



Patient Experience & Involvement Newsletter

Tue 2nd January 2024

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

Welcome to our January 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/>



Wishing you all the best for 2024.

Sign up and stay connected!

You can join our Service User/Carer Network which is open to service users, carers and family members where you can share your lived experiences with us. This will help to inform how we shape our services to fit the changing needs of our local communities.

Please visit our "involving you" page

www.leicspart.nhs.uk/involvingyou

which provides additional information and access to our on line Expression Of Interest form.

Your Health and Wellbeing

Virtual Cuppa & Catch ups – Walk and Talks

We have fortnightly catch ups where we can check in and see how we are doing. These are informal meet ups where you can discuss your involvement journey/opportunities or just to check in and have a chat, these are either virtually or face to face so we can have a walk and talk. Please see below for upcoming dates.

We would be grateful if you can make sure you contact us to confirm you are able to attend prior to these events taking place so we can ensure we are available to facilitate these meet ups. You can do this by emailing: lpt.patient.experience@nhs.net or calling 0116 2950818

Date & Time	Where
Virtual Cuppa and Chat Tuesday 2 nd January from 12 to 1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting
Virtual Cuppa and Chat Monday 5 th February from 12 to 1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting



Face to Face Cafes

Please come and join us at our next Involvement Café.

There are no agendas for these cafes – these are simply a space for you to come and have a cuppa, and to connect with others around your wellbeing. The involvement cafes are for anyone interested in finding out more about our involvement offer and to connect with others from our involvement network.



We know it can be scary walking into somewhere new - please note that we are happy to arrange to meet you outside if you would like someone to walk in with you. Please do let us know.

Dates of future Cafes are below:

- **Tuesday 23rd January 2024**, 10am-12pm
- **Tuesday 27th February 2024**, 10am-12pm

Please note that in November & December we are not able to use John Lewis due to this being their busy period.

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.



Leicestershire Partnership
NHS Trust

We can do this by:

- Video calls – Microsoft Teams
- Email
- Telephone calls
- Post (freepost address provided)
- Individual involvement, and groups

Over the following pages you will find details of training and development opportunities, as well as new and ongoing involvement workshops and projects at LPT that you are welcome to get involved with.

If anything has sparked your interest, or you have any further questions or queries. You can contact the Patient Experience and Involvement Team via email: lpt.patient.experience@nhs.net or call 0116 2950818.

Introduction to Involvement Workshops

Our Introduction to Involvement Workshop is open to new and existing network members. Whether you would like to discuss the latest involvement opportunities available or would just like a refresh or recap, this workshop is for you. The workshop is an informal introduction, with a culture of “no question is a silly question”.

Come along and find out what support, training and self-development is on offer!

Overview of the Introduction to Involvement workshop:

- Working together as equal partners
- Involvement framework
- Involvement charter
- Confidentiality agreement
- Skills/Experience/Needs and Interest form
- Involvement opportunities
- Wellbeing support, training and development we can offer you
- Recognising and rewarding your contribution



Involvement Packs We will post out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

Dates of Introduction to Involvement workshop:

- **Thursday 1st February 2024 1.30pm – 14.30pm**
- **Tuesday 2nd April 2024 10.30am to 12midday**

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

Are you interested in getting involved with Quality Improvement (QI)? Or learning more about it? Or are you already involved in QI & would like support?



Come along to our QI Share and Learn Space

We now have a virtual space where network members interested in QI or already supporting QI projects can come together as a QI Group. This is a monthly space is where we:

- Learn and share from each other
- Develop quality improvement skills and understanding
- Discuss projects you are involved/interested in
- Discuss new opportunities to get involved, supporting staff with their QI projects
- Peer support

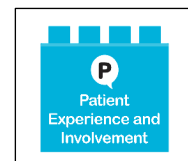
There is a mixture of attendees from the involvement network, some completely new to QI, some with little involvement experience and others that are regularly involved in QI. We can also match you to projects that may be of interest.

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

- **Thursday 18th January 2024 1.30-3pm**
- **Thursday 15th February 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 or call us on 0116 2950818

Introduction to Quality Improvement for Involvement Network Members



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

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

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

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

- **Tuesday 12th 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 or call 011 295 0818

We are looking for people to get involved with the quality improvement of our services.



