



Patient Experience & Involvement Newsletter

Monday 4th December 2023

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

Welcome to our December 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/>



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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: lppt.patient.experience@nhs.net or calling 0116 2950818

Date & Time	Where
Virtual Cuppa and Chat Monday 4 th December 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 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



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.

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 February 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.

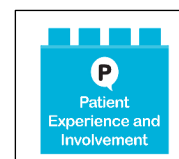
The following sessions are planned online via MS Teams as follows:

- **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:

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

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

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.

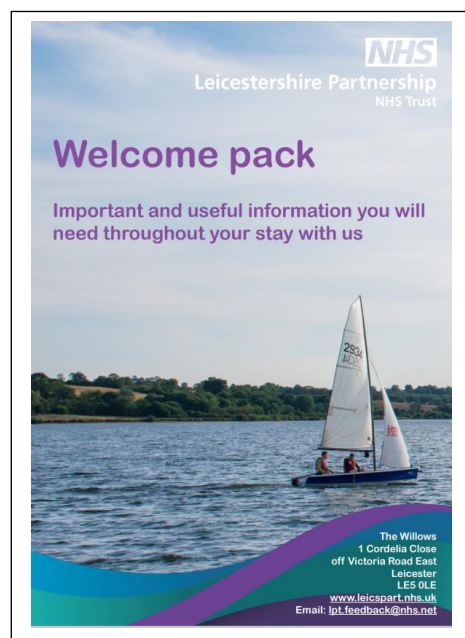
As a Patient/Carer Reviewer, first impressions count, and you will be at the forefront of our services and identifying what good care looks, feels, sounds and smells like across the wards and services provide by LPT. The role is also to identify good areas of care which inspires confidence and share 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 the 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 them with supporting information. We are looking for 2 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. 5 meetings are planned which will take place virtually and you will join a small working group to develop the booklet.

If this is of interest and 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



Supporting information for Service Users/Families and Carers

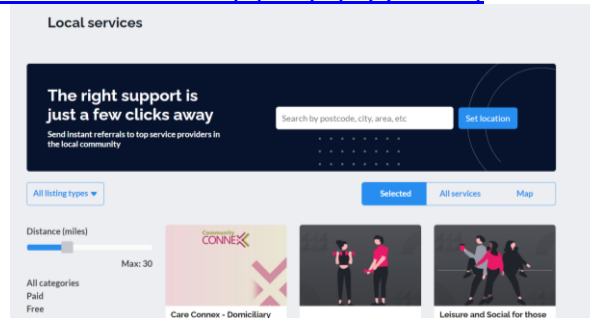
The Joy App

The Joy App is a service which allows you to input your postcode to access social wellbeing resources in your area. These resources range from support groups, individual support and wellbeing activities such as art and sports clubs. You can customise the filters to find free, social wellbeing support within your area. This is a real-time directory and case management tool commissioned by NHS Devon and backed by the Devon Partnership NHS Trust and Livewell Southwest.



For more information, please see their website here: <https://tinyurl.com/3bfxahcy>

[Joy - The right support is just a few clicks away \(thejoyapp.com\)](https://thejoyapp.com).



Activities

Recovery College Autumn Term 2023

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



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

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

You can find an electronic version of the Autumn 2023 prospectus via the following link: [Microsoft Word - Leicestershire Recovery College- Autumn Term 2023 Prospectus Draft 5 \(leicspart.nhs.uk\)](https://leicspart.nhs.uk/MicrosoftWord-LeicestershireRecoveryCollege-AutumnTerm2023ProspectusDraft5)

LLR Integrated Care Board – Volunteer Opportunities

The Integrated Care Board has volunteering opportunities available to people who live across Leicester, Leicestershire and Rutland. Please visit their partnership page: <https://leicesterleicestershireandrutlandhwp.uk/volunteering/> to access more information regarding their Patient Partner Groups, and online Citizens Panel

Presents our Christmas panto...

