Ward

It is essential that patient experience informs what we do as a Trust, from Trust Board to Ward. To enable patients and carers to share their experience of our services we have developed a patient experience programme that covers all services provided by the Trust: inpatient settings, community services; clinics or in the patient's home. Patients and carers are provided with a range of ways to provide their feedback through inpatient surveys, social media and the Trust website, NHS Choices, Care Opinion, postal surveys, national surveys, focus groups, face-to-face engagement, PALS/complaints and, of course, routinely throughout the Trust via the FFT. This report will not focus on complaints as we provide an annual complaints report which can be read in partnership with this report and can be accessed here



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Word Document

At the start of each board meeting, a patient story is shared via a digital story, or a member of staff presents a piece of work which has been developed to improve the experience of patient care. Patient stories are obtained either through the PALS or complaints process, service transformation projects, letters to the chief executive or from patients who have approached the Trust. The stories are predominately presented through video or audio, which allows the Board to see and hear the experience first-hand.

Friends and Family Test (FFT) results are routinely reported to the Trust Board. Patient experience data is shared and welcomed by clinical and operational teams and is discussed at Directorate Level via directorate Patient and Carer Experience Groups. Quarterly patient experience and involvement reports are provided to the Corporate Patient and Carer Experience Group and Quality Forum prior to Trust Board.

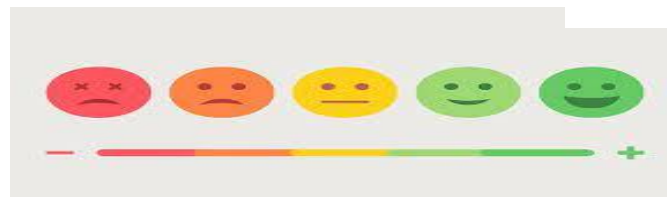
The Corporate Patient and Carer Experience Group (PCEG) meets quarterly with representatives from across each directorate as well as from Volunteer Services, Equalities Patient Information and Patient Leaders who provide a lived experience perspective both in terms of discussion and also through the sharing of lived experience of being a recipient of LPT services. The purpose of PCEG is the provision of assurance and strategic oversight to the Quality Forum, that, Leicestershire Partnership NHS Trust is delivering and implementing the patient experience and involvement three-year delivery plan. Following a 360 Assurance Audit in 2022 there was a recommendation to establish Patient and Carer Experience Groups within each Directorate. These groups are now established and meet monthly, these meetings then feed into the corporate Patient and Carer Experience Group, resulting in improved assurance at Directorate level in terms of patient and carer experience.

The terms of reference for the Corporate Patient and Carer Experience Group can be found here



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What have our patients told us over the last year?



27399 individual pieces of feedback received

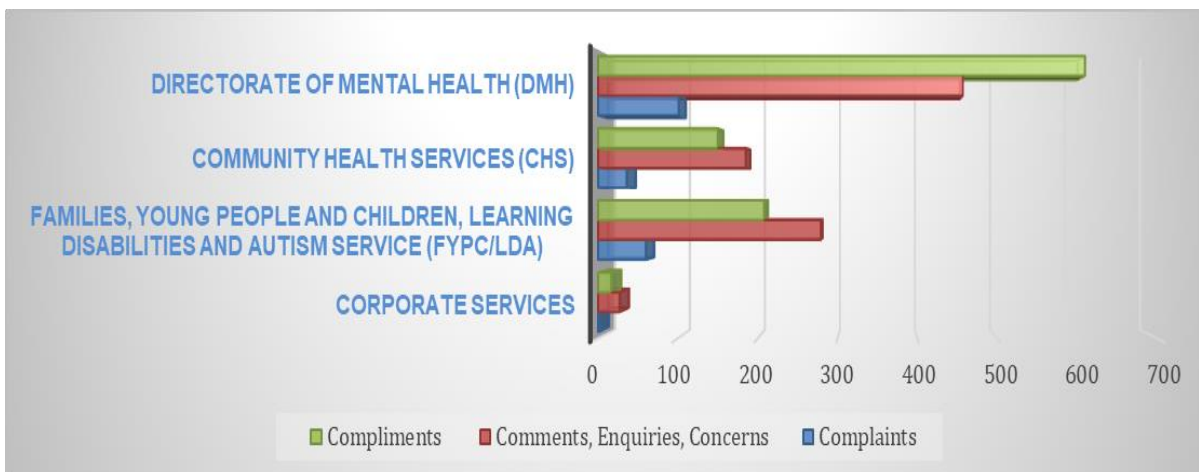
- **93%** of all feedback received via **Friends and Family Test**
- **2%** of all feedback related to **negative concerns and comments**
- **0.7%** of all feedback were to make a **complaint**
- **3.6%** of all feedback were in the form of **compliments**

85% of FFT feedback related to positive experiences

8.5% of FFT feedback related to negative experiences

Listening to our Patients and Carers from Concerns, comments, complaints and compliments

**Leicestershire Partnership
NHS Trust**



198

Complaints

950

Comments & Concerns

985

Compliments

Between 1 April 2022 and 31 March 2023 the Trust received 27399 individual pieces of feedback.

Feedback is defined and collated using the following categories:

Complaints: A complaint is an expression of dissatisfaction about any aspect of the Trust and the services we deliver which requires a formal response.

Concerns: Issues regarding services or individual care, which can be quickly resolved by the PALS Team or the relevant service and may not require a formal response.

Comments: Comments may be made either verbally or in writing to any member of staff within the Trust. These may be opinions expressed generally regarding NHS services or may be specific to a particular area of care. Comments may offer observations or suggestions regarding services. This include comments attached as part of feedback to the Friends and Family Test.

Compliments: positive feedback in response to the way in which care and treatment has been delivered or managed

Complaints Peer Review 2022/3

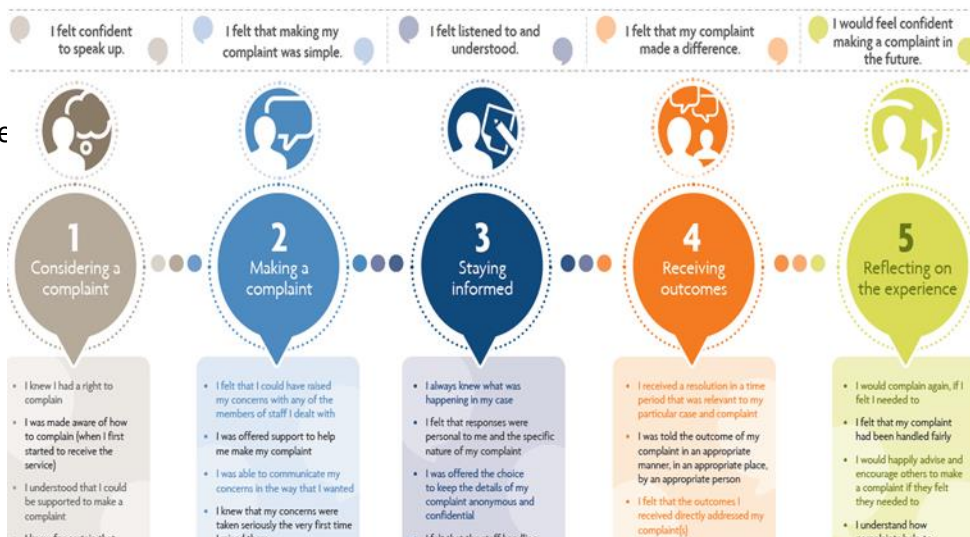
Complaints Peer Review is an approach that can be used to improve quality, validity and providing assurance in the management of Complaints. The approach was developed by the Patients Association. Reviews looked at the management of the complaint, and not the outcome. This included the quality of final complaint responses; contact throughout the complaint process with the complainant; timeframes and patient experience.

45 people attended and participated in a series of 3 Complaint Peer Review sessions in July and October 2022 and February 2023, 5 people attending had lived experience/were services users/carers from the LPT Involvement Network.

Improvements actioned from feedback and learning

- Communication throughout the complaints process - acknowledgement letters have been re-written, including being more personal to the complainant as opposed to being and feeling generic, removing information that was deemed unnecessary (asking people to send us paperwork such as surveys etc..)
- Satisfaction process and letter has been co-designed with service
- users who attended session along with peer review feedback to
- make it more patient, family and carer friendly and to improve
- responses and feedback, this will start in Q1 2023
- Final Response letter is now less vague and includes clear narrative around any communication had with families as part of the response outcomes
- Revised Complaints Management Document (CMD) has prompted more patient and family contact earlier on in complaint investigations, prompts from complaints and governance teams have supported seeing an increase in meetings to resolve complaints over the last 9 months, especially in DMH
- 2022/3 Peer reviews focused on stages 1-3 of the service user-led
- vision for raising complaints and concerns
- 2023/4 Will review and focus on stages 4-5

A user-led vision for raising concerns and complaints



What did our patients and carers tell us about when we didn't meet their expectations?



