



Patient feedback
listening to you

&



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 1st July 2024

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

Welcome to our July 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.

We need your feedback!

We are reviewing the network offer of Involvement Cafes and catch ups and would really appreciate your feedback.

A huge **Thank you** to those that have completed the survey so already, we are looking at your responses to make future improvements however there is still time to have your say!



Please could we ask you to complete the survey below using the QR code or link.

<http://ratenhs.uk/LYF2I3>

Virtual Cuppa & Catch ups – Walk and Talks

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

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

Date & Time	Where
Virtual Cuppa and Chat Monday 1 st July from 12-1pm	Virtually Via MS Teams Join on your computer or mobile app Click here to join the meeting
Walk and Talk Monday 15 th July from 12-1pm	Meeting point: Abbey Park Café (near the bridge)



Face to Face Involvement Cafes

Please come and join us at our next Involvement Café at our new venue - **LPT Recovery College – Mett Centre, Leicester City Centre, Lee Circle LE1 3RF**

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:

Monday 29th July 10am-12midday

Involvement Opportunities

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:

- Virtually via video calls – Microsoft Teams, and face to face
- 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 send 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 13th 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.

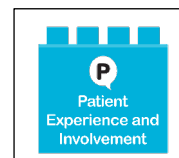
The following sessions are planned online via MS Teams as follows:

- **Thursday 18th July 2024 1:30-3pm**
- **Thursday 15th August 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 10th July 2024 11-12:30pm**

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

Providing a Patient Perspective at Staff Recruitment Panels

We currently have a small group of in-house trained network members who provide a patient perspective at LPT staff recruitment panels, however, we would like to increase the numbers within this group. Therefore we will be again running two in house recruitment training Sessions which will cover the following:



- NHS Recruitment and selection process
- Job Description and Person Specification
- Interview questions/presentation/Scenarios
- Value Based Questions
- Different types of involvement in the Recruitment Process
- Confidentiality and equal opportunities
- Do's and don'ts for interviewing
- Recording the interview/Scoring

Session dates are as follows: **Thursday 25th July & Thursday 29th August from 1:00 – 2:00pm**

If this is of interest to you, please make contact with the team via email:

lpt.patient.experience@nhs.net or Telephone: **0116 295 0818** or if you would like more information on what being a recruitment panel member involves.

Are you interested in influencing the use of as required Medication at the Bradgate Unit?

We are looking to ensure that our use of oral as required medication for mental health purposes is fit for purpose; ensuring the right agents are available at the right time with as little long term consequences as possible.



We have a working group of pharmacists, medics, nurses and psychologist but it would be really good if we could have a member of our network who has assessed these types of services to join this working group. This project is being led by Anthony Oxley – Head of Pharmacy.

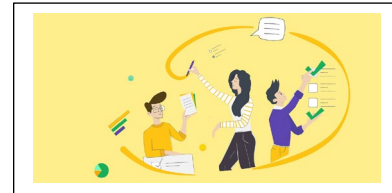
If this is of interest to you, please express your interest with the team via email:

lpt.patient.experience@nhs.net or Telephone: **0116 295 0818** who will advise on next steps.



Please give your views in the Maternal Mental Health Service patient information survey

The Maternal Mental Health Service is considering changing its name and developing a new look and feel for its printed leaflets and patient information.



We'd appreciate your help to make this decision. Our service is a psychology led, trauma-informed service that supports women and birthing people with moderate to severe difficulties related to birth trauma, baby loss, and fear of pregnancy and/or birth.

We'd like your feedback to ensure we create products that will meet the needs of people who use our services.

How to give your views

Scan the QR code with your smartphone camera or copy and paste the link on your preferred online browser to take part in the short survey.

bit.ly/lptmaternalmentalhealthsurvey





Volunteer Drivers Needed

Do you enjoy driving and meeting people?

Are you friendly, caring and reliable?

Do you have some time you can spare?



Then you are perfect to join our friendly, dedicated team of Volunteer Drivers!

Our drivers help to transport patients to essential appointments in and around Leicester, Leicestershire and Rutland from Monday to Friday .

You will be making a real difference to your communities and the NHS.

Mileage expenses are re-imbursed.

If you are interested and would like some more information, we would love to hear from you.

Email: lpt.voluntarytransport@nhs.net
Call: 07392316770



SCAN ME

Supporting information

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

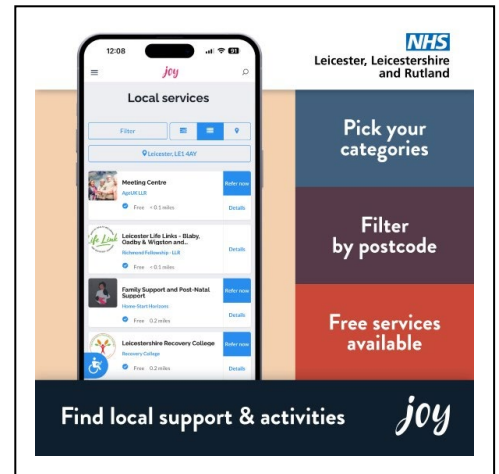
Joy a free health and wellbeing support website, has been launched to support people living and working in Leicester, Leicestershire, and Rutland (LLR). Funded by the local NHS, Joy combines services provided by the NHS, local authorities, and the voluntary and community sector all in one place.