We are looking for several patients/carers to work collaboratively with staff on quality improvement projects as part of their Director of Nursing (DoN) and Allied Health Professionals (AHP) Fellowship programme.

This involves supporting staff to think about their project from a patient and/or carer perspective, and meeting with the project lead on a monthly basis over a 6–8-month period with a celebration event at the end. Activity briefs are being created which will provide further details, however in the meantime you can find potential project titles and service areas as outlined below:

Physiotherapy - Community Health Services (CHS)	Managing expectations of the role of community hospital in the rehabilitation process for patients. To make patients and staff aware of the purpose of the referral and limit incorrect information being provided.
Health Visting - Families, Young People & Childrens Learning Disability & Autism Services (FYPC LDA)	Contributing to breast feeding information on the digital platform. To include developing a questionnaire and video.
Dietician, Home Enternal Nutrition Service – FYPC LDA	Collaborative working between dietitian and district nurses around feeding tube suture removal. To improve patient experience and outcomes.
Physiotherapy, Stroke Rehab - CHS	To increase the competency of health care assistants to provide stroke specific therapeutic care on the stroke inpatient ward. Within the context of increasing specialised patient centred care.
Substance Misuse, Inpatient Mental Health – Directorate of Mental Health (DMH)	Increase staff awareness of substance misuse issues on admission and discharge with a focus on Chemsex (using illicit drugs to enhance sexual experience).
Occupational Therapy, CAMHS outpatients – FYPC LDA	Exploring the use of group work within a CAMHS Outpatients setting to support young people with understanding the impact of their sensory needs on their social, emotional and mental health.
Community Paediatric Dietitian - FYPC	Prescription of hypoallergenic formula milks for infants (under 12 months).
Community Learning Disability Nurse	staff training in ADHD. To increase support for patients diagnosed with ADHD and so staff feel better able to provide appropriate support to help patients to engage in interventions.
Health Visitor, Public Health Nursing – FYPC LDA	To review the impact of the digital offer (Chat health, the website and the Healthy together helpline) on health visiting practice and areas to be improved, from the health visitor perspective.
Health Visitor, Public Health Nursing – FYPC LDA	The effectiveness of baby massage in mothers who are experiencing post-natal depression.
Occupational Therapy – CHS	Reducing inpatient falls by making the toilet space safe for patients.
Health Visitor, Public Health Nursing – FYPC LDA	Researching the evidence base around the Health Visiting team's reintroduction of the 3-year health and developmental contact.
Mental health facilitator, Nurse in Primary Care – DMH	To change the way mental health facilitator services are delivered to patients in primary care. For example, bloods recording taking from secondary care, not reflecting in the primary sector. Looking at streamlining unsuitable patients from the primary care register. To look at supporting GP's in referring to the most appropriate practitioners.
Staff Nurse, Learning Disabilities Short Breaks - LDA	Creating a grab sheet for staff unfamiliar with the service to reduce patient risk.

If you would like to express an interest in any of these projects, please do contact the team and we can discuss the requirements with you. Email LPT.Patient.Experience@nhs.net or call 0116 2950818

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



The 15 Steps challenge highlights the importance of understanding what good quality looks and feels like from patients and carer perspectives. The approach came from a mum whose daughters condition needed frequent inpatient stays. She said, **“I can tell what kind of care my daughter is going to get within the first 15 steps 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 require more patients and carers to help us carry out 15 steps reviews.

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

Please email or call the Patient Experience and Involvement team with any queries or to request an expression of interest form: LPT.Patient.Experience@nhs.net

Can you help us to develop a new patient booklet for Mental Health Planned Treatment and Recovery teams?

This booklet will be a guide for patients, their family members, and carers to help them in their recovery by providing supporting information. We are looking for two people with lived experience of accessing or supporting someone to access mental health rehabilitation recovery and treatment services, to help us to create this booklet. Five meetings are planned which will take place virtually and you will join a small working group to develop this booklet.

If this is of interest, you would like further information or to express an interest, please contact the Patient Experience and Involvement team via email: LPT.Patient.Experience@nhs.net or call 0116 2950818



Do you have experience of restrictive practices on mental health wards? This could be from personal experience, or something you have witnessed whilst being a patient, or you may be a carer that has supported someone who has experienced restrictive practice.

