



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 3rd March 2025

**Opportunities to get involved with improving services, updates,
and supporting information for service users, patients, carers
and family members**

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.

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 in.

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 workshops:

- **Thursday 27th March 10.30am to 12 Midday**
- **Friday 23rd May 10.30am to 12 Midday**

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.

Would you like to enhance your skills and help at the same time?

We are looking for people who can add a patient/carer perspective. We need people to join our:

Recruitment panel

This involves interviewing candidates for jobs across our Trust. Training that will equip you with all the skills you need is held every other month.

Reader panel

Members review (by email) patient and carer facing information produced by us to make sure it is easy to understand.

You decide your level of commitment for both panels.

Interested? Contact us for more information:



0116 295 0818



lpt.patient.experience@nhs.net

Recruitment training sessions include 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

The next recruitment training session is due to take place on:

Thursday 1st May from 1:00-2:00pm

Contact the Patient Experience and Involvement Team to express an interest or with further queries, email: lpt.patient.experience@nhs.net or call 0116 2950818.

Can you help us to explore barriers to accessing mental health and psychological therapy services?



We are looking for people to contribute to Leicestershire Partnership NHS Trust's (LPT) Patient and Carer Race Equality Framework (PCREF) and Anti-Racism activities. This work will seek to understand potential barriers to access LPT Mental Health and psychological therapy services for people from under-served communities, within secondary care community mental health.

We would like to explore factors which include but also go beyond stigma, specifically to understand the barriers that may prevent people's ability to reach support and/or treatment, and specifically their access to psychological therapies.

This is an exciting opportunity to help co-produce improvements, share ideas, along with creating a space to generate new ideas. We are looking for people with lived experience of ill mental health, as well as their carers, and family members to take part. There are a variety of ways that you can get involved:

- Attending a focus group
- Being interviewed
- Completing a survey

This is the first stage of this project, which will be ongoing, and therefore there will be more future opportunities to get involved – let us know if you would like us to keep you informed.

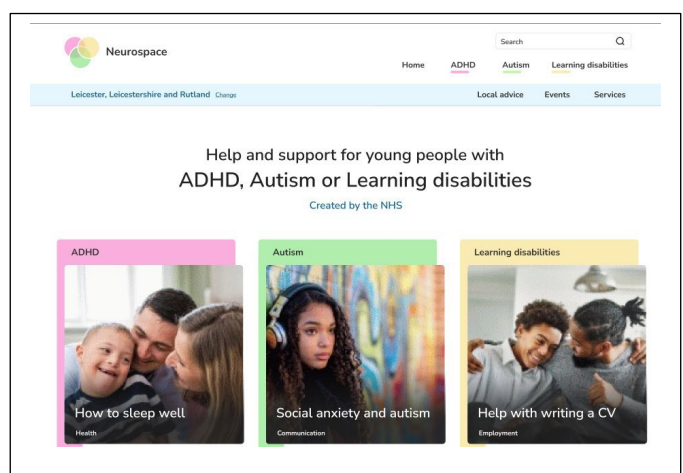
Please note we are particularly looking for people to get involved from underserved communities, and or people with links into these communities.

If this opportunity is of interest or you have further queries, and/or to be kept informed of these improvements, please contact us by email: lpt.patient.experience@nhs.net or telephone: 0116 295 0818

Feedback needed for new neurodiversity and learning disability website

LPT's digital team are hoping to launch a new website this year for learning disabilities and neurodiversity.

We've already started a consultation process with various groups, service users and carers but we'd also love to hear your thoughts.



[If you have any ideas on content or would like to comment on the first mock-up we've had designed then please follow this link to share your thoughts.](#)

Learning Disability and Autism Occupational Therapy Services

An Occupational Therapist has recently completed the Anna Freud 4-day National Autism Trainers Programme commissioned by NHS England and is looking to deliver this training more widely to staff within Leicestershire Partnership NHS Trust. As part of this they would like to deliver the training with someone with lived experience of Autism, and who has already completed the National Autism Trainers programme or would be willing to complete the training in order to co-deliver this vital training alongside staff.



National Autism Trainer Programme (NATP)

You can find out more about the training programme via the following link:

<https://www.annafreud.org/training/health-and-social-care/national-autism-trainer-programme/>

If this is of interest, please contact the Patient Experience and Involvement Team via phone: 0116 295 0818 or email: LPT.Patient.Experience@nhs.net

Your health and wellbeing

You are all most welcome to attend the following.....

Face to face Involvement Cafes take place at our new venue – **LPT Recovery College – 20 Lee Street, Leicester City Centre, LE1 3RF**

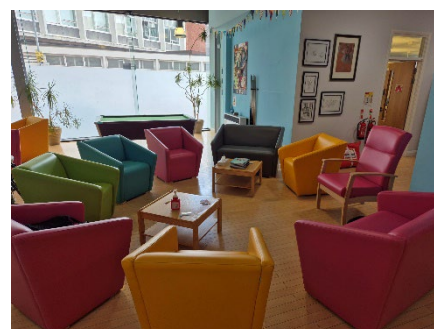
This is a monthly café where we can check in and see how we are doing. These are informal meet ups where you can discuss your involvement journey/opportunities, any tech issues, project support, or just to check in and have a chat.



