



# Patient Experience & Involvement Newsletter

Tue 6<sup>th</sup> February 2024

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

Welcome to our February 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](http://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](mailto:lpt.patient.experience@nhs.net) or calling 0116 2950818

Date & Time	Where
<b>Virtual Cuppa and Chat</b> Monday 5 <sup>th</sup> February from 12 to 1pm	<b>Virtually Via MS Teams</b> <b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a>
<b>Virtual Cuppa and Chat</b> Monday 4 <sup>th</sup> March from 12 to 1pm	<b>Virtually Via MS Teams</b> <b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a>



## 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 27<sup>th</sup> February 2024**, 10am-12pm
- **Unfortunately, there will be no café in March.**
- **Tuesday 23<sup>rd</sup> April 2024**, 10am-12pm

**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](mailto: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:

- **Tuesday 2<sup>nd</sup> April 2024 10.30am to 12midday**
- **Tuesday 4<sup>th</sup> June 2024 1pm to 2.30pm**

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

**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.

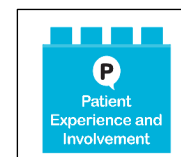
The following sessions are planned online via MS Teams as follows:

- **Thursday 15<sup>th</sup> February 2024 1.30-3pm**
- **Thursday 21<sup>st</sup> March 2024 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](mailto:lpt.patient.experience@nhs.net) or call us on 0116 2950818

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### **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:

- **Tuesday 12<sup>th</sup> March 10:30am-12pm**

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



## Complaints Peer Review Tuesday 27<sup>th</sup> February 2024

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 27<sup>th</sup> February 2024 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 "Appointments/Waiting times" as we know this is amongst one of the Trusts top categories of feedback received.**

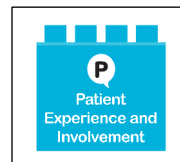
There will be opportunities during the session to work together within tables/small groups and have wider discussions, along with responding to each case individually. There will be a variety of ways to share your experience and feedback during the session, which will be facilitated and supported by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

Following the Complaints Peer Review sessions held across 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. The Pals and Complaints Team are now offering weekly drop-in sessions to staff across the Trust to support and give advice, along with a bespoke training offer.

**To find out more information or to book a place on February's session please email and contact [emily.robertshaw1@nhs.net](mailto: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.

## Patient Experience and Involvement Workshop – help us to set our priorities for 2024 to 2027



The Patient Experience and Involvement Team would like to invite you to join us on **26<sup>th</sup> March 2024 at the NSPCC** to help us codesign our Step up to Great Patient Experience and Involvement Priorities for 2024 to 2027.

Our current priorities which were codesigned back in 2019 are now ready for updating and we would like this to be done collaboratively with our staff, patients, and carers.

We will be celebrating and sharing the work that we have collectively achieved over the last three years. This will be a great opportunity to hear about how our patients and carers have worked with us to improve services and the experiences of those who use our services.

The workshop will commence at 9.00am with registration and we aim to close at 3.30pm. Refreshments and lunch will be provided on the day.

If you would like to join us, please can you register your place by emailing [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or calling 0116 2950818, where a member of the team will confirm a place with you. Once registration has been confirmed we can then discuss any support and dietary requirements.

## Supporting information for Service Users/Families and Carers



**Are you feeling stressed or overworked?**

**We support you, so you can support them**

**NHS**  
Leicester, Leicestershire  
and Rutland  
Talking Therapies

At Leicester, Leicestershire and Rutland Talking Therapies, we provide a range of support to thousands of people to help them to improve their mood and find ways to manage.

If you are 16 years and older and live in Leicester, Leicestershire and Rutland we can support you by providing the tools you need to get life back on track.

**Contact us today - it is a FREE and confidential service.**

-  [vitahealthgroup.co.uk](https://vitahealthgroup.co.uk)
-  0330 094 5595
-  Text 'YOU' to 88802

## Show and Share

**This is a space for network members to share anything they have been getting up to, projects they have been working on, hobbies and interests etc.**

This month a Peer Support Worker has kindly shared a poem they have written which describes their personal journey in becoming a Peer Support Worker. Please see next page:

## My Mental Health Journey – A Poem by Rakesh Madhani

How can I mentally heal,  
If I'm scared to face my struggles with mental health.  
Maybe I'm meant to reach out, by asking for some guidance & help.  
Looking back, I believe my journey was meant to be.  
After so many years, I now feel happier and free.

I remember sitting in a dark corner.  
Not knowing what to do, what to think,  
Wishing these sleepless nights, would be over.  
I remember my journey, my depression, my stress,  
Thinking my life is just one big, mess.