Reducing Restrictive Practice on
Mental Health Inpatient Wards
Learning from Experts by Experience

Restrictive practice includes the use of restraint which could be physical or chemical (also known as rapid tranquilisation), seclusion, and environmental restraints etc. Some service users have recounted their experiences of restrictive practice with words like 'powerless', 'dehumanised', 'traumatic' or even 'haunted' evoking negative experiences.

Restrictive practice should always be a last resort and we are looking to adapt current staff training to ensure that patients and carers voices are captured within this training. We hope to provide an insight to staff on what it is like to stay on a mental health ward, in being more recovery focused, having collaborative conversations, and sharing experiences of restrictive practice etc.

We are looking for people that would like to get involved with this work, this could be sharing your experience, which can be done anonymously, helping us to develop the session, and deliver to staff. If this is of interest, please contact the Patient Experience and Involvement Team.

Email LPT.Patient.Experience@nhs.net or call 0116 2950818

Do you have experience of being an inpatient on our Mental Health wards, or a carer that has supported an inpatient?

Inpatient psychology has designed a draft group programme called 'Moving Forward' for service users who are being discharged from our mental health inpatient services. The group aims:

- to offer a space to reflect on the understandably missed and complex feelings that can be around when someone is about to leave a ward
- a section on creating individualised plans to prepare for this
- signposting to supportive charitable organisations in the community



The group are having a practice run with some staff and looking for people with lived experience and carers to also attend this session. This will be an interactive, experiential exercise where everyone will be able to give feedback as we run through the trial session.

It would be a session to provide honest feedback so that the session can be shaped into something that is most likely to be helpful for those accessing our services.

The first trial session is planned for **Tuesday 16th January 12:30-2:30pm at the Bradgate Mental Health Unit.**

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

Supporting information for Service Users/Families and Carers

New GP Carer Registration Form

We know that not all carers recognise themselves as having a carer role and we encourage you to give this form to any carers you know and encourage them to let their GP know they are a carer.

Carers get priority access to vaccinations and may benefit from targeted access to other health interventions, such as social prescribing if we know who they are!

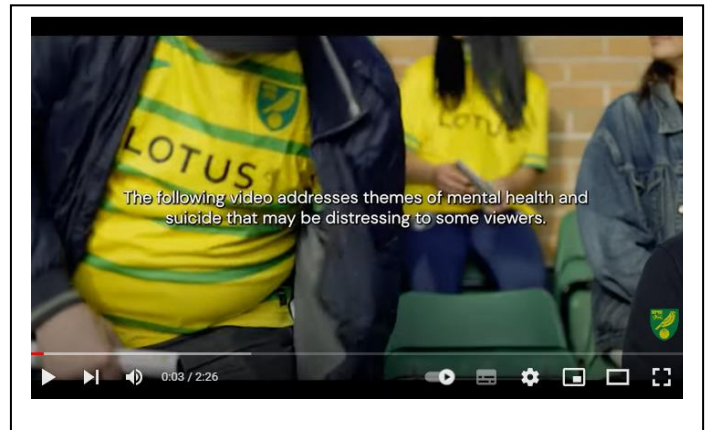
If you are a carer yourself then please do complete the form and take along to your GP. The form itself gives a definition of a carer, please see the form for more details: <http://tinyurl.com/5pdm4zuy>

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 team member has been talking to an individual interested in peer support training, whilst talking about their journey they referred to a video they had watched on YouTube that they felt very connected to.

We have since shared this film around the Patient Experience and Involvement Team and it has had a massive impact on the team and reminded the team of the importance of checking in on ourselves, and each other.



You can view the film on the following link:

<http://tinyurl.com/bdf9b5jb>

Activities

Recovery College Autumn Term 2023

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



The Leicestershire Recovery College offers recovery-focussed educational courses and workshops. During the upcoming Autumn Term, the college is excited to be offering multiple face-to-face courses alongside a range of online courses, with new and returning courses and workshops available!

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

You can find an electronic version of the Spring 2024 prospectus via the following link: [Leicestershire Recovery College - Leicestershire Partnership NHS Trust \(leicspart.nhs.uk\)](https://leicestershire-recoverycollege.nhs.uk)

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.

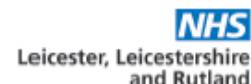


As a young person, you are experiencing the world very differently right now, and the local NHS wants to give you a voice and understand what matters most about health services, so they meet your needs.