SEVEN CINDERELLAS AND THE BEANSTALK

The Well Wicked Witch of the West Side has the most dastardly plan to ruin Christmas since Mariah Carey walked into a recording studio. Can we stop her? Do we want to?



Attenborough Arts Centre
Thursday 14th December, 7pm

Free (donations welcome)

Ring **0116 252 2455** or go
to **attenborougharts.com**
to reserve tickets

ADULTS ONLY!

Mental health service users, members of the LGBT+ community,
vulnerable people are particularly welcome.

For further info please contact Tim Sayers on 07795 475 806
or email tim.sayers1@nhs.net




LEICESTER COLLEGE LUNCH CLUB


We are a group of students from Leicester College. We have started a lunch club on Wednesdays at Syston Methodist Church Centre.

We will be serving meals from 12pm, these include; a main, a dessert and teas & coffees.

We have an established group of customers already however we welcome anyone who would like to join us for some good conversation, good food and a giggle or two.

TIMES

 SERVICE 12PM	SYSTON Methodist Church Centre
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 TERM TIME ONLY	£6
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Please call us on 0116 224 4091 / 07717818928 to book
or pop in and see us to book in for the following week.
We look forward to seeing you!



Jamila's Legacy CIC
Mental Health
Awareness | Resilience | Training



NHS
Leicester, Leicestershire
and Rutland

Highfields Mental Health Café

Drop in support for when you're
struggling to cope

Wednesdays, 2pm - 6pm
Last drop in: 5.30pm
Merlyn Vaz Centre
1 Spinney Hill Road
Leicester
LE5 3GH

Fridays, 2pm - 6pm
Last drop in: 5.30pm
African Caribbean Centre
Maidstone Road
Leicester
LE2 0UA

Email: info@jamilaslegacy.co.uk
Phone: 07821 849 336

www.jamilaslegacy.co.uk

Non LPT Opportunities



11-25 years old?

Have your voice heard

What you saying about your experiences and feelings of healthcare?

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.



SCAN ME

NHS

Leicester, Leicestershire and Rutland

NIHR Applied Research Collaboration North Thames

UCL



Are you from a South Asian background?
Do you care for a family member who has dementia?

RESEARCHERS NEED YOUR HELP!

We need your help to better understand how culturally sensitive services can support South Asian carers of dementia.

What is involved?

- A single interview lasting no more than 60 minutes long.
- Interviews can be online, over the phone or in-person and will be conducted in English.

Who can take part?

- ☒ You live in England.
- ☒ You are caring OR have cared for a family member who has been diagnosed with dementia.
- ☒ You are aged 18+ AND identify as being from a Bangladeshi, Pakistani or Indian background.

YOU WILL BE OFFERED A £25 VOUCHER FOR YOUR TIME.

Interested?

Please get in touch with Dr Abi Woodward (Researcher) for more information: abigail.woodward@ucl.ac.uk ☎ 020 7504 5269



This project has been approved by UCL REC (ID 22357/002)

A small amount of your time can make a big difference....

VOLUNTEER

With the Age UK dementia support service

Can you support a memory cafe or social group in your area?

BEAUMONT LEYS - BRAUNSTONE - COALVILLE - COUNTSTHORPE - ENDERBY
GLENFIELD - HINCKLEY - LEICESTER - LOUGHBOROUGH
MARKET HARBOROUGH - MELTON MOWBRAY - OADB
SHEPshed - SYSTON

CALL 0116 299 2256 TO REGISTER

The Care Choices Project are pleased to let you know that a new information product for carers titled working and supporting someone's health or care has been launched on the gov.uk Job Help campaign site – you can access this page here: <https://tinyurl.com/bdwmj3b5>

Many carers have contributed time and expertise to the development of this content and more broadly to their understanding of the needs of early and potential carers, whether recently or in the earlier stages of the project. This help has been indispensable.

These new pages on the Job Help campaign site focus on the needs of those who may be starting to have concerns about whether they can combine work with caring. They aim to provide carers with advice and signposting to support them to stay in work, or continue to look for work, if they want and are able to.