But one day, an opportunity, a career would change my life,  
Thinking this is my calling, looking up proudly up to the brightest of skies.

Here I see my sister beaming with joy, dancing and singing in heaven.  
I miss her advice, as it would always give me the right direction.

Every disability cannot be seen,  
I'm an example, I guarantee.  
I can even show you proof from the DWP!

I'm a Peer Support Worker and a Lived Experience Partner,  
Guiding & supporting people for richer, for poorer.  
I've done ok so far and I'm steadily climbing the ladder.  
I've made my mark, with some swagger.

This is now my time, my path, my journey,  
I just hope I continue to be worthy.

Life is now so much clearer,  
Looking in the mirror and seeing a fighter, a winner.

Learning from life's experiences,  
They have only strengthened me.  
I now know, this was meant to be.

Thank you to the NHS for this amazing opportunity,  
I've met so many people from diverse backgrounds & communities.  
I even proudly wear my ID badge,  
As it has helped me rediscover my identity.

We are all unique, with our stories, opinions & differences.  
Let's continue to change lives with our lived experiences, as our references.

How can I mentally heal,  
If I'm scared to face my struggles with mental health.  
Maybe I'm meant to reach out, by asking for some guidance & help.  
Looking back, I believe my journey was meant to be.  
After so many years, I now feel happier and free.

## **Activities**



## Recovery College Spring Term 2024

The Recovery College are very excited to share their Spring Term 2024 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](mailto: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 Spring 2024 prospectus via the following link: [Leicestershire Recovery College - Leicestershire Partnership NHS Trust \(leicspart.nhs.uk\)](https://leicspart.nhs.uk/Leicestershire-Recovery-College)

### Drop in and see us!

The College are also taking a trip to the Involvement Centre at the Bradgate Unit on Monday 19<sup>th</sup> February,

The team looks forward to seeing you there!

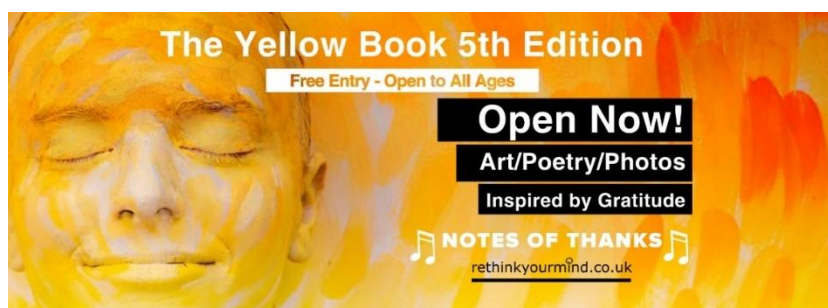




## The Yellow Book 5<sup>th</sup> Edition is Open Now!

You will have an opportunity to:

- Feature in the online gallery
- Be published in the creative wellbeing tool kit – The Yellow Book
- Be the cover artwork for the audio book
- Record your poem for the audiobook
- Receive £50 worth of gift vouchers



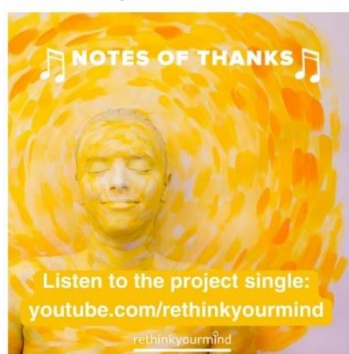
**ENTER** the #NOTESOFTHANKS gallery to uplift & inspire

**CREATE** POETRY | ARTWORK | PHOTOGRAPHY

**UPLOAD TO:**

Let the **Song Lyrics** inspire you...

rethinkyourmind.co.uk



**OPPORTUNITY TO:**

1. FEATURE IN THE ONLINE GALLERY
2. BE PUBLISHED IN THE CREATIVE WELLBEING TOOLKIT: THE YELLOW BOOK
3. BE THE COVER ARTWORK FOR THE AUDIOBOOK
4. RECORD YOUR POEM FOR THE AUDIOBOOK
5. RECEIVE £50 WORTH OF GIFT VOUCHERS

We're singing notes of thanks  
 Woke up this morning and the sun greeted my eyes  
 feeling grateful for this day  
 Walked out this morning and my smile was greeted by  
 another smile passing me by  
 Thoughts arise within me of those folk that helped to lift me  
 throughout my life  
 Now memories flowing of the times I helped to raise a smile  
 in others lives  
  
 Singing notes of thanks  
 It's the key to be  
 Aware of all the gifts  
 that surround me  
 Singing notes of thanks  
 It's the key to be  
 Presence is the gift  
 unwraps before me  
  
 Noticing nature pass me by and I smile  
 surrounded here by so much life  
 Now memories flow of all the species  
 that connected with my life  
 I raise a smile  
  
 We're singing notes of thanks

#NotesOfThanks

## Non LPT Opportunities

### 11-25 years old? Have your voice heard!

What are you saying about your experiences and feelings of health care?  
 If you are one of the 222,000 young people living in Leicester, Leicestershire, and  
 Rutland aged 11-25, the NHS wants to hear from you.



