



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Tuesday 6th May 2025

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

Welcome to our May 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 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 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:

- Involvement Charter/Trust Values
- Involvement framework
- Our commitment to service user engagement
- Forms completion/support
- Working together as equal partners
- Involvement opportunities available to you
- Patient Experience and Involvement Newsletter
- Our training and development offer
- Co production principles



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 23rd May 10.30am to 12 Midday**
- **Tuesday 29th 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

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 1st May from 1:00 – 2:00pm via MS Teams

Tuesday 8th July 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 or call 0116 2950818.

Would you like to join a group to look at the revision of our Involvement Charter?

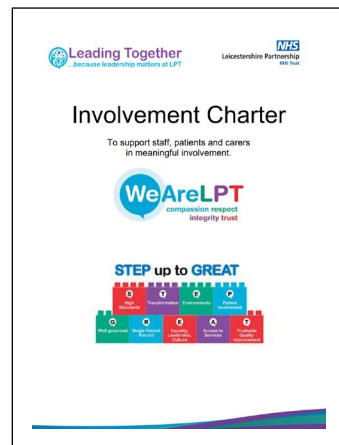
We co created our Involvement Charter back during the days of lockdown in 2020 with a small group of network members.

We introduce our charter to every new member who attends our Introduction to Involvement workshop. We are now five years on!

Would you like to join a small group to look at how we can improve and update this charter?

If this opportunity is of interest, please make contact with the team: lpt.patient.experience@nhs.net to express your wish to join this group. Dates and times will be confirmed in due course.

We look forward to hearing from you!



**Feedback
into
Action**

NHS
Leicestershire Partnership
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Real patients with real stories help us to learn and improve

Would you like to share your patient or carer story with us? We can record or film this in person or remotely, and it can be anonymous.

Stories are a powerful tool in helping us to understand your needs and your experiences - whether good or not so good.

They provide valuable insight into what matters most to you and how the care and treatment you (or the person you care for) received made you feel. Your stories can lead to changes to improve the care we provide.



Email: lpt.patient.experience@nhs.net or tel: 0116 2950818 to arrange a chat.


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 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

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

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 13 th May 10am –12 Midday	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 or calling 0116 2950818



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 Summer 2025 prospectus via the following link: <https://shorturl.at/f2pe9>

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





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



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
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

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

You can contact the MiFoot study team on:

- MiFoot email: mifoot@uhl-tr.nhs.uk
- Telephone: 0116 258 4732

Scan QR code



Working Better Together with Carers



To celebrate National Carers Week, Leicestershire County Council, Leicester City Council and Rutland County Council are thrilled to invite you to their Working Better Together with Carers conference on **Wednesday 11 June 2025** at the LCFC King Power Stadium.

This will be a wonderful opportunity to bring together organisations and professionals who work with carers across Leicester, Leicestershire and Rutland. We will build on and explore support for carer identification alongside opportunities to network and share good practice. We will boost collaboration across organisations and drive the cultural shift to Think Carer in everything we do.

Date: Wednesday 11th June 2025
Time: 9:30am – 4:30pm
Venue: LCFC King Power Stadium,
 Filbert Way, Leicester LE2 7FL

Refreshments and buffet lunch included
 Free parking for all attendees

**Click the following link to
 book your place:**

<https://shorturl.at/UsDxQ>

What's happening on the day?

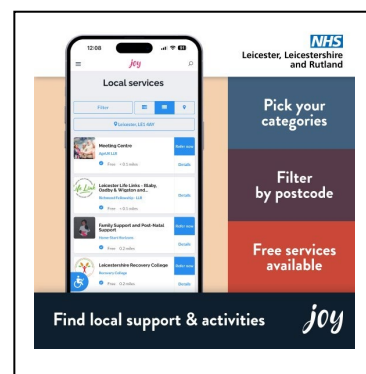
- Stories from our carers across Leicester, Leicestershire and Rutland
- Workshops to look at practical solutions and action planning
- An opportunity to browse stalls from our local teams and organisations
- An update of our new Contingency Plan co-produced by our carers and professionals

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

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.leicspart.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 below the YAB updates for April, this was a shorter month for the board having taken a well-deserved 2 week break over the easter holidays. Back with more in May!

YAB recruitment video – YAB members had an informal session to discuss their suggestions and improvements to the YAB, a common theme was

targeting schools, YAB members are currently working on co-producing a video to be distributed in schools.

Child and Adolescent Mental Health Services (CAMHS) waiting list support - Northamptonshire Healthcare Foundation Trust (NHFT) attended the YAB, to gain young people's views on what support could be offered for those on the waiting list to access CAMHS specialist services. YAB provided feedback using some of their own lived experience being in this situation.

Deliver you project – Yahye attended a YAB session to share a new National 10-year Youth Strategy, there was encouragement for YAB members to complete an online survey to help inform this strategy work. Yahye has requested to attend a YAB session in the future to ensure the young people's voices are integral to the development of this new strategy.

