



Patient Experience & Involvement Newsletter

Monday 8th April 2024

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

Welcome to our April 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.

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 (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: lpt.patient.experience@nhs.net or calling 0116 2950818

Date & Time	Where
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
Virtual Cuppa and Chat Tuesday 6 th May 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:

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 4th June 2024 1pm to 2.30pm**
- **Tuesday 12th August 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

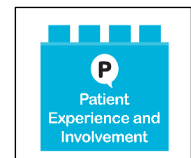
There is a mixture of attendees from the involvement network, some completely new to QI, some with little involvement experience and others that are regularly involved in QI. We can also match you to projects that may be of interest.

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

- **Thursday 18th April 2024 1.30-3pm**
- **Thursday 16th May 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 25th May 2024 1.20-3pm**

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

Would you like to join a group to assess quality standards and identify areas for improvement within Leicestershire Partnership NHS Trust (LPT) Inpatient Settings?



We are looking for PLACE (Patient Led Assessment in the Care Environment) patient and carer assessors

You will support the PLACE team in their capacity as an expert with lived experience, this is a collaborative process, and the PLACE team will include both staff and service user/carers representatives.



You will visit different LPT sites across Leicester, Leicestershire and Rutland, for example going into hospitals to assess how the environment supports the provision of clinical care, assessing such things such as the environment, quality of food, condition of buildings etc. To note training will be provided and will take place in September.

For more information and to express your interest, please click on the following link which contains a more detailed outline of the job role and an expression of interest form.

<https://www.leicspart.nhs.uk/wp-content/uploads/2024/04/Patient-Rep-Role-Description-PLACE-v6-28.03.24.docx>

We will also be holding an informal information session for anyone wanting to find out further details or to ask any questions, this will be online via MS Teams, **May 23rd 1-2pm** - please contact us if you would like to attend.

If you would like to attend the information session on **May 23rd** or you have any further queries, please contact the Patient Experience and Involvement Team: LPT.Patient.Experience@nhs.net or call: **0116 2950181**

Neighbourhood Mental Health Cafes Co Production Group

We are looking for people to help us to develop the neighbourhood mental health cafes, you may know these as the crisis cafes. We would like to involve people who are accessing, have accessed, or support others to attend these neighbourhood mental health cafes in order to further develop them. Areas of development include:

- New promotional materials including online resources.
- The offer for people who physically are unable to attend cafes.
- Reducing barriers to access.
- Reviewing café opening times, days & venues
- Reviewing & developing the support on offer

We have planned an informal information session via MS Teams, **Friday 26th April 1-2:30pm** where you can find out more.

If you would like to express an interest to get involved, and/or to attend the information session please contact the Patient Experience and Involvement Team: LPT.Patient.Experience@nhs.net or call: **0116 2950181**



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.



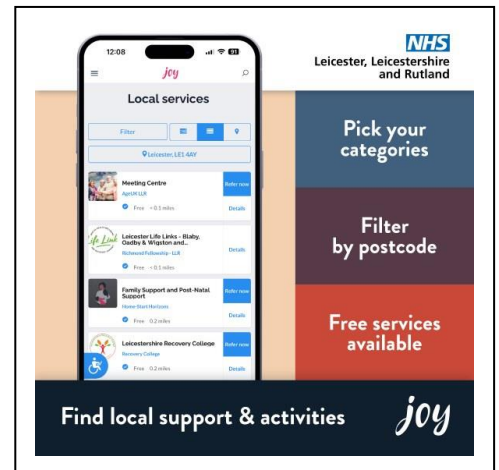
Supporting information

Website launches to bring Joy to people across Leicester, Leicestershire and Rutland

Joy a free health and wellbeing support website, has been launched to support people living and working in Leicester, Leicestershire, and Rutland (LLR). Funded by the local NHS, Joy combines services provided by the NHS, local authorities, and the voluntary and community sector all in one place.

Joy will offer a diverse range of categories tailored to meet individuals' needs. From fitness and art classes to carer support, diabetes self-help groups, food banks, counselling, and Age UK services, the exciting new website will provide a comprehensive array of services. These services are designed to bolster the communities of Leicester, Leicestershire, and Rutland, setting Joy apart as a unique and engaging non-clinical health and wellbeing support service.