Patients and service users report their experience of care based on two key things: Rational and Emotional aspects of care. The rational aspects will focus on the systems and processes that impact on the experience of care. The emotional aspects of care focuses on the attitudes and behaviours of those who deliver that care

The tables below set out the top three themes in terms of negative experience. Through the analysis of this data and the themes that have arisen the feedback demonstrates that patients and carers reported the highest dissatisfaction on the rational elements of their care, processes and systems that result in poor experience. Communication; staff attitude and implementation of care including concerns relating to appointments and discharge from services.

Top 3 Negative Themes via FFT -

1. Staff Attitude	1338
2. Implementation of Care	1245
3. Communication	1037



Complaints

Appointments (25)

Communication (23)

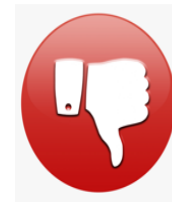
Discharge (13)

Concerns, Comments

Communication (96)

Appointments (82)

Attitude of Staff (50)

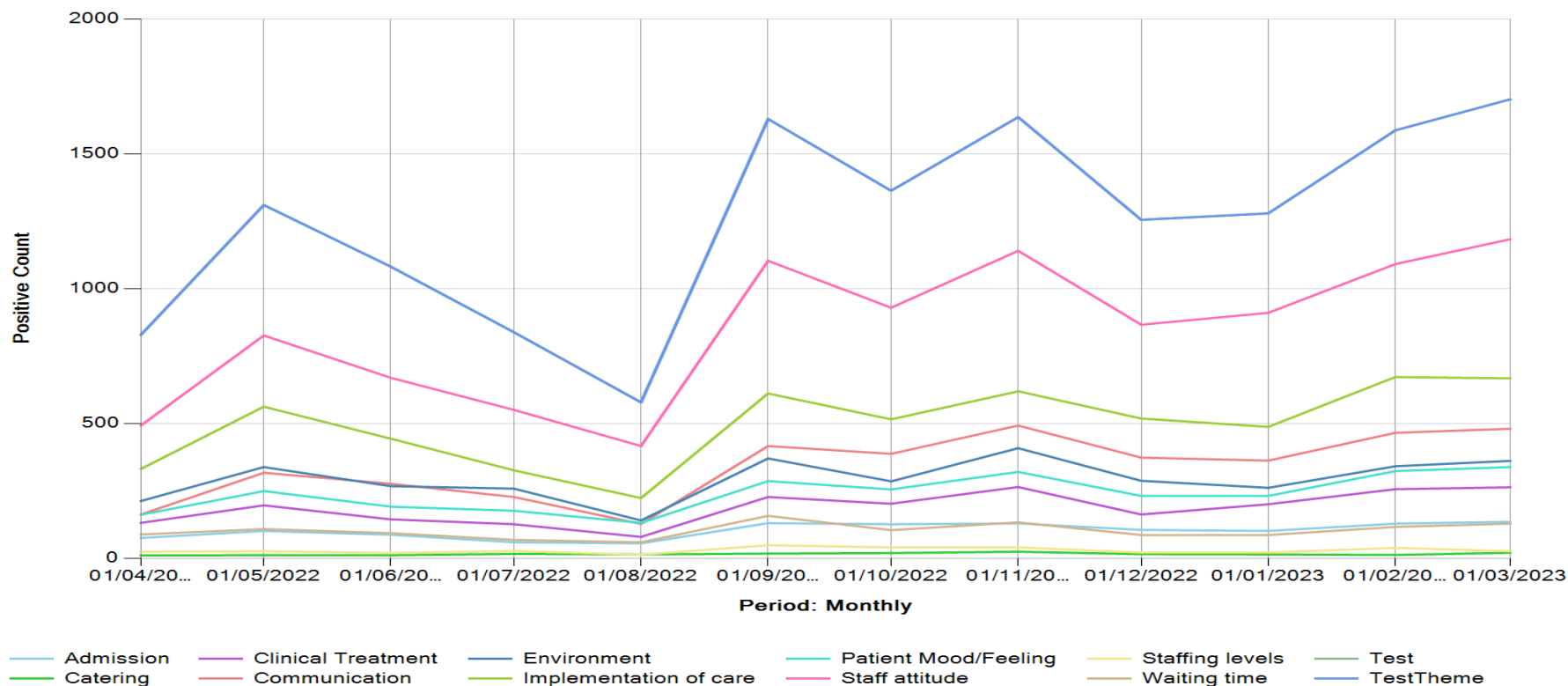


What did our patients and carers tell us about when we did meet their expectations?



The majority of positive feedback received by our patients and carers is received through compliments and comments received as part of the Friends and Family Test feedback. Whilst we encourage all services to report the compliments they receive this isn't done routinely across a majority of services. Over the year **985 compliments** were formally reported. In addition to this **11434 individual comments rated very positive or positive** were received through the Friends and Family Test.

Below is a breakdown of the themes where the Trust met the expectations of our patients and carers.



What did our patients and carers tell us about when we did meet their expectations?

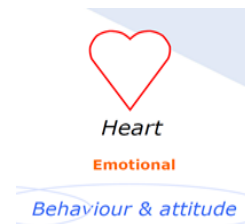
Although the reporting of compliments is not widespread across the Trust, those services and wards which do review their compliments and feedback to staff are able to demonstrate the positive impact of care. Patients tend to report that emotional aspects of care have the greatest impact on positive experience, these include how a member of staff has made them feel or how they have been communicated with.

The top three themes for compliments reported in the year are shown opposite along with some of the comments received during the year.

"I would like to thank all the staff at the Loughborough Hospital vaccination centre. My 9-year-old daughter had her 1st dose of the vaccine last Saturday and she was rather frightened and upset about having an injection. As soon as we walked in all the staff were so friendly, reassuring, kind, professional and distracted her whilst she had her vaccine. Thank you.."



Leicestershire Partnership
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Care & Treatment 72%

Communication 21%

Staff Attitude 7%

“Nurse has excellent knowledge. Listened to me, advised me and educated me.”

" I felt that I was treated with kindness and respect, as well as effectively. Been given plenty of time to discuss difficulties and treatment. The practitioner's expertise in discussing treatment was helpful. "

"They are very supportive and always there if you need them. Just very pleasant people who are there to help. The level of understanding and knowledge for helping you get better is great."

"I felt comfortable, it was professional and insightful, and I have confidence in my new prescription as was explained well. It feels like I matter. Being heard and understood. Prescribing 2 months' worth of prescriptions each time as I get anxious only having a months' worth as can forget to get repeat prescription in time.."



Friends and Family Test (FFT)