They welcome feedback from any carers. They are keen to work collaboratively to meet the information needs of early and potential carers and understand how they can best connect them with the information they need to make informed, empowered choices about work and care from the earliest point.

Will and the Care Choices team, Department of Work and Pensions.

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:

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/12/Advice-and-Support-.pdf>

You can also find out about Crisis Cafes held across Leicester City and Leicestershire via the following link: <https://www.leicspart.nhs.uk/wp-content/uploads/2023/02/V2-FEB-2023-Crisis-Cafe-Booklet.pdf>

Carers – Our promise to you

Staff and carers have been working hard to implement the Triangle of Care across the Trust.

You can find out more how this aims to support carers in the poster to the right and the below link, please do share far and wide!

<https://www.leicspart.nhs.uk/wp-content/uploads/2023/11/Cares-poster.pdf>

You can find a short video developed by The Carers Trust via the below link:

<https://youtu.be/kk3Q2TOjDZo>

Thank you to all those that have contributed towards this work.




Carers - our promise to you

Who is a carer?



You are a carer if you help to look after someone who would not manage without your help. A carer is not just a paid carer, they can be unpaid or receive a carers allowance.

You could help to look after a family member or friend who has a disability, long term illness, problem with substance misuse (drugs or alcohol), autism, learning disability or mental health need (including dementia).

Our promise to all carers



We recognise that anyone can be a carer. We will train our staff to realise you are a carer. They will listen to you to understand how they can help you and look after your own health and wellbeing.

We will value your expert knowledge about the person you care for and involve you where possible.

If you don't feel as if we are listening to you, please telephone: 0116 295 0830 or email: lpt.pals@nhs.net



We will provide you with support and information that you can understand for your caring needs. Please ask a member of staff for a copy of the carers pack. Visit: www.leicspart.nhs.uk/mental-health/helpful-documents/ or scan QR code above for information





We will offer you the chance to work with us to make services in Leicestershire Partnership NHS Trust better. Visit: www.leicspart.nhs.uk/involving-you/involving-you/ or scan QR code above for more information about getting involved



The Youth Advisory Board (YAB) update

Please see below the YAB updates for November 2023.

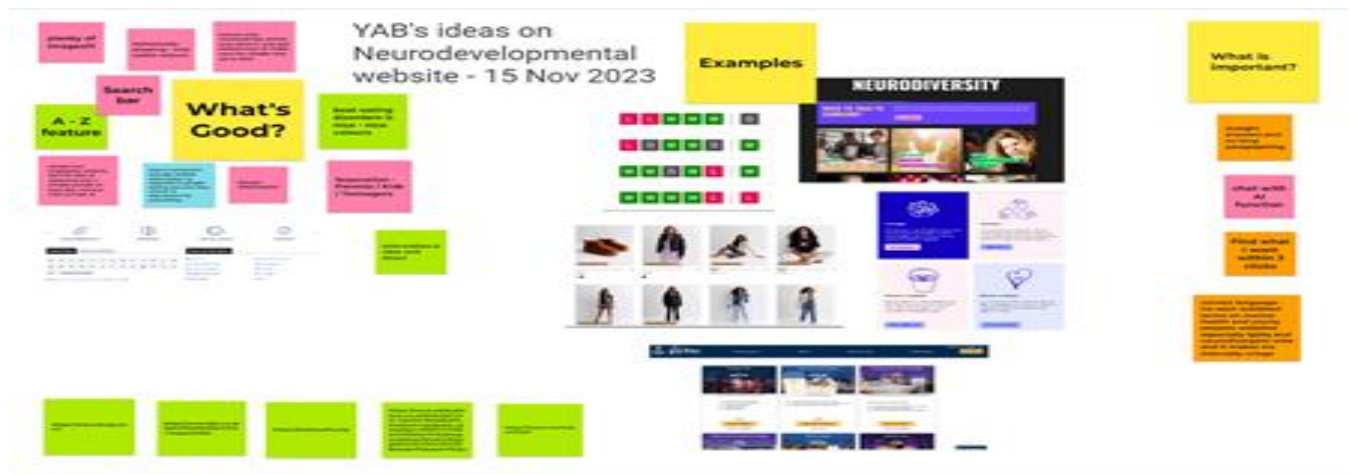
School Aged Immunisations – staff from the Schools Aged Immunisation joined YAB to further discuss the changes in the way seeking consent will be obtained. Creating opportunities for young people over 12 to 'self-consent', rather than having to get their parents/carers to sign a form are under development. Videos aimed at young people to explain the concept of self-consent and what the Teenager Booster immunisation is were shared with the group. Following on from this session 2 YAB members met with the team to further work on the consent documentation.