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

- Scanning the QR Code or going to the website bit.ly/youngvoicesonhealth
- 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.



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/

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>

Your Voices, Feedback and Updates!

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.



Three partners have been identified to work within the Community Health Services (CHS) directorate and we are looking to see how these fit with the directorates transformation programme.

Three partners have also been identified for Families, Young Peoples, Childrens and Learning Disability and Autism (FYPC LD&A) directorate and we are looking to see how these fit within the directorate.

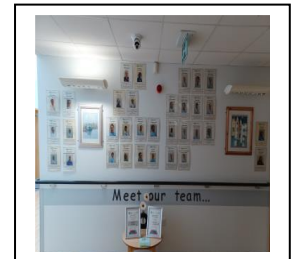
Within the directorate of Mental Health (DMH) the establishment of nine Co-Production groups for each of the nine service areas of the directorate are beign established, these groups will be co-chaired by a Lived Experience Partner. The focus of these groups will be on Patient Experience, Friends and Family Test (FFT) feedback scores and Complaints improvements. A Lived Experience Partner has also been identified for the Clinical Reference Group which is overseeing the Treatment and Recovery Transformation Programme.

An overview of partners recruited can be seen below:

- 2 Patient Safety Partners
- 3 CHS Lived Experience Partners
- 3 FYPC/LDA Lived Experience Partners
- 4 DMH Lived Experience Partners
- 3 People's Council Lived Experience Partners
- 3 Corporate Lived Experience Partners

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. A report of what was found in the areas we will be available in the New Year.



The Peoples Council update

Following the re-establishment of the People's Council some of the Council members met with the Trust Board at their Board Development Session in August 2023. During the session discussions were had in terms of how the Council can support the work of the Trust, particularly in relation to the Step up to Great Priority for Patient Experience and Involvement as well as supporting work around health inequalities.



The Council have identified two priority areas they will be focusing on over the next year, firstly looking at the theme of communication and ongoing poor experience reported to the Trust via complaints, concerns and FFT feedback. Secondly, they have proposed to support the Trust with the implementation of the Patient and Carer Race Equality Framework when it is launched.

The Council held a summit to look at the theme of communication in October 2023, which started a deep dive into the experience data and looking at work already underway across the Trust in relation to addressing some factors that inform a poor experience related to communication. The Council held its inaugural meeting in November 2023 with its new members, this session set the form and function of the Council and how it will take its work forward in the two priority areas.

Feedback – Reader Panel Update

December has been a quiet month for the panel who reviewed the following patient facing documents:

LPT Bereavement Booklet (in-patient adult deaths CHS & DMH)

This bereavement booklet is aimed at family members who experience death of a loved one whilst under the care of LPT. Feedback from the panel has been very positive with some suggestions for improvement.



School Immunisations and self consent survey

The School Aged Immunisations Service delivers the schools vaccination programme in Leicester, Leicestershire and Rutland. Addressing Inequalities in Immunisations is a project aimed to increase engagement with parents, carers, children and young people, across all vaccination programmes in Leicester, Leicestershire and Rutland, to reduce the non-responder rate and increase the vaccination uptake over the course of the academic year, with children and young people having vaccinations at the right time.

Recruitment Panels – Providing a Patient Perspective

December has been a busy month for recruitment, with the following interviews provided with a patient representative as follows:



Mental Health Wellbeing Practitioners in Adult Community Psychology services

Speech and Language Therapists – x 2

Deputy Head of Nursing & Quality for Urgent Care & Access – Stakeholder Panel

Perinatal Specialist Clinical Psychologist

Principle Psychologist

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

We would also love to hear about your involvement journey during this time:

- Would you like to share how you have found your involvement journey so far?
- What involvement projects have you been involved with?
- Would you like to feedback to us so we can share your involvement experiences in future editions of this newsletter?
- Your feedback on the projects/activities you have been involved with will help us to inform others at the beginning of their involvement journey.



We are happy to arrange one to one session with you to explore what service areas you are particularly interested in so we can match you to projects that fit your needs and interests.

Please contact us if you have any questions/suggestions

lpt.patient.experience@nhs.net

FREEPOST LPT Patient Experience

Tel: 0116 295 0818, Twitter; @LPTPatientExp