The Joy website operates on the concept of 'social prescribing,' a method that connects people to a variety of local activities, groups and services in their community to meet their practical, social and emotional needs that affect their health and wellbeing. This approach is an effective and holistic way of addressing people's needs, acknowledging that their health and wellbeing are largely influenced by social, economic, and environmental factors. By adopting social prescribing, Joy aims to provide a more comprehensive and effective support system for the community.



As part of the website's launch, GP practices across LLR have also been connected to Joy, making it easier and more effective for them to socially prescribe.

Joy is a free website for everyone to use and will be available at: www.LLRjoy.com just follow the link, add your postcode, and start searching for local services.

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>



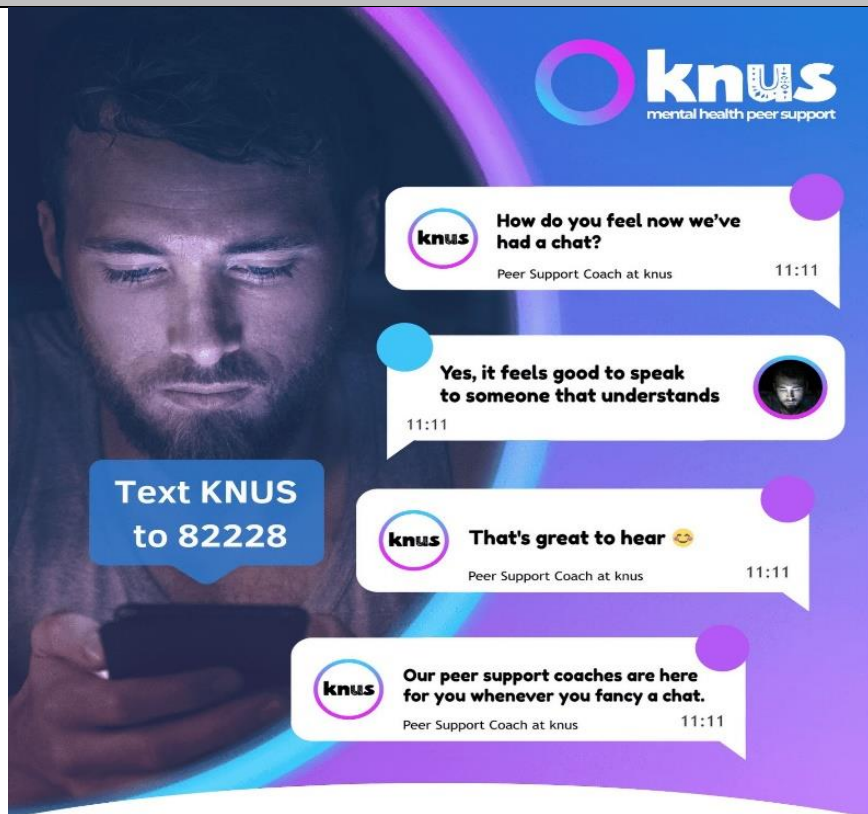
**LAMP OPEN
MIC NIGHT**
*With special guests the
Smoothie Crew*
10th April
Upstairs at Firebug
6pm-8pm
Poets, musicians,
magicians,
comedians and
actors all welcome

'Space' Mini Exhibition now on display in the reception area at the Evington Centre

Mental Health Service User members of the ArtsCafe Group, based at The Bradgate Mental Health Unit, and ArtSpace Group, based at The Attenborough Arts Centre, produced artworks inspired by different interpretations of 'SPACE'. As part of our Arts Inclusive Project, funded by The Carlton Hayes Charity, mental health service users were paid to lead the art sessions involved with this exhibition.



Useful Contacts



All it takes is a 'hello'

Our purpose, to the letter
Is to help you feel much better.
A little chat, or something more
We won't let you feel alone.

Be it your laptop or your phone
You can make your problems known.
We will be your helping hand,
How you feel, we understand.

All it takes is a 'hello'
On our website knus.io
It is free and confidential
As your privacy is essential.

