



Patient feedback  
listening to you



Leicestershire Partnership  
NHS Trust

# Patient Experience & Involvement Newsletter

Monday 6<sup>th</sup> November 2023

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

Welcome to our November 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](https://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 6 <sup>th</sup> November 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>Walk and Talk</b> Monday 20 <sup>th</sup> November from 12 to 1pm	Meet face to face for a slow walk and talk at <b>Abbey Park Leicester</b> – contact us for the meeting place.
<b>Virtual Cuppa and Chat</b> Monday 4 <sup>th</sup> December 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 23<sup>rd</sup> January 2024**, 10am-12pm
- **Tuesday 27<sup>th</sup> 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](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:

- **Wednesday 8<sup>th</sup> November 10.30am -12midday**
- **Thursday 1<sup>st</sup> February 2024 13pm – 14.30pm**

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

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



### **Come along to our QI Share and Learn Space**

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

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

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

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

- **Thursday 16<sup>th</sup> November 1.30-3pm**
- **Thursday 21<sup>st</sup> December 1.30-3pm**

If you would like to attend or for further information, please contact the Patient Experience and Involvement Team: email [lpt.patient.experience@nhs.net](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:

- **Wednesday 6<sup>th</sup> 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](mailto:LPT.Patient.Experience@nhs.net) or call 011 295 0818

## **We are still recruiting for Lived Experience Partners in Families, Young People, Children and Learning Disabilities and Autism Services.**



Our Lived Experience Partner role is a key part of our Lived Experience Leadership Framework. Our Lived Experience Partners will work alongside clinical and non-clinical staff, patients, and carers, drawing upon personal experience and expertise to provide insight into the design, improvement and delivery of the services provided by the Trust.

As a Lived Experience Partner, you will be working alongside services and teams. Partners will participate in quality improvement programmes, governance committees, as well as other activities like training, recruitment, and input into academic papers.

You are 'partners' largely because you will bring professional and personal wisdom alongside your experiences of using our services.

Partners are not representatives or there to provide feedback (we have other mechanisms for that) but are 'advisors' and 'critical friends' who check assumptions, ask questions, provide insights into reframing issues or identifying problems, change dynamics and model collaborative leadership.

We are specifically looking for people who have an interest and experience of the following areas:

- Special Educational Needs and Disabilities
- Health Inequalities
- Learning from Lives and Deaths – People with a Learning Disability and Autistic People (LeDeR)

For more information and an application form please click this link: <https://tinyurl.com/34u4ktzb>

Or contact via email: [LPT.Patient.Experience@nhs.net](mailto: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).

### 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](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 Autumn 2023 prospectus via the following link:

<http://tinyurl.com/mu8yptm6>



### Expression of Freedom – Exhibition

Running from **25<sup>th</sup> November to 10<sup>th</sup> December 2023**

Venue: Leicester High cross

Please see link to flyer for further details:

<https://www.leicspart.nhs.uk/wp-content/uploads/2023/11/Expression-of-Freedom-2023-General-poster-FINAL.pdf>



### Arts In Mental Health Group

**World Mental Health Day Celebration, to take place at the Attenborough Arts Centre on Thursday 9<sup>th</sup> November 2023, 7-9:30pm**

**Free with free refreshments and a raffle and featuring some of our most talented service user performers.**

Please see attached and/or <https://www.brightsparksarts.uk/r/WMHD2023> and display, copy and distribute as always.

Book your tickets asap via The Attenborough Arts Centre on 0116 252 2455 or their website

<https://attenborougharts.com/whats-on/world-mental-health-day-celebration-by-brightsparks/>

## Leicester, Leicestershire and Rutland (LLR) Winter Wellbeing Festival



Bringing together professionals from health and social care, emergency services, local authority and the voluntary & community sector to celebrate and explore how we can support our health and wellbeing in Leicester, Leicestershire and Rutland

Please find more details on the following link: <https://shorturl.at/kEFS9>

LLR winter wellbeing festival being held at LOROS, bookable via the following link: <https://bookwhen.com/llracademy>

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### Man Chat – Men's social group

The group is held on every Wednesday at Hinckley Library



Please click on the following flyer for more details:

<https://www.leicspart.nhs.uk/wp-content/uploads/2023/11/LAC-Poster-Hinckley-Library-Mens-Group-Poster.pdf>

## Non LPT Opportunities

### LLR Integrated Care Board – Volunteer Opportunities



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

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### Revisiting the Harms of Hate: Film premiere and live podcast

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

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

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## PARTICIPANTS NEEDED

### Mood, Emotion Recognition and Bodily Sensations



This study is interested in looking at how mood is associated with the recognition of facial expressions of emotions and the perception of bodily sensations.