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8%

Response Rate



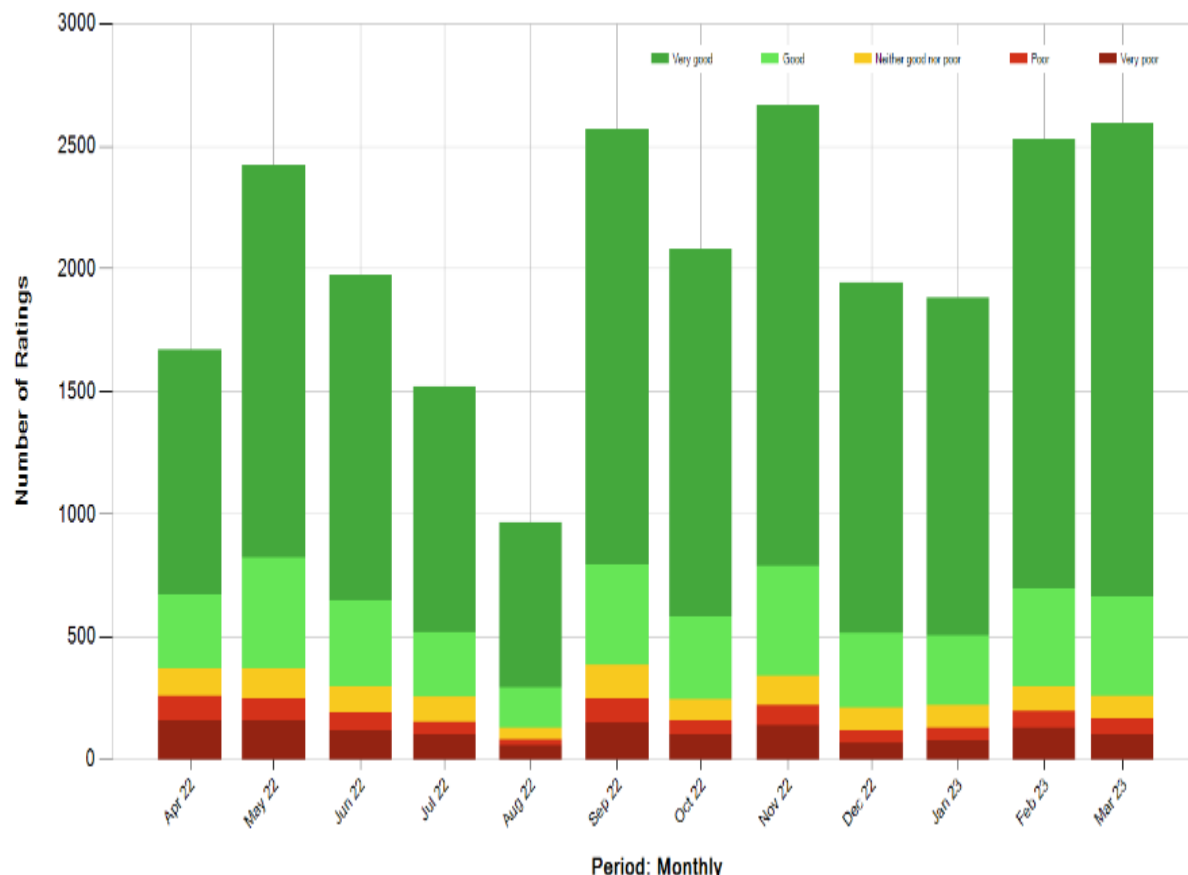
Positive: 84.81%

Negative: 8.55%

Ratings



FFT Rating Trends for 2022/23 – Trust-wide

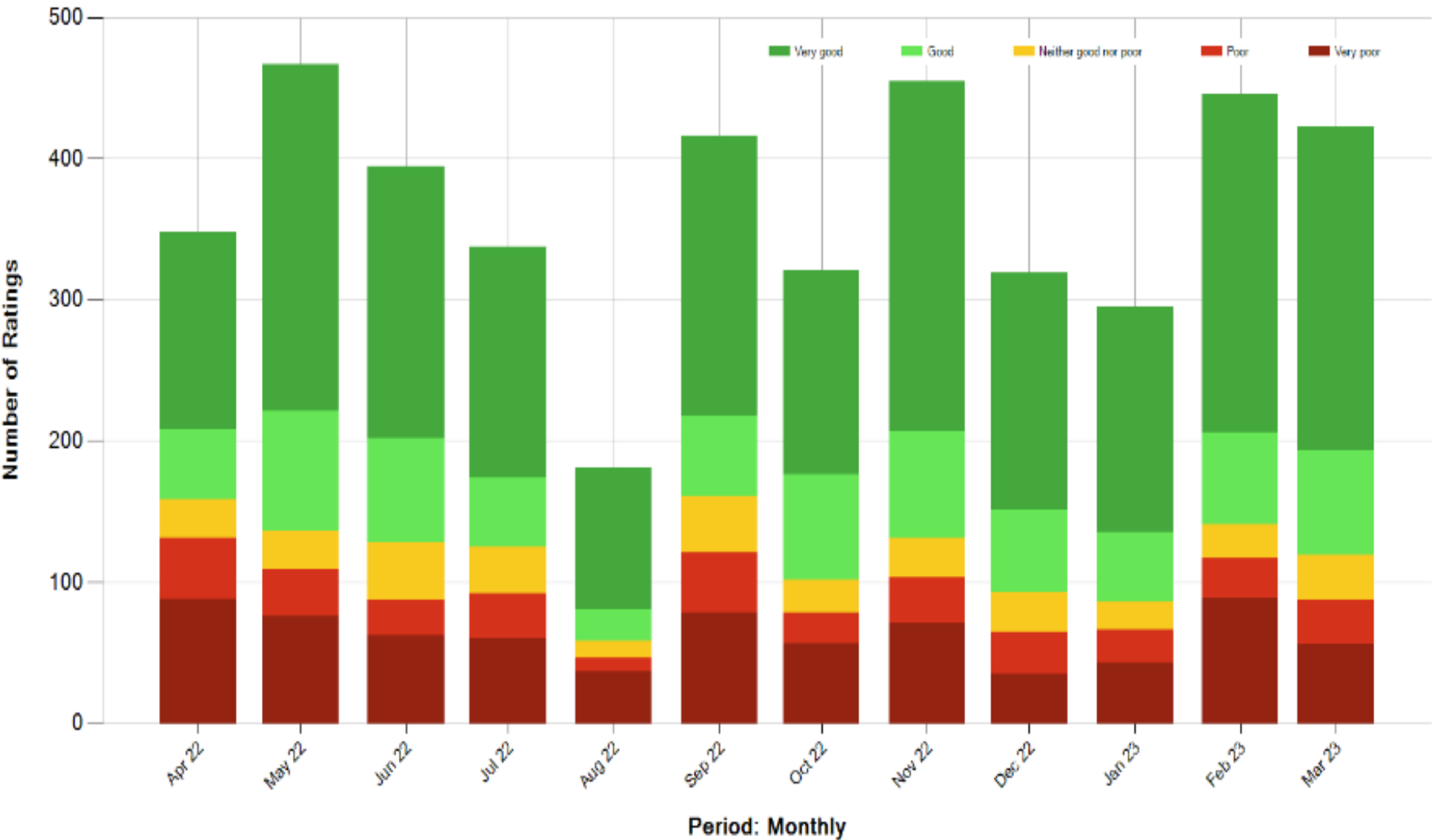


Priority 1 of our Patient Experience and Involvement Step up to Great Delivery Plan is to make it easy and straight forward for people to share their experiences. The Friends and Family Test is a quick and easy way for patients to provide feedback on their experience. The feedback is available immediately services where it can be used to share and celebrate the things that the service is doing well whilst also acting as a first view on what isn't working so well and what may need the service to look at in more detail.

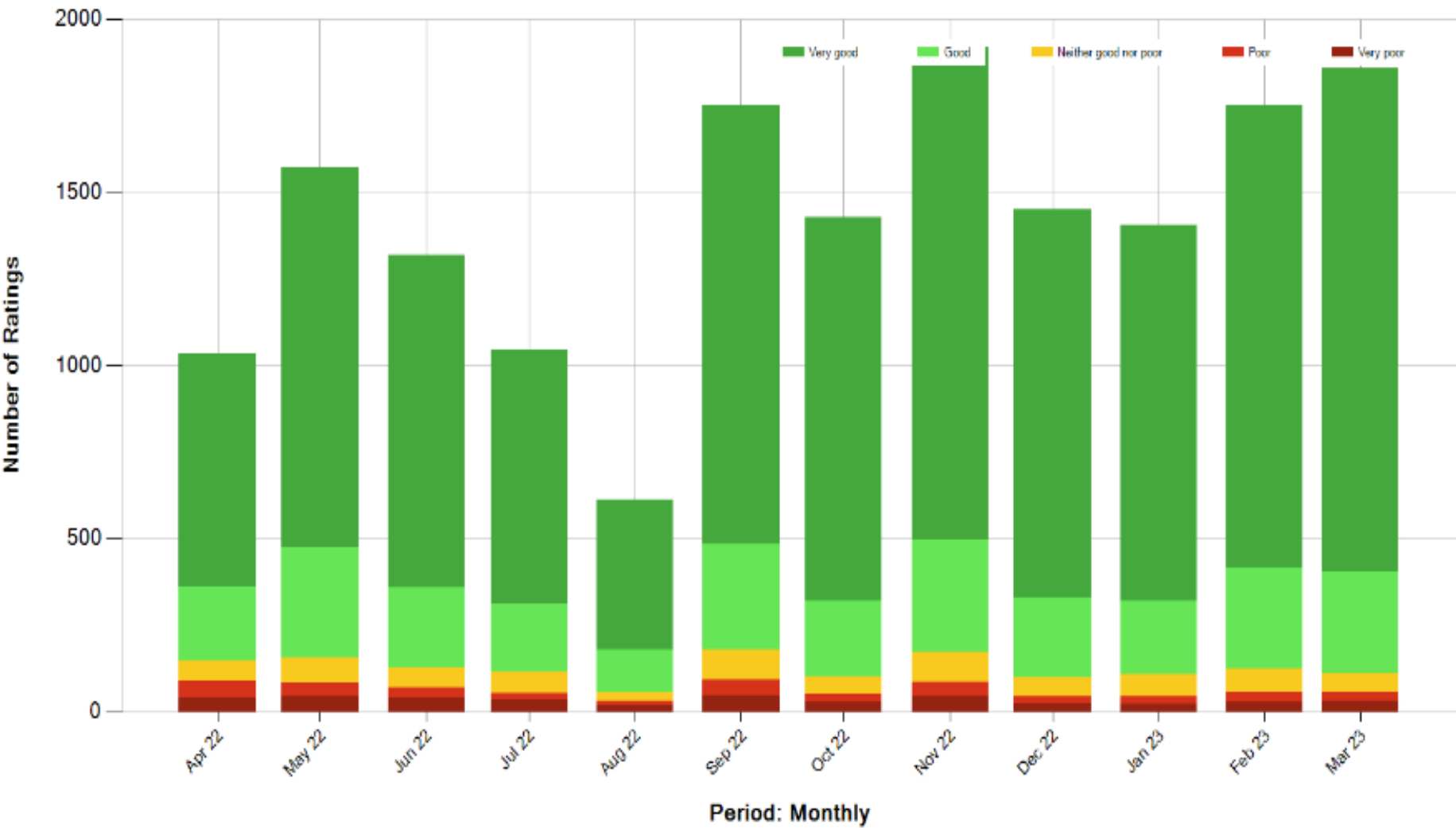
The FFT questions is asked using a combination of ways in which patients and carers can provide feedback on their care including SMS Text messages, voice calls, QR codes and online surveys alongside the more traditional ways such as postcards, the Trust received 25266 individual pieces of feedback via FFT in 2022/23.