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.

Date & Time	Where
Face to Face Involvement Café Tuesday 25 March 10am-12pm	LPT Recovery College – 20 Lee Street, Leicester City Centre, LE1 3RF

Please note that the day has changed to Tuesdays



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

Activities

LPT Recovery College – 20 Lee Street, Leicester City Centre, LE1 3RF

The Leicestershire Recovery College offers a wide range of recovery-focused educational courses and workshops.

You can find an electronic version of the Spring 2025 prospectus via the following link: <https://shorturl.at/L9Amd>

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!



To find out more or to If you would like to receive this prospectus by email, or by post, please contact: 0116 295 1196, or email; LPT.Recoverycollege@nhs.net

**Leicestershire
Recovery College**

SPACES STILL AVAILABLE!**APRIL**

Involvement Opportunities available within LPT Tuesday 1st April 10:30am - 12pm Recovery College, Leicester City	Understanding a Diagnosis of Psychosis and Schizophrenia Friday 11th April 10am - 12pm Online: Microsoft Teams
Dealing with Worries Wednesday 2nd April 1pm - 3pm Online: Microsoft Teams	Gardening for Wellbeing Monday 14th April 1:30pm - 3:30pm A Place To Grow, Enderby
Understanding Medications for Mental Health Friday 4th April 10am - 12pm Online: Microsoft Teams	Our Summer Term 2025 starts on Monday 28th April 2025.  Why not join our marketing list? You will receive the brand new prospectus when it is launched!
Recovery Goals: Reflect and Reset Wednesday 9th April 10am - 1pm Market Harborough Leisure Centre, Market Harborough	

If you wish to attend a course or find out more information, please contact us:

 **0116 295 1196**

 **LPT.RecoveryCollege@nhs.net**

Follow us on social media!

 **@recoverycollege**

 **Join our Facebook Group, search 'LPT Leicestershire Recovery College'**

 **@LPTrecoverycollege**



LEICESTER CITY
IN THE COMMUNITY

mind
Leicester,
Leicestershire
and Rutland



FREE DROP IN CAFE FOR ADULTS
In partnership with Mind
EVERY THURSDAY

Everyone is welcome to come along for a chat and a drink and find out what opportunities are on offer for adults and the support provided by Leicester, Leicestershire and Rutland Mind.

TIME: 10:30am – 12:30pm

VENUE: Community Hub (1884 Sports Bar) - Entrance next to the Fanstore, King Power Stadium, LE2 7FL

For further details please contact Dawn.Tobin@lfc.co.uk or 07739590949

Non LPT Opportunities

healthwatch
Leicester

healthwatch
Leicestershire



HAVE YOUR SAY ON LOCAL PRIORITIES

**SPEAK UP
BE HEARD**

Tuesday 11 March | 10.00am to 1.00pm

Registration from 9.30am - Refreshments and lunch will be provided

College Court Conference
Centre, Knighton Rd,
Leicester LE2 3UF

MARCH 2025

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**Find jobs in
health and care**

**Health and care
careers and jobs event**

**Saturday 8 March 2025
09:30 - 14:00**

The Kube at Leicester Racecourse
Oadby
Leicester
LE2 4AL

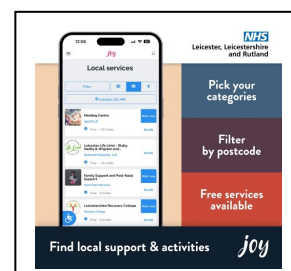
Register your interest in the event, scan the QR code or follow this link:
bit.ly/HealthcareCareers25



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 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.

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 via the below link:
<http://tinyurl.com/52444wx5>



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

24/7 support is available over the phone, call NHS 111, selecting option 2 for mental health. This number is open 24 hours a day and is totally free and confidential.
Visit a Neighbourhood Mental Health Café. Full list of venues on our website: www.leicpart.nhs.uk/service/neighbourhood-mh-cafes

Emergency

I have a health emergency

Call 999 if there is a threat to life.

Hospital Discharge Grants for Carers

The Hospital Discharge Grant for Carers scheme can help carers support the person who has been discharged from hospital.

Are you a carer?

If you are aged 18+ and look after, help, or support an adult who wouldn't be able to manage everyday life without your help, and you're not employed to do it, then you are an unpaid carer.

- Does the cared for person live in Leicestershire or City of Leicester?
- Have they been discharged from hospital in the last 2 weeks?
- Have you incurred any additional costs linked to their discharge from hospital? For example - cleaning, housework, short-term sitting service, carer's loss of income due to time off work

If 'YES' you may be entitled to a contribution towards the additional costs for carers when someone is discharged from hospital.

! Please note this is a one-off grant for carers looking after residents in Leicestershire or City of Leicester and is only applicable to discharges from 3 February 2025.