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>



Non LPT Opportunities

Carers UK launched their State of Caring 2024 survey.



The State of Caring survey is the UK's most comprehensive regular research into the lives and experiences of unpaid carers. The survey closes on 11 August and Carers UK will publish the results later this year.

Please see link which takes you to the survey <https://shorturl.at/NASPT>

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Have you had experience of using CAMHS Crisis or Liaison Services?

- Are you aged over 13 and have accessed CAMHS Crisis or Liaison services recently? Or are you a parent of a young person who has accessed these services recently?
- If so, we would like to invite you take part in a focus group with other young people and parents to talk about your opinions and experiences?

Our research is dedicated to supporting and improving transitions out of CAMHS and crisis liaison services.

If you want to find out more about this research you can [contact](#)

Jim Roe
0115 8232476
james.roe@nottingham.ac.uk

SAFER-YCL

SAFER-YCL Combined Poster – Version 2.0 24.04.24 IRAS Project ID: 331895
This study is funded by the National Institute for Health Research (NIHR) Applied Research Collaboration East Midlands (ARC EM). The views expressed are those of the author(s) and not necessarily those of the NIHR or the Department of Health and Social Care.

ACTIVE TOGETHER

WE WANT TO HEAR FROM YOU!

How do you feel about being active? What are your physical activity habits and future intentions?

Complete the survey at:
active-together.org/residents-survey

Survey closes midnight Sunday 14th July 2024

Open to residents of Leicestershire, Leicester and Rutland aged 18 years or over.
Terms & Conditions Apply

Win a £20 Amazon.co.uk Gift Card

LET'S GET MOVING

Scan Me

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, 24 hours a day, seven days a week.*
Call NHS 111 for physical, medical and mental health issues.
Visit a Neighbourhood Mental Health Café. Full list of venues on our website: www.leicspart.nhs.uk/service/neighbourhood-mh-cafes
* Please note, this service can be busy at certain times and you may have to wait for your call to be answered.

Emergency

I have a health emergency

Call 999 if there is a 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>

QI team shout out to Azar, QI volunteer

The Quality Improvement team gave a big shout out to Azar, in our staff E-newsletter, Azar has been volunteering with the WelImproveQ team since 2019 and supports the QI agenda to be as inclusive as possible. He won the 'Volunteer of the Year' award at the 2023 Celebrating Excellence Awards for his commitment to QI at our Trust for his passion for quality improvement and involvement.

"We love having Azar volunteer with the team, he is a wonderful person and makes a big difference. Thank you Azar for all that you do!"

Thank You!



Collaborative
Working

Youth Advisory Board (YAB) update

Please see the updates below for YAB this June, with thanks from Georgia Richardson, YAB Chair and Lived Experience Partner.



Child and Adolescent Mental Health Services (CAMHS) Interview

panel questions – Gemma from outpatient CAMHS engaged with the YAB for support in shaping interview questions and desired responses to be asked at new staff interview panels to ensure young people's voices are heard and included. YAB thoughts and suggestions through these questions have been shared across the directorate and will be incorporated into future CAMHS interview panels where possible.

CAMHS Neurodevelopmental Team have collaborated with the YAB on multiple occasions as part of ongoing work, through partnering with the CAMHS Digital Development Team to develop awareness videos, including showcasing the collaborative work between the service and YAB. Included in this video are personal accounts from two current YAB members and Georgia, Chair of the YAB as a Lived Experience Partner.

<https://vimeo.com/938121776/3abcbc768e?share=copy>

Children Young People (CYP) Engagement Survey results – Jacob, Children, Young People and Families Engagement Officer attended a YAB meeting to share the results of a recent Leicester, Leicestershire and Rutland (LLR) wide CYP survey. Jacob requested YAB members ideas on how to act on and improve any of the feedback received from this survey, ensuring YAB members are included in ongoing improvement initiatives within CAMHS.

Family and Friends Test (FFT) – Leighan, Digital Content Creator in the CAMHS digital team engaged with the YAB for support on shaping and improving the FFT CAMHS digital test to ensure it is accessible and young-person friendly. The YAB have provided feedback during this session and offered useful suggestions to improve uptake and quality of feedback.

Mental Health in Schools Team (MHST) – engaged with the YAB for their views and opinions on their 5 ways to wellbeing summer activity booklet. YAB members provided helpful suggestions, both on the appearance and content of the booklet, these ideas have been actioned to be incorporated into the final booklet.