If your internet is not so great
Simply text **KNUS** to **82228**
To your needs, we will respond
A bright future, we'll shape beyond!



www.knus.io 0300 030 5687



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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>

Neighbourhood Mental Health Café Updates

Neighbourhood Mental Health Cafes provide immediate support for 18+ who are struggling with their mental health. They offer a variety of support including a listening ear, someone to offload to, support with coping techniques, signposting to additional support. There are cafes throughout Leicester, Leicestershire & Rutland, they are all open access, no need to book an appointment.



You can find out more about the cafes, and their locations via the following link:

<https://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes/>

There are some changes to the Charnwood cafes:

- **Syston** – Thursdays 12 – 3pm, 3.30pm – 6.30pm, Syston Community Centre (from Thursday 11th April) delivered by Rural Community Council
- **Loughborough** – Mondays & Fridays 5 – 10pm, Loughborough Wellbeing Centre delivered by Turning Point
- **Loughborough University** – temporarily closed due to a change in Provider. Mind in partnership with Falcon Support Services will be delivering the service from late April / early May.

Your Voices, Feedback and Updates!

Youth Advisory Board (YAB) update

YAB have continued to meet weekly online throughout March and are taking just 1 weeks break for easter on Tuesday 2nd April. The board have recruited 3 new members during this past month and have been working on promotion of YAB through PSW Georgia attending CAMHS team meetings and sending on promotion materials for all areas. Please see March update below:



CAMHS Photos for display at Westcotes Lodge

Leighan Johnson brought some photographs for Westcotes Lodge that have been working on with students from DMU. The lodge has recently been refurbished and needs some colour and pictures adding. Leighan has been working who have taken photos on the brief of “nature” to be put up on the walls. YAB got to vote and 7 of the 27 pictures will be chosen when all votes are counted.

Deloitte- Well lead review YAB member feedback

Amy White from Deloitte joined a YAB session to facilitate members views on their experiences of being YAB members, the group engaged during the session to give their feedback and experiences of YAB and the wider Trust involvement agenda including their views on the wider Trust.

The “Screndemic”

Dr Sanjiv Nichani OBE, Consultant Paediatrician at Leicester Children’s Hospital came along to talk about his research into screen time and social media, which he refers to as the ‘Screndemic’.

Some of the points he highlighted were:

- Since 2012 (When Facebook and mobile phones became popular) there are more young people suffering from depression, and school grades have dropped
- Too much screen time for under 1-year olds can impact their communication development
- Brain scans on young people who over use screen time, have shown areas of the brain to change compared to young people who have low screen time

YAB felt that the presentation was impactful as it had academic references to other studies which backed up his conclusion of the impacts that screen time has on young people. YAB also felt that

these messages do have more force and impact when it comes from a Dr rather than a schoolteacher. The YAB agreed that the advice would be very beneficial to educate the wider population. Dr Nichani asked for ideas of who to target and what tips young people could come up with to reduce screen time, which the YAB supported. (*Five a day healthier screen time poster- please share the attached resource access service areas*).

CAMHS DBT Research Poster & ND Young person's questionnaire

The YAB have supported reviewing these documents and patient facing information during sessions held in March, all feedback has been sent to each lead and team.



LPT Patient Experience and Involvement Priorities event

2 members of the YAB attended the Together towards co-production event at the NSPCC on March 26th. The event featured a focus on the role and work of the YAB which was co-presented by PSW Georgia Richardson.

Patient Experience and Involvement Priorities Event

The event was held to revise the Trusts Patient Experience and Involvement priorities which were co-design back In 2019, and we wanted to collaboratively update them again with our patients, carers, and staff members.