Leicestershire Partnership NHS Trust Triangle of Care Star 1 Submission Response

We wanted to share with you the great news we received from the Carers Trust following our Triangle of Care (TOC) first year submission, annual report and panel presentation last month. We have successfully gained the Triangle of Care Star 1 award!



Our Trust has demonstrated an excellent Trust-wide commitment to achieving the Triangle of Care standards, supported by strong governance arrangements, clear reporting lines and excellent buy-in from staff across services and roles. Personal commendation is given to Emily Robertshaw, deputy head of patient experience and Involvement for excellent professional leadership and to the lived experience partners: their personal commitment and dedication is clear to see.

Areas of strength include the introduction a new carer dashboard to support efficient and consistent carer identification and support; roll out of a well-received new carers awareness training package; new Trust-wide carer information packs; a strong TOC/Carer lead network and excellent system-wide working across the LLR region.

It is fantastic to have this work recognised with special highlight and mention to our lived experience partners and services (Mental Health inpatient and Crisis areas for year 1) for their commitment to further involving and supporting carers. A lot of you have been involved along with way with TOC at points or have supported promoting and raising awareness for our carers, thank you.

As TOC is an ongoing quality improvement, we continue this year to support all our community Mental Health and Learning Disabilities services to work through the framework. We know we also have plans in increase the offer to carers through other work and services, and look forward to the next year ahead.

Self administration of insulin for patients – Andy’s Journey

Andy is of our Lived Experience Partners who has written and produced two videos (one to patients and one for staff) We asked him to share his journey through collaborative working with LPT’s Community Health Services



“I embarked on my first co-production as a Lived Experience Partner with Natalie, who was then a trainee Community Nurse involved in a project with DON Fellows. Initially, I was underwhelmed by the direction she had taken before we were introduced, as it wasn’t what I had envisioned. However, when I shared my ideas, Natalie listened and agreed to restart the project.

Living with several disabilities, including memory issues that may signal the early stages of dementia, and managing type 2 diabetes at one time with insulin, I understood the challenges many elderly patients face when starting insulin treatment. Natalie shared this concern and also wanted to ease the workload for her fellow Community Nurses.

At the time, the only resources available for patients were two 40-page documents—far from user-friendly. Together, we decided to create something more accessible, blending Simple English with easy-to-follow pictorial instructions. Our efforts resulted in clear, concise resources tailored to the needs of both patients and nurses.

Natalie has since presented these resources at nursing events across the country, and we’ve delivered them to numerous members of the LPT staff. Over two years later, I’m still actively involved in the project. My contributions include promoting the resources to staff members who could benefit from them and encouraging type 2 diabetic patients to utilize them. To further support this, I recently appeared in two short videos: one aimed at patients and the other at clinicians.

Our goal is to reduce the need for Community Nurses to visit patients solely for insulin injections—something most patients, with the right resources, could manage on their own. Drawing from my own

experiences, I know how empowering this can be for patients while also freeing up valuable time for nurses.”

The videos can be viewed here:

Self-administration of insulin for patients <https://youtu.be/UpdKq9Q-cHQ>

Self-administration of insulin for clinicians https://youtu.be/Xwqg_bhCzNM

Recruitment Panels- Providing a Patient Perspective

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

- Service Manager in Urgent Care, Directorate of Mental Health
- Student Health Visiting – Families, Young People, Children’s, Learning disabilities and Autism Services



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.

Feedback – Reader Panel Update

April saw a rise in demand for input from our reader panel by comparison to recent months. As ever, the panel responded in a considered and thoughtful way, helping our services to significantly improve the quality of information provided to our patients, their families and carers.



Significantly, whilst reviewing a leaflet, the panel questioned the title being used by a member of one team and this has resulted in further feedback being sought about a more appropriate term. Thank you – your invaluable insight really does make a difference!

Leaflet – applying a numbing cream prior to blood test - information for family and those caring for adults with a learning disability - the panel reviewed this leaflet which aims to provide all the information needed for family/carers to apply a numbing cream to the patient 30 minutes prior to them having a blood test.

Card - community nursing/therapy services - soft signs of acute illness card - the panel reviewed this card which clinicians can fill out and leave with the patient/relative/carer if they have any concerns about the patient’s physical wellbeing. Clinicians will deal with anything they need to when with the patient, but sometimes find that they have concerns about a patient without anything acutely wrong being obvious. These cards aim to provide advice to the patient, their family and carers on symptoms and what to do if they experience them, but also as a benchmark for clinicians if a patient has to access other services.

Initial contact letter and information about our new patient and family liaison support - the panel reviewed these resources which relate to a new support service offered to patients and their families who have experienced an incident which has prompted an investigation. The role is an independent

one, allowing the service to provide support to the patient and/or their family to whatever extent they want. This support is not involved with any part of the investigation and can support and act as liaison between patients/their families and the organisation.