The response rate for the year was 8% of all those who were sent the survey. 85% of feedback related to positive experiences of care with 8% reporting negative experience.

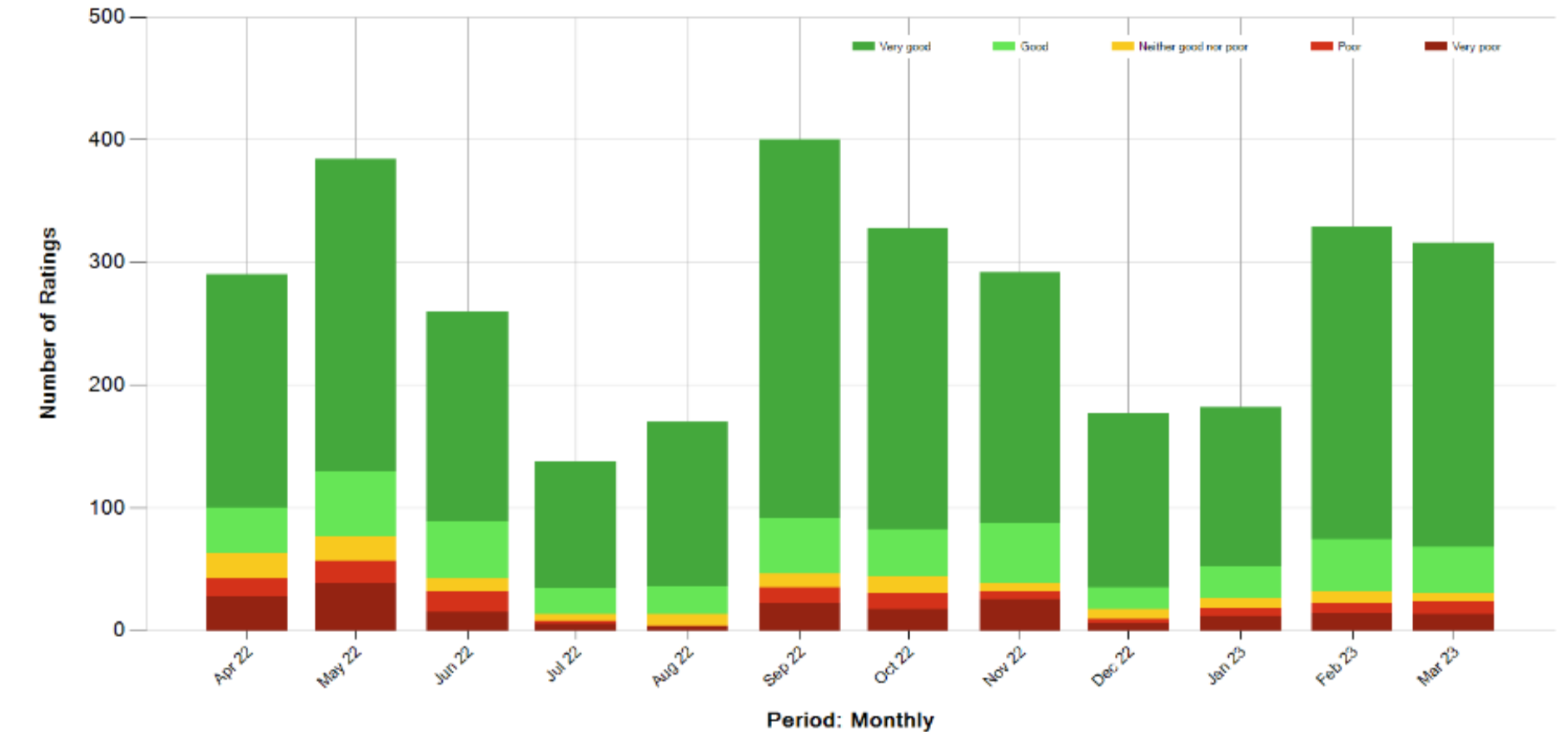
2022/23 Rating Trend for Directorate of Mental Health Services



2022/23 Rating Trend for Community Health Services



2022/23 Rating Trend for Families, Young People & Children and Learning Disability and Autism Services



Friends and Family Test (FFT)

Building our staff capability and confidence in accessing and use their FFT data has been a key objective throughout the year. Ongoing training sessions have taken place to support services to analyse their Friends & Family Test (FFT) data to look at themes and trends to make quality improvements from responses and ensure they understand the resources available to inform people who use our services what changes have been made from this feedback.

Talk and Listen volunteer roles have been created to support services capture feedback. Volunteers have been placed in the Memory Service and MHSOP inpatient ward to capture FFT feedback which has been a success, and we continue to recruit to these roles to offer services ongoing support. Volunteers are also supporting our Phlebotomy service to call patients and relatives to collect FFT feedback

Throughout the year Trust services have been invited to share their 'You said, We Did' boards, reflecting how they have listened and responded to feedback from service users and carers. A small panel of service users then judge the boards and those services which are deemed good examples of feedback, vouchers are awarded for the service to use to improve their service user and patient experience. The team have also developed a learning board for services to inform people of the improvements from FFT feedback.

FFT IN Action

The CAMHS Eating Disorder Team at Loughborough hospital have created feedback chalk boards on the walls to act as areas for young people and carers to add their views, advice, and feedback. Four big clouds with different prompts and themes have been painted into the wall along with a doodle board in the other corner where the games are kept making the display age inclusive. Despite this being a relatively new addition, the team have received many responses such as **'I think I am great just for coming here'** **'you are not alone'** and **'be honest, they can't help if you don't let them'** plus some colourful doodles and animal's noises dotted around. The doodle board also offers a prompt of drawing what recovery means to you – drawings include rainbows, snails, and butterflies. Overall, it seems to have been a success so far and is a nice reminder when you come onto the unit.



Working collaboratively with our patients and carers

Framework for Involvement

The Trust's framework for involvement has been co-created with service users and carers and is now an integral part to how we support, develop, match and involve people with various service improvement opportunities across the Trust. Our framework aims to provide a structured approach to recruiting, training and developing service users and carers as they sign up for involvement.

Our service user and carer involvement network has steadily grown to over 200 members over the year, they are offered different involvement opportunities, based on their lived experience, skills and interests. The framework ensures that those wanting to get involved can get the best out of their involvement experience. This includes setting personal involvement objectives with those who want to progress from individual and low-level generic involvement to a more defined role such as a patient or carer leader or Expert by Experience.



Opportunities for Involvement

For anyone wishing to get involved we can offer a range of off activities as well as ongoing pieces of work to get involved with. These include:

- ♥ patient perspectives – sharing your experiences of using our service
- ♥ providing feedback on decisions made about your care and treatment
- ♥ attending virtual patient focus groups
- ♥ becoming involved in Quality Improvement Projects
- ♥ providing a Patient Perspective on staff recruitment panels
- ♥ becoming a Patient/Carer Leader
- ♥ attending our Patient Leadership Programme
- ♥ attending in house training and development workshops
- ♥ providing feedback through surveys and questionnaires
- ♥ attending walk and talk groups every two weeks
- ♥ attending our Introduction to Involvement workshops
- ♥ becoming involved in LPT's Learning Disability Improvement Programme
- ♥ becoming involved in virtual research opportunities



Over the last 18 months' work has been taking place to codesign our Lived Experience Leadership Framework. This has been done in partnership with a group of Experts by Experience.

