



Patient Experience & Involvement Newsletter

Tue 12th March 2024

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

Welcome to our March 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

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

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 (when the weather improves). 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 March 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 April 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:

- Unfortunately, there will be no café in March.
- We are yet to confirm April/onwards dates but will keep you updated.

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:

- **Tuesday 2nd April 2024 10.30am to 12midday**
- **Tuesday 4th 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

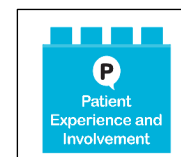
There is a mixture of attendees from the involvement network, some completely new to QI, some with little involvement experience and others that are regularly involved in QI. We can also match you to projects that may be of interest.

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

- **Thursday 21st March 2024 1.30-3pm**
- **Thursday 18th April 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

Do you have experience of accessing Adult Mental Health services or supported someone to access these services?

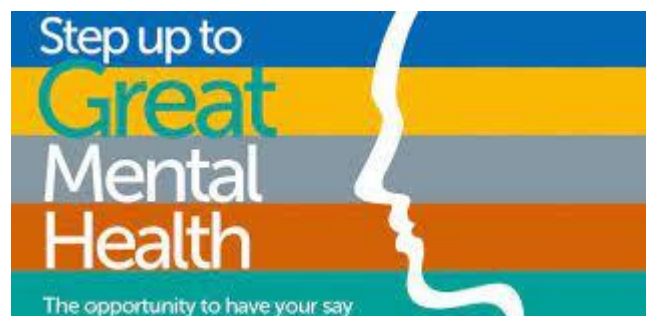
We are looking for people to join various co-production groups where you will work alongside staff, as well as those with lived experience and carers to support service development.

The purpose of the co-production groups is to ensure that patients, carers and staff work in partnership in order to make improvements to services, ensuring that your voices are heard. The groups will meet regularly to look at patient and carer experience and decide on areas for staff to focus with regards to improvement and sharing good practice. Improvement ideas will also be brought to these groups from a patient and carer perspective along with recommendations. These are new groups, so we would like your help to shape them. Please see below the different service areas for these newly formed groups:



- **Acute and Psychiatric Intensive Care Unit (PICU)**
- **Rehabilitation services**
- **Mental health services for older people 65+**
- **Urgent care**
- **PIER/AO and PAUSE:** This psychosis pathway includes **Psychosis Intervention & Early Recovery (PIER)** this service offers help to people aged 14 – 64 years who are experiencing first symptoms of psychosis, as well as providing help to their families. **Assertive Outreach (AO)** service has been specifically set up to work in partnership with people with long-standing mental health needs which are 'psychotic' in nature. **Psychological Awareness of Unusual Sensory Experience (PAUSE)**, is a new service.
- **Maternal mental health services, perinatal:** This service is for those experiencing difficulties following a traumatic birth experience or baby loss, or are struggling with severe anxiety about their pregnancy or upcoming birth and would like additional support.

If this is of interest please do get in touch with the Patient Experience and Involvement Team via email: LPT.Patient.Experience@nhs.net or call **0116 2950 818** to express your interest



Do you want to become a panel member and help us with DAISY Award nominations?



The DAISY Award (Diseases Attacking the Immune System) is a recognition program that honours and celebrates the compassionate care nurses provide every day. The trust launched the DAISY award in May 2023. Members of the public, patients, carers, family and all visitors can nominate and share their story as to why a nurse is special.

We have previously had two panel members with lived experience, and we are looking for 2 new members. The purpose of the panel is to review the nominations using DAISY criteria, along with our Trust values and choose a winner. We would like the panel to include an expert by experience, people who have recent personal experience of using or caring for someone who uses LPT services to ensure that the patient voice is represented and reflected in the decisions made by the panel. Panels take place once a month for 1 hour – this is mainly done virtually unless there a meeting is required to discuss joint highest scores.

If you would like further information or this is of interest, please contact the Patient Experience and Involvement Team via email: LPT.Patient.Experience@nhs.net or call 011 295 0818

Supporting information for Service Users/Families and Carers

New animation explains the workings of our local integrated care system

A new animation has been launched this week to explain the workings of Leicester, Leicestershire and Rutland's (LLR) Integrated Care System (ICS) and the valuable roles of its people, in providing joined up health and care services to local people.

Primarily aimed at new recruits and people working in the NHS, local authorities, district and borough councils, other health and care providers and the voluntary and community sector, the animation is also an excellent source for anyone who wants to understand the collaborative workings of our local ICS. The animation explains how working together as a system, we better support people using health and care services in LLR. <https://www.youtube.com/watch?v=EVMelsJmxZM&t=4s>

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:



A network member has shared some colouring they have completed.

