



Patient feedback  
listening to you



Leicestershire Partnership  
NHS Trust

# Patient Experience & Involvement Newsletter

Monday 7<sup>th</sup> April 2025

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

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](http://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 working with project 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](mailto:lpt.patient.experience@nhs.net) or call 0116 2950818.

### Introduction to Involvement Workshops

Our Introduction to Involvement Workshop is open to new and existing network members. Whether you would like to discuss the latest involvement opportunities available or would just like a refresh or recap, this workshop is for you. The workshop is an informal introduction, with a culture of “no question is a silly question.” Come along and find out what support, training and self-development is on offer!

#### Overview of the Introduction to Involvement workshop:

- Working together as equal partners
- Involvement framework
- Involvement charter
- Confidentiality agreement
- Skills/Experience/Needs and Interest form
- Involvement opportunities
- Wellbeing support, training and development we can offer you
- Recognising and rewarding your contribution



**Involvement Packs** We will 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:

- **Friday 23<sup>rd</sup> May 10.30am to 12 Midday**
- **Tuesday 29<sup>th</sup> July 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](mailto: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:

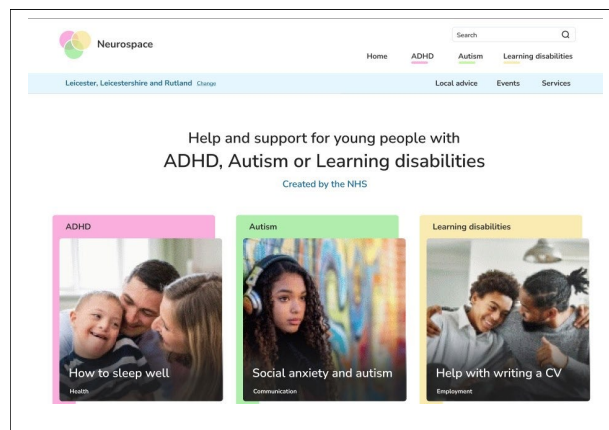
**Thursday 1<sup>st</sup> May from 1:00 – 2:00pm via MS Teams**

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

## 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.](#)

## Do you have 5 minutes to help the Youth Advisory Board






Our Youth Advisory Board chair Georgia has received some feedback from young people on areas they want us to focus on improving within health and social care system.

Georgia would really appreciate if you could take 5 minutes to scan the QR code and share your thoughts on the young people's areas of focus. Absolutely anyone can provide any thoughts/suggestions.

The feedback form is also available to be emailed and posted to you, please contact the Patient Experience and Involvement Team by email: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or call 0116 2950818.












**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.**



**Please email us if you're interested!**  
[lpt.youthadvisoryboard@nhs.net](mailto:lpt.youthadvisoryboard@nhs.net)

**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

**Scan the below for a video from YAB members :)**



**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

## Your health and wellbeing

**All network members are welcome to attend.....**

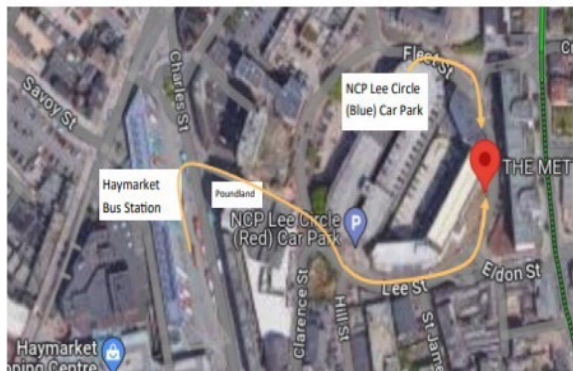
Face to face Involvement Cafes take place at our new venue –  
**LPT Recovery College – 20 Lee Street, Leicester City Centre, LE1 3RF**

This is a monthly café where you can connect with other people, check in, and find out more about what the Patient Experience and Involvement Team does.

These are informal meet ups where you can discuss your involvement journey/opportunities, any tech issues, project support, or just have a chat, there is even a quiet space if that suits you better.



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 22 <sup>nd</sup> April 10am –12 Middy	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 let us know if you plan on attending the cafes so we can plan accordingly, you can do this by emailing: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) or calling 0116 2950818

## Activities



**LPT Recovery College**  
20 Lee Street, Leicester City Centre,

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](mailto:LPT.Recoverycollege@nhs.net)

# OPEN DAY!

**FRIDAY 11TH  
APRIL 2025  
FROM 1PM TO 4PM**

Drop into the Recovery College to find out more about the service, and what we can offer to you as a student.