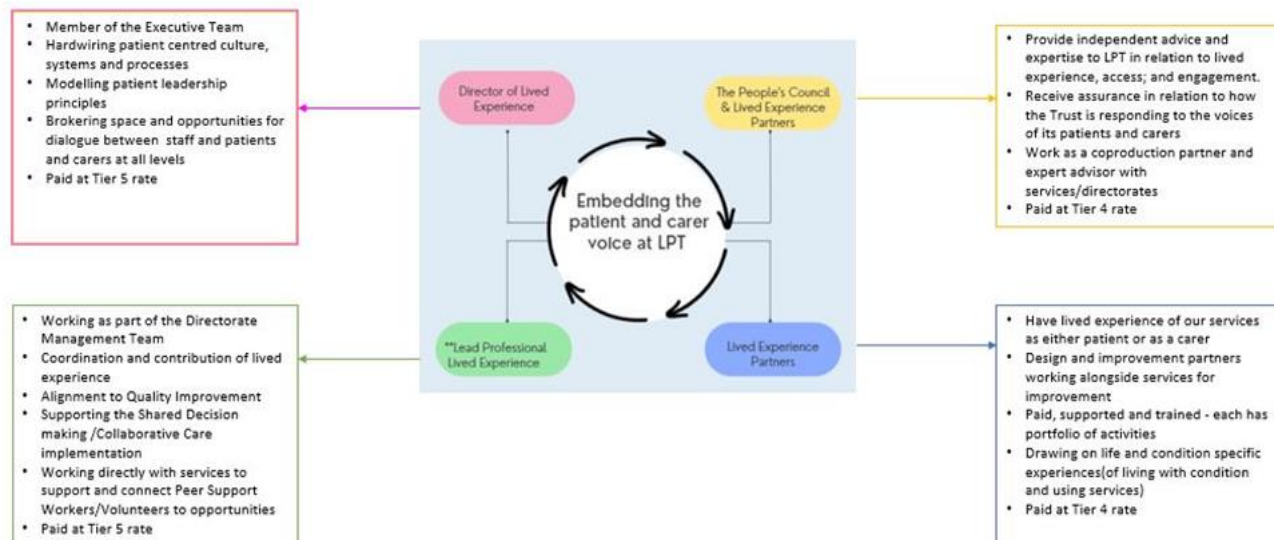
The Framework has now been finalised and the commencement of the recruitment to Lived Experience Partners has commenced.

15 Partners are being recruited and will include partners working with each of three clinical directorates as well as Patient Safety Partners and additional members of our Peoples Council.

The Framework sets out how the Trust will work in partnership with patients and carers at all levels of governance, quality improvement and transformation.

The Framework will also be a blueprint for the Integrated Care System and is a key priority of the Peoples and Community Integrated Care System Strategy.

Lived Experience Leadership Framework



Lived Experience and Involvement Tiers		
	Activities	Reward and Recognition
Tier 1	People choose to attend, respond or comment on open access engagement opportunities e.g. responding to online surveys attendance at public meeting;; Involvement in own care planning; Feedback on services accessed	No payment, reward or recognition
Tier 2	Deliberate Engagement - Invited to attend workshops; events; focus groups on a one off basis	Out of pocket expenses and Reward & Recognition (non-financial)
Tier 3	Member of regular working group meetings (policy and service design, directorate reviews, task and finish programmes, etc). Attendance at stakeholder interview panels.	Out of pocket expenses and Reward & Recognition (non-financial) – vouchers (max of £50 per person per year)
Tier 4	Members of committees /roles that demonstrate strategic and accountable leadership and decision making activity or members of groups that make recommendations to committees that have delegated authority of the Trust Board. Co-delivery of training; co-leadership of quality improvement projects and transformation	Patient or Carer Lived Experience Partner role, out of pocket experiences and offer of involvement payment via. Payroll process
Tier 5	Paid roles, employment with LPT via contract of employment e.g. Peer Support Workers; Lived Experience Lead Profession	Employment/salaried role

How have we increased the numbers of people who are positively participating in their care and service improvement

The Patient Experience and Involvement Team Training and Development offer: for staff, and service user/carers involvement network members.

Network Training and Development

During 22-23 we have continued to develop the Involvement network training and development prospectus which see a variety of sessions across the year, both virtually and face to face., with various sessions being co-designed and co-delivered with lived experience partners. This prospectus includes all our training and development opportunities to support and equip individuals to be able to get involved at various levels across the Trust. This also included the opening up of our staff Health and Wellbeing sessions to include our volunteers, and those working on involvement projects. This enhances the regular offer of induction workshops, skills, needs and interest forms, involvement charter, recruitment training, activity briefs, and ro descriptions, QI training, and patient leadership. <https://www.leicspart.nhs.uk/wp-content/uploads/2023/11/Involvement-Network-Training-Development-Offer-.pdf>

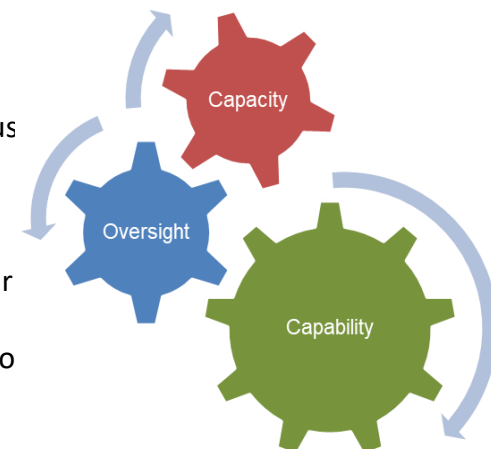
Staff Training and Development offer

During 22-23 the team have carried out a needs analysis with staff to identify any training and development needs to improve patient experience and involvement in various capacities across different services, with a view to increase capability and capacity of staff.

We now have a prospectus of training, development, support and resources to support staff, starting with getting the basics right with customer service training, to more bespoke training to support collaborative QI, which is offered all year round, please find a highlight of this offer below:

- Customer service training
- Carers awareness training
- Complaints, concerns, PALS weekly drop ins
- PALS and complaints training
- Introduction to involvement in QI
- Experienced Based Co-Design
- Digital story telling
- Collecting and understanding feedback
- Complaints peer review
- 15 steps challenge
- PLACE

<https://www.leicspart.nhs.uk/wp-content/uploads/2023/11/Staff-Training-and-Development-Offer-v6-1.pdf>



The Patient Experience and Involvement Team continue to work closely with the We Improve Q team to ensure that patient experience data, and patient and carer involvement is included in QI projects where appropriate. Over the year we have seen an increase in patients and carers taking up collaborative working opportunities, this with the offer of various training and development support it is evident that our patients and carers are growing in confidence and building skills which has enabled them to take on more strategic roles. Please find an overview of the year's achievements below, including the support, training and development provided to patients, carers and staff:

Quality Improvement projects At the time of writing this report, over the last year we have had 88 quality improvement projects that have involved patients via their patient and carer insights, and we have had 39 quality improvement projects where patients and carers have worked collaboratively as part of the project teams.

Patient Experience and Involvement Community of Practice has now been set up and taking place monthly with various uptake each month although we are starting to see more regulars, and staff go onto more specific training and support for experience and involvement. These sessions are attended by both staff, and involvement network members which has added to collaborative discussions and learning.

QI Share and Learn space for those who are interested in getting involved in QI, or already involved in QI projects. The aim of the space is for people to come together monthly to share experiences, develop and learn together and as an opportunity for group discussions around different QI projects and ongoing support. The group has a regular and steady growth of membership and has been crucial in supporting those involved in QI, and matching individuals to projects. To note 50% of the network members involved in these QI projects have gone onto become successful in the recruitment to our new Lived Experience Partner role.

Introduction to QI for patient/carers network members was co-designed with the share and learn group and acts as an introduction to QI before people join the share and learn space. The sessions are offered quarterly and have several attendees which supports them to go onto get involved with QI projects and join the share and learn space.

QI introduction to Involvement for staff this co-produced and co-delivered session continues to be delivered to staff and over the past year we have seen a steady increase in demand and increased the sessions to take place monthly. Since this session launched late 2021 it has been delivered to almost 300 members of staff.

The Patient Experience and Involvement Team have been working closely with the **Director of Nursing (DoN) and Allied Health Professionals (AHP) programme** of professional development, to ensure that patient experience and involvement is included in the fellows QI projects. This was the second cohort of fellows and we managed to successfully match 6 network members to 7 Quality Improvement Projects for collaborative working.

The fellows received a training session on involving people with lived experiences in their projects, listening and learning from feedback and working collaboratively with service users and carers to co-design and co-produce on projects. The session was co-created and co-delivered by the WeImproveQ Lived Experience volunteer. See below for QI project titles:



CHS

- **District Nursing** – Type 2 diabetes – becoming more independent on self-administration of Insulin
- **Equipment processes** - To reduce delay in equipment provision for Patient's above the weight limit of 270 Kilograms.
- **Hinkley and Bosworth Community Hospital** - To explore the role of Occupational Therapist in Community Hospitals within LPT, with the aim of obtaining feedback from OTs to explore job satisfaction, use of specialist skills and trial of a Discharge Coordinator role to support flow
- **Agnes Unit** - Supporting staff to use therapeutic engagement during supportive observations with patients.