The YAB will break for 3 weeks at the start of the summer holiday period, a focus from August will be to prepare for the LLR October youth summit, where YAB will play a key part in the event. To engage with the YAB please email lpt.youthadvisoryboard@nhs.net

Recruitment Panels - Providing a Patient Perspective

June was a steady month for recruitment, with the following interviews provided with a patient representative as follows:



- **Clinical Practitioner Specialist** - Directorate of Families, Young People, Childrens services, Learning disabilities and Autism
- **Mental Health Service for Older People Community Manager** - Directorate of Mental Health

A big thank you to our recruitment panel members who took part in these interviews.

If you would like to become involved with providing a patient perspective in recruitment panels, please see advert in the earlier part of this newsletter for dates of in house training sessions available to you.

Psychosis Intervention & Early Recovery Team (PIER) Carers Feedback Group

The PIER team hold a regular group where carers can come for support and to get involved with improving services.

On Wednesday 12 June, our PIER team celebrated Carers' Week with an event for carers. Organised by Judy Eggett and her peer support worker Eleanor Smith, the session was attended by four carers.

Judy said: *"We felt it would be a great opportunity to welcome our carers back, for them to give their feedback directly to staff rather than us passing it on, and for our staff to ask any questions they might have. It was the first time we did this but plan on doing this more often in the future."*



The feedback from the PIER staff was extremely positive: *"It was an amazing session and very touching, quite humbling and rewarding to hear the good feedback from carers. It reminded us how important we are in the lives of those we support, such lovely, emotional powerful feedback. Makes us feel quite privileged to be part of people's lives."*

Lived Experience Partner, Sherry Palmer, pictured with Judy, attended to bring her lived experience expertise. Sherry commented: *"It was wonderful to hear and see such gratitude from the carers towards all your team members who are all so compassionate and obviously go above and beyond. If any team ever deserved a DAISY award your whole team does!"*

Feedback – Reader Panel Update

The panel have been busy again during June.

Services are now seeing feeding back on the comments received by the panel (whether they are implemented and if not, the reasons why) as an intrinsic part of the process that they value greatly.



The panel have been really responsive – reviewing certain information on an urgent basis and supplying their feedback really quickly to allow services to implement changes swiftly.

Our reader panel do an amazing job to raise questions that our services may not realise are important to the people using/affected by them. Their experiences provide invaluable insight.

We are always looking to recruit more members to the panel – if you, or anyone you know would like to review and comment on our patient information before it is published please email:

lpt.patient.experience@nhs.net.

Information is circulated via email, with a given deadline for comments. If you have time to review it/a particular interest in the subject matter then your comments will be most welcome, but there is no absolute time commitment – whatever you can do will be appreciated.

If you are already an existing member of the panel – we'd be really interested in hearing your suggestions on how we can further develop the group, just let us know.

Again, a huge thank you to the **Talk and Listen Group** a team of people with a learning disability who meet once a month. Part of what they do is to look at easy read information which has been developed by the Trust and provide their feedback on what they have understood from it together with suggestions on how it can be improved.

Information reviewed this month by the reader panel:

Poster and handout for new Tree of Life inpatient psychology group at the Bradgate Unit

A worksheet for a new “Tree of Life” group that our psychological therapy services are setting up for inpatients at the Bradgate Mental Health Unit, together with a proposed poster to advertise the group.

Recovery College - Student Code of Conduct

The reader panel responded to this urgent review request to clarify what is expected of the students attending any courses provided by the Recovery College.

Two letters for our community mental health teams who are piloting a new way of working

As part of our community mental health transformation, we have been piloting a new way of working at the 'front door' which is when patients are first referred to the team. We have introduced a new role, called the community connector. Their role is to make first contact with the patients referred. The referral will initially be triaged by a multi-disciplinary team (MDT) so the connector will be working under their clinical steer and guidance to either:

- gather more Information before making a decision as to whether to assess the patient,
- signpost to other voluntary/community services if not deemed suitable for community mental health team (CMHT)
- invite them in for an assessment and also connect them into voluntary or community organisations in the neighbourhood whilst they wait for an assessment.

This has been being piloted in a few teams since January and the letters attached are the ones which will be sent to patients following their contact with our community connectors. The connectors usually make contact fairly swiftly following receipt of the referral, so usually between 1 to 2 working days maximum, sometimes even on the same day.

The panel reviewed two letters to support this process.

Easy read leaflet – Top tips for speaking to a group of people with learning disabilities

This leaflet was developed by our members of the group together with our learning disability speech and language therapy team and our patient information specialist to be used as an easy read guide for anyone who wants to join the group to get their ideas and feedback. The Talk and Listen Group reviewed the leaflet and had some really good ideas about how the information could be improved.

Thanks again to everyone who has taken the time to make things better for the people who use or are affected by our services.

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