As a young person, you are experiencing the world very differently right now, and  
 the local NHS wants to give you a voice and understand what matters most about  
 health services, so they meet your needs.

Get involved and share your views before Sunday 3 March 2024 by:

- Scanning the QR Code or going to the website [bit.ly/youngvoicesonhealth](https://bit.ly/youngvoicesonhealth)
- Find health information on Instagram: [@health\\_forteens](https://www.instagram.com/health_forteens)

We also want to hear from families of people who are aged 11-25  
 and NHS and healthcare staff providing services to young people.





**healthwatch Leicester** **healthwatch Leicestershire**

**Your voices matters: LGBTQ+ health survey**

Share your experiences of local health and care services to help inform and improve healthcare for the LGBTQ+ community

Your views matter.  
Share your feedback.

Complete the survey  
[www.smartsurvey.co.uk/s/HWLGBTQ](http://www.smartsurvey.co.uk/s/HWLGBTQ)

  **Scan me**

[www.healthwatchll.com](http://www.healthwatchll.com)  
0116 257 4999 | [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)

## 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 0808 800 3302 or text 07480 635 199, 24 hours a day, seven days a week.

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

Visit a Crisis Café. Full list of venues on our website: [www.leicspart.nhs.uk/service/crisis-cafes/](http://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: <http://tinyurl.com/52444wx5>

You can also find out about Crisis Cafes held across Leicester City and Leicestershire via the following link: <http://tinyurl.com/bdzeaxm8>



### Lived Experience Partners update

We are almost there with recruitment and we are starting to see patient and carer partners come through the HR process and provided with start dates to commence work with several partners now been matched to areas of work. These are broken down as follows:

- 2 Patient Safety Partners
- 4 CHS Lived Experience Partners – working alongside senior leads in community health transformation programme.
- 5 FYPC/LDA Lived Experience Partners – LDA role, LeDeR project and governance role within PCEG.
- 5 DMH Lived Experience Partners – co-production groups being established aligned to each of the 9 workstreams, to be co-chaired by partners.
- 3 People's Council Lived Experience Partners
- 4 Corporate Lived Experience Partners – for delivering training.



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### Youth Advisory Board (YAB) update

Please see the below update of what YAB have been involved with throughout January:

#### Adolescent Research Study (DMU) YAB as partners

Guest Professor Bertha Ochieng, Professor of Integrated Health and Social Care from De Montfort University Leicester shared information about the following adolescent research study (link for your info and to read) <https://www.ukri.org/opportunity/adolescent-health-study-call-for-study-sites/>

Following discussions and agreements from the board it was agreed that YAB would be partners in this project and act as a sounding board to support this study.

#### LLR CYP Engagement Consultation

YAB continue to support the current live LLR CYP engagement consultation following a session with ICB lead Jacob Brown and Menti activities the board created the following statement in support of this project and why young people should get involved in the Young People Engagement project.

<https://bit.ly/youngvoicesonhealth>

*“Good and bad experiences of health services can happen, and it is important to learn what went well and how we can improve them. That is why it is vital young people take part and tell the NHS about their experiences.*

*By involving young people in improving services, we can create a kinder, friendly, and more relatable service for children and young people.*

*Get involved and fill out the questionnaire. Ten minutes of your time can make a huge difference in changing healthcare for young people across Leicester, Leicestershire and Rutland.”*

#### ND programme and CAMHS digital projects

Leighan Johnson discussed with YAB members some digital involvement opportunities to support recruitment videos for new ND jobs and a project linking up with Leicester university students to film a video for CAMHS. 3 YAB members will be supporting this work during February half term.

#### PAUSE Service patient information

YAB have supported providing their feedback and preferences around patient information leaflets for the PAUSE service, the YAB have been regularly involved in the development of this service through various digital work during YAB meetings



## Patient Experience and Involvement Priorities - YAB

YAB have contributed their views and ideas in support of the LPT Patient Experience and Involvement priority setting event in March. On the right are ideas the board have around things that are important and matter to them as CYP accessing services across LLR.