In this experiment, there will be multiple measures taken relating to mood, emotions, cognition, characteristics, and bodily sensation. Tasks will involve looking at emotional faces and providing a response and the other task requires the perception of bodily sensations.

#### Eligibility

- The study would like to recruit participants diagnosed with bipolar disorder
  - AND individuals who are not diagnosed with bipolar disorder but are related to someone who has been diagnosed
  - AND individuals who have not received any diagnosis (including depression) but would like to take part in research
- Bipolar disorder participants are required to consent to allow this study to contact their clinical team for diagnostic information
- Must **not** have a brain injury
- A basic comprehension of English
- If you would like to take part or would like further information, please email the researcher with the details under 'Who to contact?' or you can scan the QR code with your mobile device

#### Location and Times

- Testing will take place in Swithland House, London Road, Leicester LE2 2PL
- Testing times are available Wed – Fri between 7am and 2pm

#### What will you receive?

**£10**

#### How long will it take?

Approximately 60-75 minutes

#### Who to contact?

Paul Mulvenna –  
P2609366@my365.dmu.ac.uk

#### Contact Researcher



You will need to be identified in this study so your diagnostic data can be collected from your clinical team. However, the data will be coded once collected. Your data will be stored securely and only accessible by the experimenter, sponsor, supervisory team, and examiners as part of this PhD.

11. Clinical Poster Version 0.5 3/10/2022: IPAN: 2003.50

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#### Review of Adult Social Care Quality

As part of the Council's commitment to continual improvement, Leicester Adult Social Care has invited a team of colleagues from the East Midlands to review our approaches to quality assurance, including how we draw in the voice of people who use support and carers.

The peer team, led by Stuart Lackenby (Director of Adult Social Care in West Northamptonshire) will be visiting on **21<sup>st</sup> November** and would like to meet with carers to understand their perspective on

ASC quality. We are hoping that 2 or 3 of you (or carers that you work with) that have experience of accessing adult social care either for yourself/themselves or the person/people you/they look after would be prepared to meet with the peer team on the 21<sup>st</sup> November. The meeting will take place at City Hall although there could be the opportunity for an online meeting if preferred.

So they can make sure all of the necessary arrangements are in place ready for the 21<sup>st</sup> November, please could you e-mail Nicola directly at [Nicola.cawrey@leicester.gov.uk](mailto:Nicola.cawrey@leicester.gov.uk) by no later than **Monday 6<sup>th</sup> November** and copy in [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) as Emily Robertshaw will be attending and can be your point of support on the day.

## Useful Contacts

### Mental Health

Where to find the right support in Leicester, Leicestershire & Rutland for you or someone you care about

#### Non-Urgent

I need support for my mental health

Contact your GP Practice from 8am-6.30pm, Monday to Friday.

Call 0330 094 5595 for VitaMinds (talking therapy service).

#### Urgent

I need help with my mental health now

\*Call the Mental Health Central Access Point Freephone 0800 800 3302 or text 07480 635 199, 24 hours a day, seven days a week.

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

Visit a Crisis Café. Full list of venues on our website: [www.leicspart.nhs.uk/service/crisis-cafes/](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:

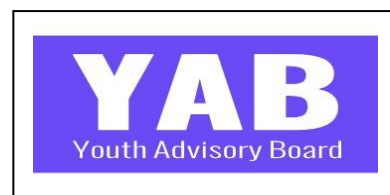
<https://www.leicspart.nhs.uk/wp-content/uploads/2021/12/Advice-and-Support-.pdf>

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>

## Your Voices, Feedback and Updates!

### The Youth Advisory Board (YAB) update

During October the YAB have been very active working together with the following services, guests and programmes of work, taking a 1 week break for half term. Below I have embedded some pieces of work YAB members have contributed to across LPT.



### Children and Adolescent Mental Health Services (CAMHS) Environments Young Person Survey

Gemma Bilson, led a conversation with YAB to engage their views, ideas and suggestions on a proposed survey being developed to gain CAMHS service users views on the buildings/environment they visit for CAMHS appointments. The YAB gave constructive feedback to improve the useability of this survey, ensuring that YP would understand the questions. The YAB would like to see the feedback from this work. Gemma will come back to the group at a later date to provide updates.

### Social Understanding, Patient animation video

YAB have signed off and agreed the final version of this patient animation video, supporting young people who are accessing pathways. The YAB has fed back that they are pleased to see how this has

developed from the initial plan and ideas, and have been encouraged by all their feedback and suggestions that have been included and taken on board as part of this ongoing work.