DMH

- **Griffin Ward** - Improving 1:1 Therapeutic Engagement between Nurse and Patients on PICU

FYPC/LDA

- **Community West LD Team** – to improve how we support patients into voluntary or paid employment
- **Speech and Language Therapy** - To increase the use of the Body Rhymes Resource Bank, across schools by Speech and Language Therapy (SALT) staff

All network members have been feeding back monthly in PE&I's QI share and learn space on how they have found working in partnership with different staff from different clinical professions across the three directorates and how valuable this experience has been for them.

An experienced patient (Andy) and staff member (Natalie) working together as equals. Our project involved designing guidance cards for diabetic's type 2 after discharge from hospital.

Our project consisted of a conversation before starting our project. A conversation as we started and at every stage thereafter. Natalie and I shared more than 120 emails spread over 9 months. We also communicated via teams on numerous occasions. Printed information, instruction notes, and pictorial diagrams for leaflets were passed backwards and forwards between the two of us and often others that we sought information and clarification from.

Eventually together this being the most important part. We developed our leaflets and guidance cards. We tested them on patients and surveyed the community nurses issuing these cards before and after use.

I am a carer, and I took part in a DoN/AHP project with Vanessa to try to identify through questionnaires aimed towards staff and another for service users how the 1-1 service was currently working and how people felt about it.

After carrying out an observation on the ward and identifying possible factors we then worked towards what questions would give the most quantitative and qualitative data that we could work from.

What has been identified is that there is no clear understanding of what an effective 1-1 consists of and this has now opened possible further valuable project for the benefit of both staff and service users and it is something that I would love to be a part of.

Vanessa has included me in every step of this project and together we have made steps towards a better future for others.

I have worked with Leigh on a podiatry project where there were problems with referrals, we have identified that this us down to poor referral forms and contradictory information via the internet. We have worked together to rectify these issues and made all information far clearer, as well as making sure that the forms stating that a patient did not meet the criteria were altered so that the patient did not feel so rejected. We have also worked on making sure that learning difficulties and mental health are now considered as other factors so that a more informed decision can be made. Whilst working on this project I have identified other areas with similar issues and passed on our knowledge from this project, I have found it more valuable than you would initially think as it is so relevant to so many services.

The 15 Steps Programme

The 15 Steps challenge highlights the importance of understanding what good quality looks and feels like from patients and carers 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 of 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 will have a rolling offer of recruiting, and training new patient, carer, and non-clinical staff reviewers to carry out 15 steps reviews.

patient, carer, and non-clinical

Patient Led Assessments of the Care Environment (PLACE)

LPT bought the PLACE programme delivery in house, with the Patient Experience and Involvement Team working closely with the Facilities and Estates team to develop a framework. PLACE help organisations understand how well they are meeting the needs of their patients and identify where improvements can be made, focusing on how clean environments are, the condition (inside and outside), the quality and availability of food and drink, privacy and dignity, and how well the environment supports people with dementia/disability.



8 patients/carers assessors, and several non-clinical staff were recruited and trained to carry out PLACE. This has been a great programme to have fresh eyes and perspectives on things that matter to patients and carers directly from them. please see below some of the impact of this programme:

- Maintenance jobs were able to be escalated, & in some place's jobs were able to be completed there and then.
- Extra seating and tables were sourced to ensure enough seats were provided for mealtimes.
- Additional training put in for staff in some areas to further enhance patient mealtimes.
- On a temporary ward a lot of changes were made really quickly to enhance patients experiences this included the repurposing of a communal room, ordering of TV's and radios, putting up wall clocks including dementia friendly clocks etc.
- Some PLACE assessors continue to be involved in the inpatient food review, and the roll out of new menus and food experience surveys.

Service user/carer Reader Panel

The reader panel fizzled out during the covid pandemic and during 22-23 the group was formally relaunched with an aim to recruit members and co-create a new panel. The reader panel is made up of service users and carers with experience of accessing (or supporting others to access) various LPT Services.

The panel look at and comment on our patient facing information including surveys, posters, leaflets, letters etc, after they have been signed off as clinically correct (by clinical governance colleagues) and before they are distributed, to make sure they are as useful as they can be for our patients and those who care for them. These are leaflets written in English, which can be translated into different formats and languages once finalised as and when necessary.

During 2022-23 the reader panel have successfully provided 33 separate pieces of feedback/comments or suggestions for any changes on patient facing documentation throughout the organisation. A breakdown on the directorate areas are as follows:

- **Community Health Services - 11**
- **Directorate of Mental Health - 12**
- **FYPC/LDA – 4**
- **Trust wide documentation – 6**

Of these pieces; 12 were in the form of draft leaflets, 4 posters, 4 questionnaires, 2 welcome packs, 6 surveys, 1 app, 1 statement, 1 form and two preference request for service names.

When making a comparison to 2021/22 before the formal panel was created requests for patient feedback was seen to increase by **43% from (14 to 33)**

2023-24 has already seen 31 requests made to the Reader Panel which is already a **48% increase from 2022-23.**

Our aim in 23-24 is to look at setting up directorate groups with the support of our Lived Experience Partners so we can ensure that we can keep up with the demand from services.

“Thank you to those of you who provided feedback on the Bradgate Mental Health Unit carers leaflets – the service would like to share their feedback with you: “Your feedback has been incredibly important, and we are very grateful for your support. During this process, we have received feedback from you as well as staff to ensure the most essential changes are being made to suit as many people as possible”



Achievements: Impacts of Involvement

Leicestershire Partnership
NHS Trust

Over the last 12 months patients, carers and their families continue to be involved in lots of ways, both individually in relation to their own care, and collectively working in partnership with services to influence and improve how we deliver and design our services. The below gives a highlight of some of the examples of how we did this:

Families, Young People and Children Services	Directorate of Mental Health – Includes Adult and Older Persons Mental Health Services	Community Health Services
LeDeR programme of work regarding local service improvement looking at the learning & deaths of people with learning difficulties – patients and carers have been supported to become members of this group.	Step up to Great Mental Health – a series of workshops have taken place involving patients and carers to help shape the offer - ensuring the offer supports local communities needs to support mental health and identifying any gaps.	Talk and listen volunteers have been introduced to some services to attend clinics and conduct phone calls to collect patient feedback.
Young people from YAB have been part of the Neuro Development Transformation Project group supporting with the development of animation whilst young people wait for services along with patient stories, to share experience and journeys after diagnosis.	DMH carer shared story on communication issues during daughter's inpatient stay and discharge, story being used in staff training.	2 patient stories created: CHS integrated Community Specialist Care Team staff member shared story on support service offered family member at EOL. Story being used in staff training.
Healthy Together 3-4 month contact quality improvement project looking at the reintroduction of contacts after covid. The involvement of parents/carers led to a different offer which was better suited to those accessing the service.	In 2022 we have implemented meet & greet volunteers within the BMHU reception. This has been incredibly beneficial and positive for our visitors. One of our volunteers has had some positive feedback and interactions. We are also in the process of working with our volunteers to gain feedback, as we are keen to improve the patient/carers/visitor experience to.	Physiapp – a falls prevention app was created with the various patients and carers involved in various co-design elements. The app is being tested with patients and is finding positive results.

Trust Wide Projects:

- 6 DoN AHP QI projects across the directorates were successfully matched to patients and carers for collaborative working.
- Several patients and carers were recruited and trained to be PLACE assessors, and 15 STEPS reviewers with activity taking place across the Trust.
- Various documents were co-produced and/or consulted on with various patients and carers, resulting in patient friendly information.
- Collaborative working with a patient to review complaints satisfaction survey, new survey produced focusing on what matters most to complainants.
- Complaint peer review sessions are regular practice: staff and patients/carers reviewing redacted complaint in order to make improvements

Adult Learning Disabilities Services

- The LD Talk and Listen group is a group of adults with learning disabilities that meet once a month to support service improvements – the group are delighted to be back meeting face to face.
- There is a continued representation of people with learning disabilities in interview panels despite the challenges with technology.
- The group have supported staff to develop training for staff around accessible information and the importance of good communication.
- We ran our first in-home involvement group, meeting with a group of service users who have recently had input from the LD service to find out about their experiences. We had 3 participants plus a member of staff. This is a pilot and will now be rolled out in other homes. An experienced facilitator will support and enable others with less experience to gain confidence in facilitating a group. Visual resources and guidelines will be developed.
- Specialist Autism Team (SAT) are developing a Welcome Pack – and asked for informal feedback from the Talk and Listen group. The SAT Workshop pilot “Understanding my autism” has just finished, Family therapist who led the workshop has gathered lots of feedback with lots of requests for face-to-face workshop meetings. One SAT person said they would like to do more patient involvement so the team going to look at involving them in the development of more training and materials.
- The Talk and Listen group have agreed to work more closely with the Patient Experience and Involvement team with plans to: share more of the work the Talk and Listen group get involved with and the impact of this, how we communicate better with the group and further develop the Easy Read Patient Experience and Involvement Newsletter, and training for the group as well as developing training and guides for staff when involving people with LD.