### What is important or matters to you most as young people accessing services? (and understanding feedback and improvements)

#### What is important?

- Understanding what is going to happen and being prepared in advance
- Not feeling rushed and ensuring you are being listened to
- Having empathy and understanding of all people (link to comment re eye contact)

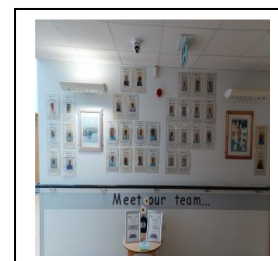
#### What matters?

- Knowing that your views and feedback has been acted on. When this is not done and fed back it is frustrated.
- Not glossing over feedback or misrepresenting views and ideas, then returning with the same problem.
- Showing that you are being listened to, despite having eye contact or not



## Patient Led Assessments of the Care Environment (PLACE) update

The second year of PLACE Assessments in partnership with patients, carers and staff commenced in early September 2023 with a cohort of Patients and Carer Assessors. However, the programme has been impacted this year by Covid and restrictions to accessing wards and as a result, we have not been able to fulfil the full programme of visits.



It was accepted that nationally, the collection last year would be impacted by COVID outbreaks affecting assessors and sites, therefore would mean some sites were not accessible, for LPT these include.

- Hinckley & Bosworth Community Hospital
- Coalville Community Hospital
- Melton Hospital

The following sites were not assessed this year due to the reasons detailed below.

- Feilding Palmer Hospital – inpatient beds temporarily suspended to admissions due to COVID secure arrangements
- Rutland Memorial Hospital – lack of availability of assessors
- The Willows – lack of availability of assessors

**Cleanliness** – no areas of concern were raised, and cleanliness scores were a marginal increase on last year.

**Food** – the overall food score includes the organisation of food as well as taste/quality, whilst the organisation score had increased slightly there was still a noticeable issue with the taste and quality of food. This is an area that the trust has been working hard to improve since 2022's PLACE, and scores remain consistent due to food supplier issues which has impacted the Trusts quality improvement plans.

**Privacy, Dignity and Wellbeing** – scores for this area remain consistent and showed a slight increase from last year.

**Condition, Appearance and Maintenance** - Despite some areas of concern, good improvement was shown in this domain from last year and remains consistent this year.

One Patient Assessors' comment regarding The Bennion Centre was '*This is the best I have ever seen it in 11 years or carrying out PLACE assessments.*'

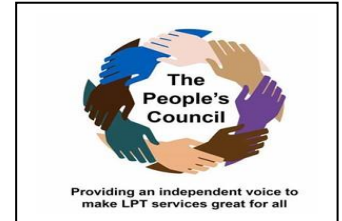
The areas of concern were primarily Herschel Prins all weather sports area which required care and maintenance due to overgrown weeds which were not accessible due to construction work at The Bennion and having temporary fencing around the area. Improvement works have already started to rectify this. An action plan will follow and we will bring assessors back together to share updates.

**Many thanks to all of you that supported last year's PLACE.**

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### **The Peoples Council update**

The Peoples Council held its inaugural meeting of its new membership, including three new Lived Experience Partners. Updated Terms of Reference have been agreed and meetings held with Deputy Chief Executive and Chair to progress discussions from the Trust Board Development session and are ongoing. The Peoples Council are due to meet again in February so we can provide a more detailed update in next months newsletter.



### **Feedback – Reader Panel Update**

January has been a quite month for the panel who reviewed the following patient facing documents:

#### **Bradgate Mental Health Unit – Informal Rights Leaflet**

This leaflet is aimed at people who have been admitted to the Bradgate Unit as an informal patient.



#### **Bradgate Mental Health Unit – Family/Carers and Friends Information Booklet**

This information booklet has been revised and updated to include the new carers pack. The service specifically wanted to know if Carers/relatives wish to have any additional information contained in the booklet.

**Feedback Outcomes** – we have two updates from services areas providing details on how they have considered the Reader Panels feedback given previously.

#### **Bereavement Leaflet – Update from Service area**

*We fully recognise that the emotional aspect and how to access support is of paramount importance. We could enhance our acknowledgment of the bereavement and add additional wording to page 2 as suggested by the panel.*

#### **Young People Immunization Survey – Update from Service area**

*The comment on parents refusing consent against the young person's wishes is a very valid and insightful one. It is something we can take on board when reviewing the whole issue of self-consent and whether it has been effective in this round of vaccinations (this is the first time the service has allowed self-consent and we have been very careful to introduce it in a limited way as we realise it can be an emotive issue for parents).*

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## Recruitment Panels – Providing a Patient Perspective

January has been a very quiet month for recruitment, with the following interview provided with a patient representative as follows:

- Family Therapist Band 8

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



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### 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](mailto:lpt.patient.experience@nhs.net)

FREEPOST LPT Patient Experience

Tel: 0116 295 0818, Twitter; @LPTPatientExp