Following the panel's response, the service has asked for further advice on the title of the role as the panel felt that 'officer' didn't reflect the service. This is a really good example of listening into action – and the value services place on the feedback received from the panel.

Patient questionnaire for people to complete before attending their therapy/falls appointment - the panel had already reviewed a leaflet for the team, and the service wish to include a questionnaire with initial appointment letters for the falls therapy clinic. The aim is for clinicians to have more information about the patient's needs to allow them to cover more in one appointment.

Leaflet for family, carers and referrers - learning disability forensic team - the panel reviewed this leaflet which will be given to referrers (in the criminal justice system as well as health and social care), and families/carers – so is not intended to be easy read. It provides an overview of what the service does and the ways it can help anyone with a learning disability who has (or is at risk of having) contact with the criminal justice system.

Leaflet for family/carers - Psychological Awareness of Unusual and Sensory Experiences (PAUSE) - the panel reviewed this leaflet (developed by a peer support worker in the PAUSE team) which aims to let family/carers know what the team is, the conditions it can help with and the support they can provide to carers of people accessing their service.

Lived Experience Partners Update

This month we would like to give you an overview of the work of the Lived Experience Partners working on the Patient Experience and Involvement Team (PE&I) communications plan.



The aim of the project - To increase the awareness of the PE&I team offer; promoting training and development, as well as outcomes and stories from collaborative working, and where we listen and learn from our patients and carers.

Rationale - To ensure that all staff are aware of the PE&I support and training available. To enable staff to implement Trust objectives with the lived experience and involvement agenda.

What we did - Created a working group including a member of staff from the communications team, the Patient Experience and Involvement Team and Lived Experience Partners.

The original plan was to create a communications plan for the training and development offer, however this soon evolved to include stories and outcomes from lived experience participations and collaborative activities. We then co-developed a plan and resources to support us with implementation.

How we worked collaboratively - The working group consisted of 2 members of staff and 4 lived experience partners working in different directorates of the Trust. We met monthly to co-create the comms plan, collating the offer and resources to go alongside. We ensured that all responsibilities were split between all attendees, and we have set up an MS Teams group as a collaborative workspace.

Impact of the project - It is too early to see the long-term impact of this project however there has been some great short-term impacts:

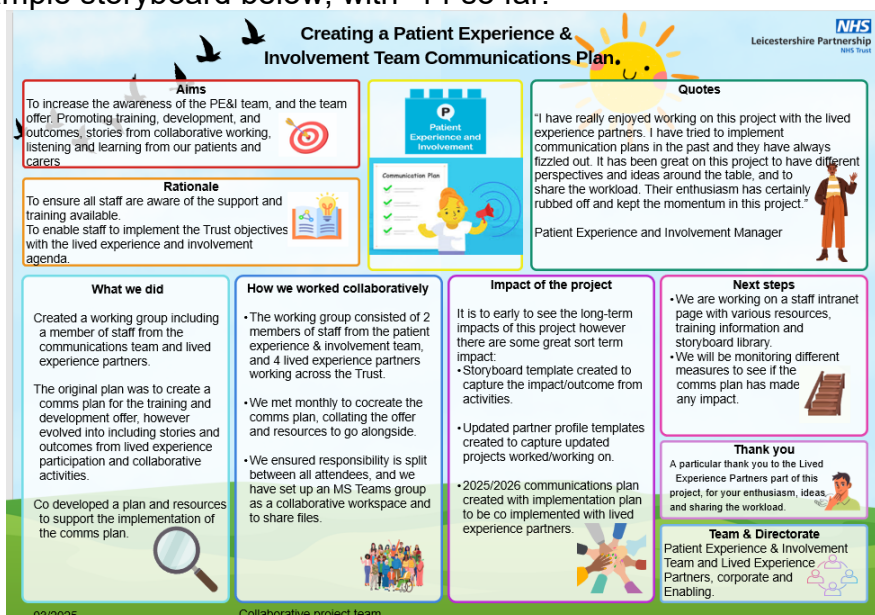
- Storyboard templates have been created to capture the impact/outcomes from activities.

- Updated lived experience partner profile templates created to capture updated projects worked/working on.
- 2025/2026 communications plan created with an implementation plan: to be implemented with lived experience partners.

Next steps - The group are developing a staff intranet page with various resources, training information and a storyboard library. We will also be monitoring different measures as we implement the communications plan to see where we are making an impact.

Thank you – “a particular thank you to the lived experience partners on this project, for your enthusiasm, ideas and sharing the workload. I have really enjoyed working on this project with the lived experience partners. I have tried to implement communication plans in the past and they have always fizzled out. It has been great to have different perspectives and ideas around the table, and to share the workload. Their enthusiasm has certainly rubbed off and kept momentum in this project.”
Haley, Patient Experience and Involvement Manager.

You can see an example storyboard below; with 14 so far:



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: @LPTPatientExp