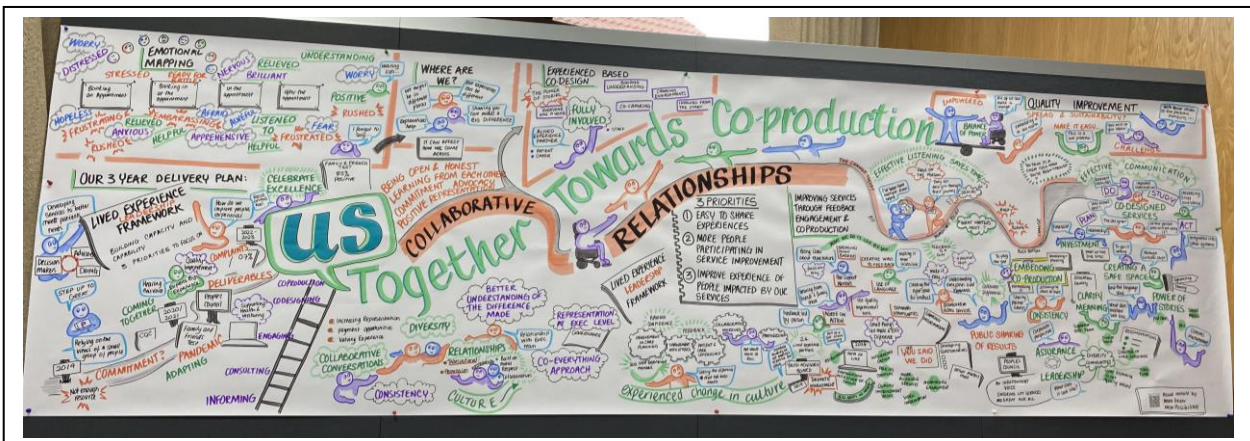


We would like to say a massive thank you to all of you that took the time to come to the event, it was lovely to see you in person. It was a fantastic day filled with great discussions and presentations showcasing the work we are doing collaboratively.

We will be looking and reviewing all the outputs from the table discussions over the coming weeks and plan to share this with you towards the end of April, along with the fabulous artwork created by Anna on the day.

We hope that you will continue to work with us as we move forward, it truly feels like we have a strong and committed community and together we can achieve great things!

“Really inspiring to see the co-delivery, the patients and carers speaking and leading it really was a fabulous day Emma Wallis, Deputy Director of Nursing and Quality



Feilding Palmer Hospital – public consultation results

NHS Leicester, Leicestershire and Rutland Integrated Care Board (ICB) has published the report of findings for a consultation on proposals to improve services in Lutterworth that took place between October 2023 and January 2024.



The NHS would like to thank everyone that took part in the consultation and took the time to share their views. The report will now be reviewed and the findings will form part of a Decision-Making Business Case, to be considered formally by the Integrated Care Board in due course.

Feilding Palmer Hospital in Lutterworth is no longer fit to provide 21st Century services. It is proposed to use the hospital in a different way to expand services. This includes replacing the current inpatient beds with outpatient and diagnostic services, increasing outpatient services to offer 17,000 appointments per year and creating a Lutterworth Health Campus to provide additional health and care services. You can read the report via the following link: <https://shorturl.at/oBHSX>

The Peoples Council update

The Peoples Council met in February (meet bimonthly) 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 have been shared with members.
- It was agreed by the council that they would review the Trusts quarterly Patient Experience and Involvement report and that this would allow the Council to review and recommend without getting involved in the detail which would be the responsibility of the Trust to undertake.



More detailed updates will be provided in future editions of this newsletter

Feedback – Reader Panel Update

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

Caring Confidentiality Leaflet – This leaflet is designed to provide guidance to carers, family and friends about compassionately sharing information.

Suicide Awareness – questions were asked of the reader panel in relation to suicide awareness training for staff and whether the training should be mandatory.

Key Safe Access – The Occupational Therapy service in the community asked the reader panel for feedback in relation to therapists accessing properties using a key safe facility.



Urinary Catheter leaflets – The reader panel were asked to review two leaflets, one about looking after your urinary catheter and the other being a patient urinary catheter passport.

Service feedback – Update and outcome

Suicide Awareness – Feedback from Matthew Williams, Self harm and suicide prevention lead:

“This is very helpful and very useful, it is good to get an understanding from other perspectives on what we are planning and if it will be valuable, this is great feedback. Apologies to the person that commented around monetary value, and this makes me think we need to ensure people understand we look at the personal. Social and economic impact, it’s to put it all in perspective so that people understand the scale and impact of suicide on everyone, this needs to be clearer in the language we use. Can you please say a thankyou from myself to all that reviewed this please”

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; @LTPatientExp