Achievements: Impacts of Involvement

Meaningful Activity Coordinators (MAC's)

The Trust has MAC's on most inpatient wards in community and mental health services and their role is to create meaningful activities for patients to take part in if they wish. These activities contribute to a range of outcomes for example getting people up and dressed out of pyjamas, hand coordination, independence, routine etc, the below images show a range of activities on the wards;



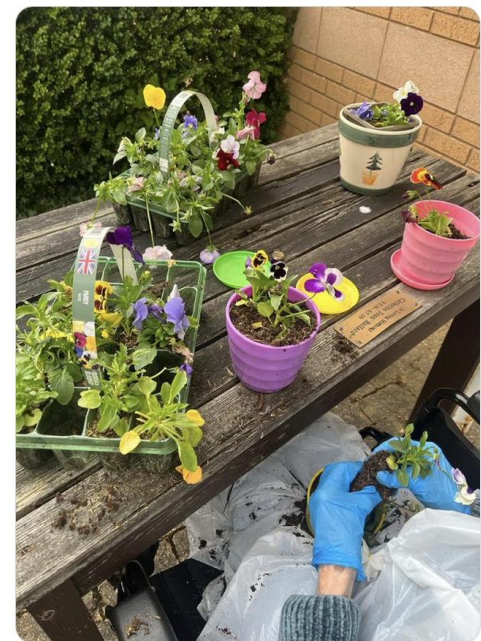
Easter Activities on our CHS Inpatient Wards



The CHS Meaningful Activity Coordinators have been busy on the CHS Inpatient Wards ensuring our patients enjoy the Easter period.



“There’s nothing like getting your hands dirty and having fun” said one of [@EastHbch](#) patients with our meaningful activity coordinator [@CHSInpatientLPT](#) [@LPTnhs](#)



We've been encouraging good drinking habits for the high temperatures by decorating our own colourful water bottles!
[@BradgateUnit](#) [@Raising_Health_](#) [@LPTnhs](#)
[@LPTChair](#) [@LPT_Activities](#)



The brilliant Betty brightening up the days of our patients and staff 🐕💛💙
[@PetsAsTherapyUK](#) [@LPT_Activities](#)
[@LPTnhs](#) [@CHSInpatientLPT](#)



Congratulations- Peer Support Workers (PSW) Celebrating Excellence Awards 2022

The YAB were pleased to hear that Leanne and Georgia (PSW) were successful winners in the category of Excellence in Involving patient/service users award. Well done to both and thank you for their continued hard work and support of the YAB through their teams and managers within CAMHS (Children and Adolescent Mental Health Services).

Network member sharing their experience of volunteer work which has resulted in being offered a role at LPT

"I am going to be a health care support worker within the Electroconvulsive Therapy (ECT) team at the Bradgate Mental Health Unit. I have been doing this role voluntarily with the team for some time and this appointment formalises that. My role will be to use my lived experience to support patients and their carers/families through their ECT treatment; before, during and afterwards to allow them to reflect on their experience of treatment. I'm also going to be bringing my experience gained from working with the Royal College of Psychiatrists on ECT standards and quality improvement to try to find new ways to improve the service for patients and their families. This is a new role and I'm going to be developing the framework and job description with the hope being that I can complete the peer support worker training and it will become a peer support worker role.



Congratulations to Georgia and Leanne tonight's winners in the @lptnhs #lptstars excellence in patient /service user award. Well done both we are so proud of you 🏆
@LPTpatientexp @LptYab



The way the ECT team have used co-production has been fantastic and I already feel like a valued member of the team from working with them in a voluntary capacity. I have felt all the way along that my ideas and contributions have been listened to and taken on board and we have worked together to improve the patient experience in what is undoubtedly a very controversial area of treatment where lots of stigma still exists, and opinions are polarised.

It has been good to have been a part of the patient involvement network and witness how you are all trying to implement change and introduce new ways of working with people with lived experience and the passion you have for it."

The LPT NHS Youth Advisory Board (YAB) is open to all 13-21 year-olds who live in Leicester, Leicestershire and Rutland (LLR) the purpose of the board is to support improving children and Young People's health care services through members lived experience, participation and voices through weekly meetings held virtually. Now into its third year the YAB continues to a positive impact on the way the Trust designs and delivers services for children and young people. Can you see opposite some of the achievement of the YAB during the year.



HELLO!
WE'RE THE YAB TEAM



EMILY



LEANNE



GEORGIA



JACOB

EMILY'S ROLE

I work within the Patient Experience and Involvement Team within Leicestershire Partnership NHS (LPT) as the Deputy Head of this service. As part of my role I lead and support the YAB and have done since setting up the board with young people in 2019. Across LPT we know how important it is to support and give young people the time and space to share their feedback and tell us their experiences of services. The trust values the voice of YAB members and wants to continue to improve services together working with young people across the wider health and social care system.

JACOB'S ROLE

I work with children, young people and families to support them to have their voices, views and experiences heard within the local NHS. Children and Young people have a powerful role in influencing how the health service develops and improves, and it is my job to empower and elevate those voices within the NHS.

LEANNE & GEORGIA'S ROLE

Both of us are Peer Support Workers who work in CAMHS, we are considered experts by our lived experience, we have both been on the receiving end of CAMHS services. A big part of our job is to work with clinicians to help them understand what it might be like to be on the receiving end of services, to bridge the gap that might exist between patient and services, and to support young people and others involved in their care whilst they are involved with CAMHS.

In YAB we help facilitate sessions, support and encourage conversation and help behind the scenes to make things easier for you and our team. Mostly, we're here for you though, for example: if you have any questions, if you're involved with a project and need support whilst doing it, if have found a topic or session particularly difficult and need a chat, we're here! We will also offer you informal catch ups per term during your time with YAB just to see how you're doing and gather any feedback you may have about the group (this can be anonymous).



LPT Neurodevelopmental Transformation Project continuing their work on this system-wide project supporting and promoting the voice of young people within work streams such as communications and assessment pathways.

Working with CAMHS and Mental Health services to preparing for adulthood and transitions between services. The board have been part of the development of the LLR preparing for adulthood strategy and have worked with local CAMHS Care Navigators focussing on what is helpful for young people when they are transitioning to adult services.

LLR Young Peoples Charter The YAB has explored and inputted their views and voice within the development of a Young Persons charter along with the UHL Youth Forum. .

Gender Identity The YAB have been involved in the development of frequently asked questions (FAQS) to advise and support staff in understanding gender, LGBTQ+ and feeling confident in having discussions with Young People.

Joint Strategic Needs Assessment (JSNA), Mental Health (MH) Priorities Leicestershire Local Authority Public Health Teams have engaged with the YAB around mental health plans and priorities to inform the development and prevention of MH for young people.

The YAB supported this year LPT Raising Health Campaign and successfully contributed through members individual fundraising efforts over £420 to the total. This ensured that young people accessing outpatient MH services also received a gift this Christmas as part of the trust inpatient appeal.

Service Improvements including improving communications, patient information, pre assessment materials and group work activity. Members of YAB have also been part of recruitment for roles across FYPC LD including psychologists, Family Service Managers and Speech and Language Therapy workers.

The People's Council is an independent advisory body for the Trust made up of individuals with a lived experience of receiving healthcare services from Leicestershire Partnership NHS Trust (LPT), through our Patient and Carer Leaders and Voluntary and Community Sector organisations and groups who work with different communities across Leicester, Leicestershire and Rutland.

The People's Council have undergone a review of its membership, objectives, and priorities as part of its reset and rebuild process. Several members of the Council have decided to step down from their roles, others have come to the end of the initial two-year tenure and as such a recruitment campaign for new voluntary and community sector and lived experience partners is commencing 2023/24.

Holding is first meeting in 8 months in the Council have now agreed their priorities for the year We have reviewed the work of the Council and for it to have more impact, they will focus on:

1. Supporting LPT to learn by being a critical friend.
2. Supporting LPT to involve, engage and co-produce.
3. Supporting LPT to shape strategy and policy.
4. Supporting LPT to deliver on its equality, diversity, and inclusion commitments and to tackle health inequalities.