From Mental health Hell To Peer Support Pleasure (Scott Linstead Nov 2022)

Look at me now, how far I have come. I've found my identity after feeling so glum.

The past is something I wish to forget. The depression and pain, the tears blood and sweat.

I never thought I would get where I am, life seemed pointless and empty with no forward plan.

After many years of treatment and help, I found who I am.

I fought the enemy's of my diagnoses, beating it all and controlling psychosis.

So here I am, my name is Scott. I have the world in my hand, freedom, the lot.

I'm a happy guy when I'm my true self. It feels so good to be in control of my health.

Now I'm free to do what I want. I've given up booze and achieved so much, I ran a half marathon and beat tough mudder. The past has gone, and I no longer shudder.

I feel empowered, confident, and free. Have I finally done it? Am I where I want to be?

I've met the girl of my dreams who I love so much, we're having a baby, that's a nice touch.

I really have turned my life around. I want to help others now, that would be sound.

To be a peer worker is a passion for me, helping others and setting them free.

Activities



Recovery College Summer Term 2024

The Recovery College are very excited to share their Summer Term 2024 Prospectus with you.

The Leicestershire Recovery College offers a wide range of recovery-focussed educational courses and workshops. During the upcoming Summer 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, and what they offer at the college.

You can find an electronic version of the Summer 2024 prospectus via the following link:

<https://shorturl.at/mFJU6>

Non LPT Opportunities

Do you live in the Loughborough area?
Volunteers needed to help shape research on active living and travel in Loughborough



Please follow the link to a news bulletin published by Loughborough University where you will find details of drop-in sessions and focus groups they are holding over the next few months: <https://shorturl.at/gzDS2>

**PARTICIPANTS NEEDED FOR
DEMENTIA RESEARCH**
Exercise for visual and mental functions
in ageing

**AM I ELIGIBLE?**

- Aged over 65

**Duration**

- 1 visit
- ~3 hours

**WHAT WILL I DO?**

Assessments:

- Blood sample collection
- Mental and visual assessments
- Driving experience tests

Exercise: Either chair-based resistance band exercise with visual training or visual training alone



**Refreshments provided
Travel expenses reimbursed**

**Ahmet Begde**
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**+44 7391 312843**



**SCAN ME**

Ethical ref: 2023-11214-13950

**University of
East Anglia**

**NIHR** | National Institute for
Health and Care Research

**Volunteers Needed for
Research Study on iACT4CARERS**

Are you currently supporting a family member living with dementia? Are you experiencing worries or distress and interested in receiving online support?

You may be eligible for a large trial testing if internet-delivered self-help Acceptance and Commitment Therapy for family carers of people with dementia (iACT4CARERS) is helpful in improving psychological well-being.

iACT4CARERS focuses on helping people to manage difficult or troubling thoughts and feelings, while still trying to do activities that really matter to them.

Visit our website
iact4carers.com

Email us
iact4carers.study@uea.ac.uk

We can arrange an interpreter should you require one

Scan the QR code to watch our video



iACT4CARERS
<https://iact4carers.com>

IRAS : 324157 / v1.1 / 31 March 2023

Share your experiences of your GP Practice

All patients aged 16 or over registered at a GP practice in Leicester, Leicestershire and Rutland are invited to share their most recent experiences of accessing and receiving care from your GP practice.

Complete a short questionnaire and tell them your experience of accessing and receiving care from your GP practice. It's really important to share your views. Your response will be anonymous and independently analysed. Your insights will be used to help local services improve, so they better meet your needs.

Complete a questionnaire online by **Sunday 10 March 2024**: www.bit.ly/LLRGPSurvey

- Pick up a questionnaire from your practice
- Request a hard copy questionnaire by emailing: llricb-llr.beinvolved@nhs.net
- Or telephone: **0116 295 7532**

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!

Youth Advisory Board (YAB) update

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



YAB continue to meet weekly with 3 meeting sessions during February, taking a 1 week break during half term. The YAB leadership team have been working on promotion of new members to YAB, and are welcome to join any meetings or team discussions across the directorate to promote membership through staff awareness. Two new young people have made contact to join during Feb so far. Please do share the poster attached for wider circulation and display.

YAB views on healthcare The YAB contributed to a “testing session” to support further delivery of an online engagement session as part of the wider LLR young peoples views on healthcare and links into the Integrated Care Board led Children and Young People engagement project.

CAMHS Friends and Family Test (FFT) feedback and waiting area screens Leighan Johnson joined YAB to discuss the scoping for 2 projects;

- Screens at camhs bases; Leighan asked for ideas and views on having screens at bases, sharing videos, information, clinical messages and other helpful/distracting visuals. Ideas for music and background noise were also discussed with YAB ideas supporting this conversation.
- Friends and Family Test feedback (FFT), the camhs service are looking at improving how they feed back the comments received from their FFT feedback. The discussions around creating a newsletter where shared, social media posts and on the digital screen inside camhs buildings were all positively accepted as options.