This drop in session is open to all.  
No need to book, just pop in, and see us.

**Find us at:**  
Unit 2,  
20 Lee Street,  
Leicester,  
LE1 3RF

If you wish to attend a course or find out more information, please contact us:  
☎ 0116 295 1196 ✉ [LPT.RecoveryCollege@nhs.net](mailto:LPT.RecoveryCollege@nhs.net)





## 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



**LEICESTER CITY**  
IN THE COMMUNITY

**mind**  
Leicester,  
Leicestershire  
and Rutland



**NHS**  
Leicestershire Partnership  
NHS Trust

Open to patients, visitors, staff  
and friends of The Bradgate Unit.  
Monday to Friday  
9am to 4pm.

The Involvement Centre and Café is located just off the main reception area of the Bradgate Unit. It offers a friendly, relaxing, non-clinical environment.

Purchase hot and cold drinks, sandwiches, and snacks

Beautiful garden area with seating

Watch television

Wellbeing library

Regular activities

resource / information area

Access computers, internet and printers

If anyone would like to know more about the Involvement Centre, please feel free to contact one of our friendly team

Phone 0116 2252719

Email [lpt.involvementcentre@nhs.net](mailto:lpt.involvementcentre@nhs.net)



**BRIGHT SPARK**  
Arts in Mental Health



*Present:*

# ‘Spring Open Mic.’

Featuring the Michael Vickers, The Comedy Asylum, Smoothie Crew, a plethora of open mic acts, and your compere for the night Vodka Jackie!™

**Thursday 10th April 2025 7-9.30pm.**

At: James's Bistro, 5 East Bond Street,  
Leicester, LE1 4SX

**Book in advance or turn up on the night and book your place.**

**FREE ENTRY AND SOME FREE REFRESHMENTS!**

For further information please contact Tim Sayers, Arts in Mental Health Co-ordinator at Leicestershire Partnership NHS Trust, on: [tim.sayers1@nhs.net](mailto:tim.sayers1@nhs.net) or 07795 475 806



**Share your experience of being discharged from hospital**

If you or someone you care for have been discharged from one of our local hospitals in the last two years, we would like to hear from you.



**Take part in our survey**  
[www.smartsurvey.co.uk/s/DischargeHospital](https://www.smartsurvey.co.uk/s/DischargeHospital)  
**Survey closes Friday 23 May 2025**

Those who prefer to share their views via phone or email can contact us on 0116 257 4999 or via [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)

Healthwatch are gathering feedback about the experience of being discharged from the hospital. If you or a loved one have left the hospital in the last two years, your feedback could help shape future services and ensure patients receive the best care.

The Hospital Discharge Survey aims to gather insight into what worked well and what needs improvement. From discharge planning to follow-up support, we want to hear about your journey.

<https://www.smartsurvey.co.uk/s/DischargeHospital/>



### Are you interested in supporting research for the MiFoot study?

This study aims to reach people with foot ulcers, a vulnerable population that is often excluded from research opportunities and offering a MiFoot intervention.

The study is looking for patients:

- Aged 18 and over with type 2 diabetes diagnosis.
- Current or previous (within 5 years) diabetes related foot ulcer diagnosis.
- Understand and communicate in English

Unfortunately other types of diabetes and other type of foot ulcers are excluded from this study.

You can visit the MiFoot website via the following link: [www.mifoot.org.uk](http://www.mifoot.org.uk)

You can contact the MiFoot study team on:

- MiFoot email: [mifoot@uhl-tr.nhs.uk](mailto:mifoot@uhl-tr.nhs.uk)
- Telephone: 0116 258 4732

Scan QR code



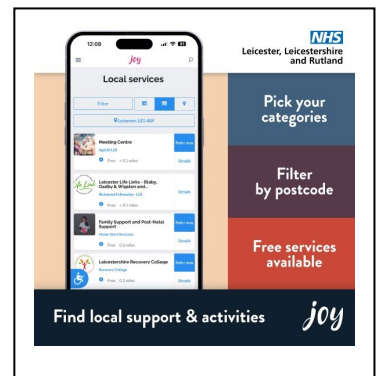


## Supporting Information

### 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](http://www.LLRjoy.com) just follow the link, add your postcode, and start searching for local services



### Advice and Support Agencies

#### 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.leicestart.nhs.uk/service/neighbourhood-mh-cafes](http://www.leicestart.nhs.uk/service/neighbourhood-mh-cafes)

##### Emergency

I have a health emergency

Call 999 if there is a threat to life.