### CAMHS Duty Questionnaire

YAB supported a session with Leighann Johnson, CAMHS digital lead to feed back on the Duty online questionnaire, the board provided suggestions and idea to adapt the survey but were very positive about the platform being used to complete this.

Further to working regularly with Leighann members of the board have provided artwork and poems that have been included in the Welcome to CAMHS booklets, as can be seen below.

### GP remote Consultation feedback- Young People

Dr Rowan Sil returned to YAB following a session earlier in the summer to share the feedback and recommendations that YAB proposed, the rough notes and feedback from this session are attached- FYI. The overall outcome of feedback was based on YP being able to access GP support more easily, remotely and be given the time and space to discuss MH, outside a 7 minute appointment. Dr Sil will return to YAB to share and progress this feedback further.

### Raising Health – Christmas 2023

Following YABs previous year success at supporting the Trusts annual Christmas campaign, YAB welcomed Carolyn Pascoe to a meeting to discuss plans and ideas to support fundraising this year, to ensure that CYP, outpatients could be included in the gifts, ideas have been suggested to support 2023;s fundraising efforts.



Picture on right is by YAB member Anneeka featuring in CAMHS booklet



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## 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](mailto: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/](http://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/](http://www.leicspart.nhs.uk/involving-you/involving-you/) or scan QR code above for more information about getting involved

### Carers – Our promise to you

A big thank you to those of your involved in the co creation of LPT's Carers promise.

Please find an image of the finalised poster to the left and via the below link, please do share far and wide!

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

## Patient/Carer involvement in Quality Improvement (QI)

Several of our network members have been working collaboratively with staff on QI projects that staff have taken on as part of their Director of Nursing (DoN) and Allied Health Professional (AHP) fellowship. The fellowship celebration took place on Wednesday 25<sup>th</sup> October, where both staff and network members celebrated their achievements and were presented with certificates.

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

### Projects:

**Grant Paton and Anita Watts – LD Team -** Supporting patients into voluntary or paid employment

**Azar Richardson and Kathrine Hawker –** Increase the use of the Body Rhymes Resource Bank, across schools by Speech and Language Therapy

**Azar Richardson and Melissa Smith –** Explore the role of Occupational Therapist in Community Hospitals within LPT

**David Batchelor and Arun Sikhan –** Reduce delay in equipment provision for the Patient's above the weight limit of 270 Kilograms.

**Andy Murtha and Natalie Leggatt –** Improving the transition of adults with type 2 diabetes to become independent with their insulin administration

**Sherry Palmer and Vanessa Nkonda –** Improving 1:1 Therapeutic Engagement between Nurse and Patients on PICU

**Helen Rawlinson and Emma Smith –** Agnes Unit - Improvements to training on Trauma informed care



### Feedback – Reader Panel Update

October has been a quiet month for the Reader Panel who reviewed the following patient facing documents:

#### Perinatal birth plans – Preference

The Perinatal Mental Health service requested feedback and preference on two birthing plans. Birthing plan A is a simplified version, where plan B is more of a birthing care plan.

#### Community Therapy Waiting lists letters

The community therapy services requested review from the reader panel on draft letters for those on their waiting lists.

#### Lymphoedema Bandaging Leaflet

The community Lymphoedema Service requested feedback on their patient information leaflet providing supporting information on multilayer bandaging.

#### Reader Panel - Outcomes

**School Age Immunisation Service:** In September the School Age immunization Service (SAIS) requested feedback from the Reader Panel on SAIS parental letters regarding immunization and



consent. The service would like to feedback: *We are working on this in a phased approach and will have more to share towards the end of the year... Also, we are looking to do more evaluation on this, including with young people in a school setting.*

**Take Good Photo's (as part of an assessment) Leaflet:** In July the Reader Panel feedback back on two information leaflets with regards to taking good photos for assessment purposes. The service would like to feedback: *A couple of changes have been made because of the reader panel – who patients should ask if they want their photos to be removed and clarification that selfie's can be used if needed. Photos will only be requested if patients have the equipment and ability to take them – otherwise further triage/a visit will be undertaken. With the rise of Covid, many patients are trying to avoid unnecessary contact, so where appropriate, this will help the triage process and may avoid contact. Please thanks the reader panel.*

**Self-administration of medication leaflet:** In July the Reader Panel feedback on an information leaflet aimed to support patients with self-administration of medication. The service would like to feedback: *As a result of the panels comments, full stops have been added as well as a sentence about any other types of medications.*

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### **Recruitment Panels – Providing a Patient Perspective**

October has been a quiet month for recruitment; however a patient perspective was provided at interview for the following role: Speech and Language Therapist.

If this has sparked your interest, please 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