Dr Shaun Liverpool – National Mental Health (MH) research project - Dr Shaun Liverpool shared the outcomes of recent research that has been conducted with patients, parents/carers, and staff to explore MH support preferences in anticipation of developing an APP for young people.

The session then engaged YAB ideas, thoughts, and suggestions for developing an APP, how it might look, what features it could have and members ideas and preferences to things currently used. The members who participated in this session were gifted a £20 voucher from the university.



Neurodevelopmental (ND) website development - A session was led with the YAB to support the development of an ND website that will be available and shared across Leicester, Leicestershire, and Rutland (LLR), the YAB contributed their ideas and suggestions which have been taken back to the ND project board. Currently there are several different websites which exist with information which can be confusing for young people and their families, and confusing when GPs want to give people a website to look at. The YAB'S suggestions included having examples of how information is displayed, A-Z features, having names of people who have reviewed articles for authenticity and simple clean design which are ASD friendly.



YAB video promotion development - Peer support workers have been developing a digital video involving interviewing YAB members and the staff team to support promotion and sharing of YAB widely. The video will be available to share with schools, colleges and services, it will also allow young people who may be interested in joining an opportunity to understand the role and scope of the YAB clearly.

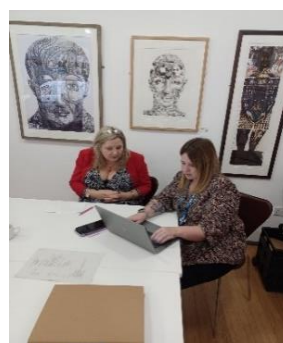
LLR Engagement with 222,000 11-25 years has started!

The NHS Leicester, Leicestershire, and Rutland (LLR) Integrated Care Board (ICB), working with a range of partners, has launched a large-scale engagement with young people aged 11 – 25 years old. The insights and knowledge gained will be used to improve services and ultimately enhance the health and wellbeing of children and young people. The YAB contributed to a session with Jacob Brown who is leading on this project which aim to:

- Build a picture of the health and wellbeing of children and young people in LLR.
- Help us to understand what is important to children, young people and families receiving care and staff delivering care.
- Identify areas of good care and areas where we need to improve.

Exciting update on the Lived Experience Partners

You may have seen that we have been advertising for Lived Experience Partners as part of our new patient/carer leadership framework.



We were very excited to see a diverse range of applicants and 16 network members have gone onto be successfully recruited.

We have come together as a group where David Gilbert has delivered a 2-day Patient Leadership Programme, and we have held an Induction face to face and virtually via MS Teams in November.

The partners are currently working with teams to develop their roles as well as the areas they will be working in.



Congratulations to all The Lived Experience Partners, we are very much looking forward to working with you all!

Recruitment Panels – Providing a Patient Perspective

During November, our trained network members provided a patient perspective on the following interview panels: ARMS Clinical Team Leader/Clinical Psychologist and Clinical Psychologist lead for the Urgent Care Pathway.

If you are interested in getting involved in providing a patient perspective on recruitment panels, please email: lpt.patient.experience@nhs.net for more details on attending our in house 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