The Council will achieve this:

- Overseeing the delivery of the Trust's Patient Experience and Involvement Delivery Plan and Lived Experience Leadership Framework.
- Receiving and considering the results of any patient and carer and/or staff surveys.
- Considering themes from patient experience received through various formats such as the Friends and Family Test, Complaints and Concerns.
- Engaging directly with our patients and carers to understand their experiences.
- Providing advice and expertise in the review of the Trust's Equality Impact Assessments and delivery of equalities plan.
- Review the delivery of Quality Improvement Projects.
- Considering presentations and updates from the Trust and others.
- Establishing Task and Finish Groups to help the Council deliver on its four objectives, which will review, examine, and make recommendations.
- Contributing to key meetings and committees, including meeting with the Trust's Board.
- Reviewing the Trust's progress against the developing Patient and Carer Race Equality Framework (PCREF) and its progress in becoming an anti-racist organisation.
- Advising the Trust on new ways to measure the experiences of patients and carers.
- Participating in an annual review of Patient Experience through the Patient Experience Improvement Framework
- Providing assurance on the Trust's delivery of its Corporate Plan, called Step Up to Great and by helping keep the Trust's priorities under review.
- Reviewing Care Quality Commission inspection reports and holding the organisation to account for delivery of plans in response to those

Working across Leicester, Leicestershire and Rutland to improve the experience of carers

The Leicester Leicestershire and Rutland (LLR) carers strategy defines a carer within its policy as “A carer is anyone who supports and cares, unpaid, for a family member or friend living with a disability, long-term illness, substance misuse or a mental health need, who would not manage without their help” <https://www.leicester.gov.uk/media/umxo4c5q/joint-carers-strategy-2022-25.pdf>

Carers UK estimate that an additional 4.5 million people became carers overnight, in March 2020 which equates to 1 in 4 UK adults providing care to an older, disabled or ill relative or friend at the height of the pandemic. **If we apply this across Leicester, Leicestershire and Rutland this suggests there would be around 220,000 adult carers**

In September 2022, the Carer’s Working Group was re-established with membership from across the Trust along with carers. The aim of the group to take forward the development and implementation of a delivery plan to take forward the Carers agenda. This work runs alongside the work of the wider ICS and contributes to the LLR carers delivery group to support wider partnership working across Health and Social Care. Partnership working has progressed over the last year including joint work with the Local Authority and commissioned carer organisations to develop resources and information for carers across the system.

The Trust has also agreed to sign up to the Triangle of Care Accreditation. The Triangle of Care programme was revitalised in 2023 and currently has 43 health Trusts as members working towards the scheme across the country. The Triangle of Care was created to improve engagement between carer and health professional for the benefit of the patient (service user). It aims to ensure appropriate carer inclusion - “Carers Included” – throughout the patient’s care journey.

The framework recognises providers who have committed to change through self-assessment of their existing services, and by implementation of the programme according to the Six Key Principles. The Triangle of Care is seen by the CQC as good evidence of an organisation in terms of well lead and how they value the involvement and engagement with patients, carers and service users.

Work will commence on the first phase of assessment in 2023/24.



What have we achieved during 2022/23

- A Trust Carers Working Group was re-established in September 2022, carers with lived experience form part of the membership bringing their own lived experience perspective to the work of the group.
- Directorate Patient and Carer Experience Groups established and include Carer Updates monthly
- A series of focus group sessions with Carers from the LPT Involvement Network were held to explore the views and experiences of carers. This work was the start for the development of a Trust's Carers Promise.
- LPT Staff Carers Survey was launched in January 2023 across the Trust to understand staff views on carers awareness, involvement and engagement.
- Local Authority (LA) Young carers leads delivered "Young Carers Awareness" training throughout the year, the training was open to both LPT and UHL staff. Further sessions booked for 2023/24.
- Following feedback received during the Step up to Great Mental Health consultation, a creation of a carers pack has been completed and launched in June 2023 as part of Carers week.
- Carers service specific support re-established set up/continued across many service areas of the Trust, many groups re-starting post pandemic.
- Leicester, Leicestershire & Rutland Carers delivery group is progressing with their joint working, development and sharing of training and resources across wider LLR system.
- LLR Carers passport leads have been working more closely with LPT carers working group to share carers passport and resources across all service areas.
- Two Carer Lived Experience Partners have been recruited.



Plans for 2023/24

- Embed carers passport and awareness across Trust
- Development of Carers Charter/promise
- Continue with LA Training offer for staff on Young Carers
- Roll out Carers Awareness training programme for staff
- Commence delivery of Triangle of Care Standards roll
- Delivery of LLR Carers Strategy



APPENDICIES

1. Patient Experience and Involvement Priorities for 2023/24
2. Reader Panel involvement in patient information breakdown
3. Engaging and supporting our involvement network
4. Outreach events – showcasing the patient experience and involvement offer

Patient Experience and Involvement Team

Priorities for 2023-24



www.leicspart.nhs.uk



Patient Experience and Involvement Step up to Great Priorities for 2023/24

Key Commitments:

- To capture and use the learning from patient feedback and engagement to inform and influence how the Trust delivers and designs its services, including Implementation of the new Friends and Family Test system across the organisation.
- Deliver continuous development of patient/carer participation and involvement.

Aim:

- We will make it easy and straight forward for people to share their experiences
- We will increase the numbers of people who are positively participating in their care and service improvement
- We will improve the experience of people who use or who are impacted by our services

Key Actions 23/24

Design and implementation of Carers Strategy and implementation plan

- Review, revise and embed carers training package for staff
- Develop offer that forms part of the Carers Passport and embed across Trust
- Cocreate a Carers Charter in partnership with buddy Trust
- Review and consider implementation of Triangle of Care

Build capacity and capability within directorates to capture, learn and improve using patient experience and involvement

- Design and Implement staff training and development programme for coproduction and engagement
- Lead Change Leader Programme in respect of Patient Experience and Involvement

Implementation of the Trust's Lived Experience Leadership Framework:

- Recruitment of Lived Experience Partners
- Recruitment of Patient Safety Partners
- Establish recruitment pathway for lived experience
- Develop Peer Support Worker training and recruitment pathway
- People's Council Lived Experience Partners
- Recommence People's Council
- Develop and delivery Patient Leadership Training Programme

Develop Community of Practice of Patient Experience and Involvement across the Trust

- Design and Implement staff training and development programme for coproduction and engagement
- Lead Change Leader Programme in respect of Patient Experience and Involvement

Appendix 3

Breakdown of patient information requests during 2022-23

Date	Feedback/Leaflet/survey	Service area
April 2022	Forensic community patient/carer leaflet	Adult Forensic Mental Health service
April 2022	Bradgate Mental Health Unit – various patient facing leaflets and uniform poster	Adult Mental Health Services
April 2022	Pressure ulcer poster	Tissue Viability Service
June 2022	Continence leaflet	Adult incontinence service
June 2022	Patient experience survey	Maple ward – adult mental health
July 2022	Mental health practitioner information leaflet	Adult mental health services
August 2022	Physiapp – patient experience survey development	Adult physiotherapy
August 2022	Immunisation letters	Immunisations team
September 2022	Inpatient food survey	Mental health and physical health inpatient areas
September 2022	Carers poster	Crisis services
September 2022	Strength and balance information sheets	Physiotherapy – physiapp project
October 2022	Psychology group questionnaire	Adult mental health
October 2022	DIALOG leaflet	Adult and older persons mental health services
December 2022	Occupational therapy survey	Occupational therapy
December 2022	Feedback and complaints poster	Patient experience and involvement team
December 2022	Lymphodema information and compression leaflet	Lymphodema service
December 2022	Chaperone poster	
January 2023	Translation statement	Translation services
January 2023	Air mattress safety information	Estates and facilities
January 2023	Speech and language leaflet	Speech and language therapy
February 2023	Patient survey for mental health patients	Older persons mental health
February 2023	Feedback form : CONNERS	Paediatric service
February 2023	Sovereign unit leaflet	Mental health rehabilitation
March 2023	Patient observation survey	Adult mental health
March 2023	Health visiting survey	Healthy together 0-19 service

Engaging and supporting our Patient and Carer Involvement Network Health and wellbeing offer



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

Rakesh Madhani- Peer
Support Worker



Virtual Cuppa & Catch ups, Walk and Talks and Face to Face Cafes.

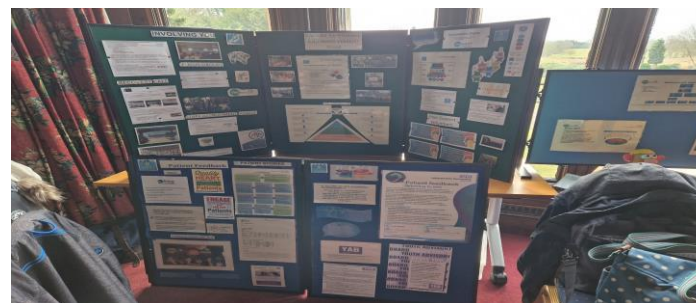
These are informal meet ups which are safe spaces to check in, have nurturing conversations and discuss our involvement journeys. During our virtual cuppa and catch up we share our monthly newsletter highlighting involvement network opportunities.

Our Walk and Talks provide the benefits of side-by-side conversations out in the fresh air. The involvement cafes are for anyone interested in finding out more about our involvement offer and to connect with others from our involvement network.



Recovery College 10-year Celebration Event

Ward Sister/Charge Nurses Development day



Involvement Centre & Café at the Bradgate Unit has Reopened

Celebrating South Asian Heritage Month

We are proud to celebrate South Asian Heritage Month. We have had the privilege of having an in-depth conversation with Jaysree and Raj from our Involvement network.