**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>



## Your Voices, Feedback and Updates!



### Youth Advisory Board (YAB) Update

Please see the below updates for YAB over the month of March 2025

**HPV Vaccine** – The School Immunisation Service and Communications team in LPT engaged with the YAB for support in developing awareness posters for the HPV vaccine in schools, the session supported the team to identifying any barriers there may be for young people when choosing to have the vaccine.

**Child and Adolescent Mental Health Services (CAMHS) care plans** – Leighan from the Digital Content Creation Team in CAMHS attended YAB for feedback on the illustrations included in young people's care plans. Leighan is continuing to work with the YAB once further developments in improving the care plan template have been made.

**Leicester, Leicestershire and Rutland (LLR) Digital developmental framework** – YAB members provided insight into potential future digital development – e.g. apps, AI software and how to make these appealing, accessible and inclusive for all young people.

**CAMHS transitions** – Nyasha from CAMHS Outpatients engaged with the YAB as the service were needing support in the creation of a discharge questionnaire for those transitioning out of the CAMHS services. YAB utilised group members lived experience with this work and gave suggestions to ensure the survey is young-

person friendly, inclusive and accessible, several changes were suggested sharing how important this type of work is in involving young people's voices and views.

**Westcotes Lodge & Guidance for Young People submitting stories** - Leighan from the Digital Content Creation Team in CAMHS asked for YAB's sign off on a new video showcasing one of LPT CAMHS bases – Westcotes Lodge. In the same session, Leighan asked the YAB to review a document providing guidance for young people when submitting experiences to ensure it was easy to understand and relevant.

**YAB member shout out** – We wanted to give a big thank you to Anna, one of our YAB members for encouraging her school to all fill out a survey around improving accessing services in Rutland where treatment is needed the same day. Thanks to Anna, our Rutland YAB rep!

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## Patient-Led Assessments of the Care Environment (PLACE)

PLACE assessments will provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

### Patient Lead Assessments of the Care Environment (PLACE)

#### We're the top mental health trust for cleanliness and privacy, dignity and wellbeing

Our Trust is once again leading the way for mental health trusts in cleanliness and privacy, dignity and wellbeing according to the latest national assessment of care environments.

The latest results published by [NHS England](#) of PLACE shows continued proof of our commitment to creating high quality, compassionate care and wellbeing for all. We maintained our outstanding standards from 2023 throughout 2024, sustaining our perfect 100% score for cleanliness and almost perfect 99% for privacy, dignity and wellbeing.

A team of patients and carers from the Involvement Network and staff judged the scores based on non-clinical aspects of the trust environment. We'd like to offer our huge congratulations and appreciation to everyone involved in this superb achievement. Nothing is achieved in isolation and this is an incredible reflection on our entire LPT family.

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### Recruitment Panels- Providing a Patient Perspective

March was a steady month for patients/carers getting involved in recruitment panel interviews. Interviews took place for the following posts:

- Lead Clinical Psychologist, Directorate of Mental Health
- Neighbourhood Mental Health Assistant Service Manager, Directorate of Mental Health
- Clinical Psychologist Community, Directorate of Mental Health



Thank you to all our panel members for ongoing commitment which is very much appreciated.

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.

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## Feedback – Reader Panel Update

During the month of March, 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.



### Investigation of patient safety incidents – information for patients and their families

The panel reviewed a proposed leaflet which will be given to patients and their families who have been involved in a patient safety incident. The leaflet aims to inform on the process and it's various stages.

### Transgender and non-binary service user policy

The reader panel reviewed the Trust policy and provided extensive feedback to the author of the document.

### Strapline wording for children's therapy

The panel provided feedback on getting this wording right and meaningful.

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### 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).

### 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](mailto:lpt.patient.experience@nhs.net)

FREEPOST LPT Patient Experience Tel: 0116 295 0818, Twitter; @LPTPatientExp