Autism Training Videos Following on from working with the ND team and developing animation videos last year, the YAB have further sense checked the videos this month. This work has included

ideas and suggestions for how to promote these across the community, schools and health settings. YAB members with lived experience have co-designed these videos outside of YAB sessions.

Welcome to CAMHS and ND videos Young people and YAB members have been involved in filming and sessions to support the development of both these projects lead by Leighan Johnson during February. More info and finished pieces to be shared soon!

Do you want to make a difference to health services in your area?

Why not join the Youth Advisory Board (YAB)?
OPEN TO ALL 13-21 YEAR OLDS!

We meet weekly virtually on MS Teams on Tuesday evenings 5-6pm.

Some quotes from our current YAB members:

“To feel like you're part of something which is helping young people now and in the future is an incredible feeling.” -Teri-Ann

“It's so all inclusive and loving being part of a great team.” -Libby

“I have been a long-standing member of the board (YAB) for almost 3 years. Over this time I have met wonderful, supportive people who are caring and considerate and put your best interests first. They have provided me with opportunities to interview job applicants of all different Genders and be a part of projects that will bring a positive difference such as the ND Project and Sexual Health Assessment Project.” -Dylan

WHAT DOES THE YAB DO?

YAB works across NHS Leicester, Leicestershire and Rutland (LLR) supporting Improving children and Young People's health care services through members lived experience, participation and voices in weekly meetings We:

- Influence new services for Children & Young People
- Advice around new policies - e.g. LGBTQ+, mental health & children and young people related.
- Helped design a new anxiety group
- Booklets, leaflets and posters
- How to make new workshops accessible
- Have opportunities to join interview panels

HELP YAB TO HELP YOU:

- Be part of a safe online community
- Makes your CV stand out
- Build relationships & networks
- Learn new skills and gain confidence
- Occasional in person meet-ups
- Vouchers & rewards for project work

@LPTYAB
lpt.youthadvisoryboard@nhs.net

DAISY Awards

In June 2023 Deborah Zimmermann (CEO – Diseases Attacking the Immune System (DAISY)) visited Leicestershire Partnership NHS Trust to discuss our recent involvement with the DAISY foundation to deliver the DAISY awards as part of our meaningful reward and recognition of staff.



She commended us on how we were the first organisation for DAISY to have individuals with lived experience on our DAISY nomination panels. LPT are extremely proud of this recognition of service user and carer involvement given we only launched DAISY in May 2023 at International Nurses Day. They have been instrumental in our DAISY panels, and we are extremely grateful to have both Sherry and Raj on them. We have had 6 winners and 16 runner ups since starting in June 2023. We are also proud to say we have had several community winners and nominations, services we thought would be hard to crack given nurses could feel uneasy about telling their patients about DAISY while out on their appointments.

Both Sherry and Raj from the Involvement network have been vocal about sharing the DAISY message and share good ideas to engage more individuals. So, this is to say thank you and re-emphasise the value our patients and carers with lived experience bring to our DAISY recognition awards.

The Peoples Council update

The Peoples Council met in February and below is a summary of discussions:

- The Trust Chair, Chrisni is to attend the March Peoples council meeting in order to better understand the role of the council, and how they will link into the Trust non executive directors. It has previously been agreed that there would be an alignment between Council members and Trust Executive Directors, to enable them to build relationships with one another.
- Communications workstream – the council members would like to understand some areas of data better in order to make informed conclusions and recommendations – a range of data and reports has been shared with members.
- It was agreed by the council that they would review the Trusts quarterly Patient Experience and Involvement reports and that this would allow the Council to review and recommend without getting involved in the detail of doing work which would be the responsibility of the Trust to undertake.



More detailed updates can be provided moving forward now that the group have more of an idea how they are going to work.

Feedback – Reader Panel Update

February has been a steady month for the panel who reviewed the following patient facing documents:

Mental Health Service Information Leaflet - This leaflet has been produced to provide information and guidance for people who have been referred into and accepted by the Maternal Mental Health



Home for Lunch Poster – Has been created to help families and carers get ready for their loved one when they are being discharged.

Menus – Mental Health and Community Wards – feedback was provided by the reader panel on two menu sets.

End of Life Folder – this folder is used by staff members when providing end of life care of which families members would also have access. The reader panel provided initial feedback, with a view to looking at updating and changing contents.

Recruitment Panels – Providing a Patient Perspective

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

- Head of Service – Mental Health
- MHST (Mental Health in Schools) Service Manager



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