Carers can apply within 2 weeks of discharge from hospital by completing an online application form for the area the cared for person lives in.

If the cared for person lives in the County of Leicestershire
www.supportforcarers.org/hospital-discharge-grant
Email: maureen@supportforcarers.org
Call: Support for Carers on 01858 468 543

If the cared for person lives in the City of Leicester
<https://shorturl.at/9De80> (Link to Age UK, Leicester, Leicestershire and Rutland)
Email: carers@ageukleics.org.uk
Call: Carers Support Service - Age UK:LLR on 0116 222 0556

Or speak to your health and social care professional who can help complete the form on your behalf. Alternatively, if you require support to complete the application, please contact the relevant organisation shown above.

Grant applications can be made from 3 February 2025.



Youth Advisory Board (YAB) Update

Please see the below updates for YAB over the month of Feb 2025, the YAB took a break during half term and will continue to meet weekly until the Easter break in April.

NHS 10 year plan – Jacob Brown (Children, Young People and families Engagement Officer) supports the YAB regularly, he spent a session engaging YAB in the development of the NHS 10 year plan through a board game. YAB provided feedback for development areas throughout the next 10 years for young people – focusing on the digital, community and prevention aspects.

Children's mental health week - One of our YAB members, Teri-Ann, has created a poster to be shared across services to celebrate and spread awareness for Children's Mental Health Week. This has also been uploaded to HealthForTeens – congratulations Teri-Ann, and a big thank you!



Northamptonshire Healthcare NHS Foundation Trust (NHFT) & Leicestershire Partnership NHS Trust (LPT) 2025-2030 strategy - Glyn Edwards Group Head of Strategy & Partnerships for LPT and NHFT attended YAB for support in the further development of the next 5-year joint strategy between LPT+NHFT. The YAB have been kept regularly involved in the development and each stage of this work on an ongoing basis. Glyn was complimentary of YAB sharing that they provided '*utterly brilliant, rich feedback*'.

Mental Health Prevention leaflet – The Trust Self-harm and Suicide prevention lead LPT engaged with the YAB for support with developing a leaflet to support spreading awareness and prevention of head-banging as a method of self-harm to be displayed in inpatient areas.

Recruitment Panels- Providing a Patient Perspective

February was a quiet month for patients/carers getting involved in recruitment panel interviews. Two interviews took place for the following posts:

- Healthy Child Programme Practitioner – Directorate of Families, Young People, Children's and Autism Services
- Trainee Mental Health Wellbeing Practitioner, Melton Community Mental Health Team – Directorate of Mental Health



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.

Feedback – Reader Panel Update

During the month of February, the reader panel has reviewed a range of materials, and, as ever they provided really useful feedback to our services who really appreciate the insight the panel provides.



Huntington's Disease Service Leaflet – The panel reviewed a leaflet which has been developed to provide information for patients regarding the Leicester Leicestershire and Rutland Huntington's disease community team.

Perinatal mental health signposting information sheet - We kindly asked the panel to review a signposting information sheet for perinatal mental health. This document will be published on our website as part of the service's page and aims to provide answers to frequently asked questions and direct people to relevant support.

Occupational therapy parent questionnaire - The panel reviewed a questionnaire which would be sent out to parents when their child is referred to the service, where additional information about a child's skill level is needed. This is specifically for parents of children aged 0 – 5 yrs.



Mental Health Act

Improving the experience for people from an ethnically diverse/learning disability/autism background when detained under the Mental Health Act

A project group has been formed with staff, people with lived experience and carers to look at improving the experience for people from an ethnically diverse, learning disability, and autism background when detained under the Mental Health Act. The group are:

- Looking at improvements in LPT's Heather Ward environment and incorporate equity-based practices for those with Autism and neurodiverse service users.
- Supporting the ward in creating an environment that supports those patients with autism that require a hospital admission into to an acute mental health ward.
- Reviewing the admission process – looking at the pathway, terminology and accessibility of materials and communication (for both staff and patients).

"The trial run was successful. Thank you to the seven network members who attended, what a fantastic response from your network. The input, passion, knowledge and enthusiasm for change demonstrated by individuals

Emotions Group Trial Workshop

Network members were invited to take part in an Emotions Group Trial Workshop trail run. The Inpatient Psychology team have designed a, cross ward emotions group for patients during their admission at the Bradgate Mental Health Unit. Lara Harris (Principal Clinical Psychologist) who lead the trial session provided some feedback for us to share.

Family, Carers and Staff Summit

LPT will look at new ways to involve families and carers in patient care, following our first patient-carer-staff summit.

About 40 people came together to spend a day looking at how to develop constructive and appropriate links between clinicians and carers/families, without breaching patient confidentiality.



Bhanu Chadalavada, LPT's medical director, told the gathering that carers had a wealth of knowledge that could be useful to a clinician in deciding how to treat a patient. He was hoping to involve carers in educating clinicians. The summit was also told that hearing the carer's voice at an early stage could prevent tragedies.

We would also love to hear about your involvement journey:

- 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

