



Patient feedback  
listening to you



Leicestershire Partnership  
NHS Trust

# Patient Experience & Involvement Newsletter

Monday 2<sup>nd</sup> June 2025

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

Welcome to our June 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:

- 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:

- **Tuesday 29<sup>th</sup> July 10.30am to 12 Midday**
- **Friday 26 September 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:

**Tuesday 8<sup>th</sup> 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](mailto: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?

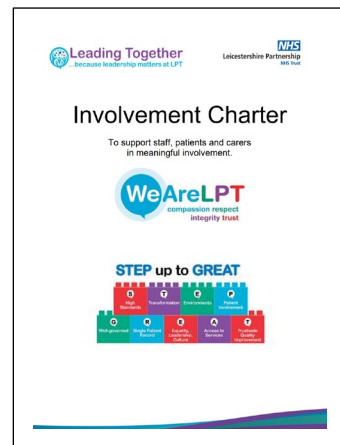
We co created our Involvement Charter back during the days of lockdown in 2020 with a small group of network members.

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](mailto: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!



## 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](mailto:lpt.patient.experience@nhs.net) or tel: 0116 2950818 to arrange a chat.



Please follow the link below to express your interest in sharing your story.  
<https://www.leicspart.nhs.uk/contact/patient-stories/>

## Could you help with the coproduction of a sensory mapping resource.

The Cognitive Behavioural Therapy Department would greatly appreciate the involvement and feedback of network members which will be used to co-design a sensory map for our service. The sensory map would represent a typical sensory experience of using our building (waiting room, corridors, group therapy room, clinic rooms). Issues such as bright artificial lighting, shiny laminate posters, high noise levels and strong smells from cleaning products can lead to sensory overload, which can add stress, discomfort and anxiety before appointments.

We would like to improve accessibility and work with our patients to minimise sensory overload where possible. Your role would be to complete a questionnaire about your sensory experience after we have shown you around the service. We will use your feedback to co-design a sensory map, which we will give to patients accessing our service. We hope this will improve accessibility, set clear expectations for the first appointment and invite early conversations about reasonable adjustments.

If this opportunity is of interest, please make contact with the team:

[lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net) to express your wish to join this group. Dates and times will be confirmed in due course.

## Have your say on the Neighbourhood Mental Health Café scheme

Formally launched in 2022 by our Trust to provide mental health support in local communities, the Neighbourhood Mental Health Cafes are Celebrating three years of success this May, having grown to a network of 25 cafes offering 40 weekly sessions that support an average of 800 people each month.

We want to find out how we can improve our cafes and the services they provide to people in a mental health crisis. If you've attended the cafes or had any involvement with them, then please complete our short survey. We would like to capture your overall thoughts and ideas so that we work together on improving services for the future.

You can have your say by completing an online survey via the following link:

<https://shorturl.at/xFNyr>

The survey must be completed by **Friday 6 June 2025**.



## Activities



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)

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

## Non LPT Opportunities



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.



**Forget-Me-Not Festival**  
starting the conversation about dementia for Leicester's diverse communities and age groups

**FREE**  
All ages welcome  
Booking required

**Sun 22<sup>nd</sup> June  
11am - 3pm**

**King Power Stadium  
Filbert Way,  
LE2 7FL**

A family friendly event co-designed by people affected by dementia. Providing information and support, with fun and entertainment along the way!

**Workshops**  
Dementia Friends  
Main Stage  
Singing for the Brain  
Bollywood Dancing  
BOLD Ukelele  
Virtual Motion  
Lived Experience Talk

**Information & Advice**  
Over 20 stall holders

**Free Stadium Tour**

**Register Here**  
You can visit [www.alzheimers.org.uk/forget-me-not-festival-2025](https://www.alzheimers.org.uk/forget-me-not-festival-2025) to register your attendance. If you require any support booking tickets, please contact Hayleigh Kicks (Dementia Adviser) T: 07856280328

**LEICESTER CITY IN THE COMMUNITY** In partnership with **Alzheimer's Society**

The following link shows the Forget-Me-not-Festival workshop and main stage timetable, plus:

- SAHA Language Support and Community Ambassadors
- RNID Hearing Checks
- AGEUK Dementia Support Drop in Service

<https://www.alzheimers.org.uk/forget-me-not-festival-2025>

## Have you taken part in a Mental Capacity Assessment (MCA) for someone you care for?

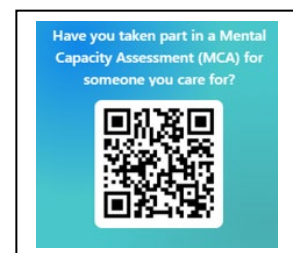
If YES, Leicester, Leicestershire and Rutland (LLR) Safeguarding Adults Board would like to know about your experience.

The mental capacity assessment is about making sure that people have the support they need to make as many decisions about their lives as possible. The Safeguarding Adults Boards across LLR would like to know about informal carers experiences.

These two links will provide more information about the MCA:

- <https://www.local.gov.uk/sites/default/files/documents/easy-read-guide-pdf-16-pa-2cc.pdf>
- Link to AGE UK information on MCA one minute guide: <https://www.ageuk.org.uk/wp-assets/globalassets/wiltshire/about-us/policies/one-minute-guide-to-the-mental-capacity-act-2005-1-edited.pdf>

To complete the survey please click on the below link or scan the QR code:  
<https://forms.office.com/e/KLe3SKwTxL>

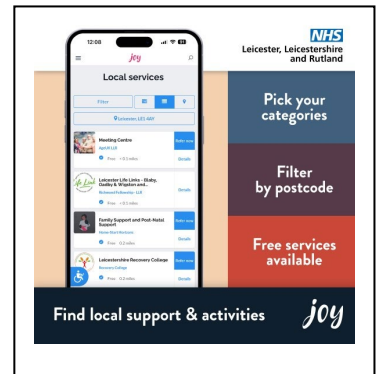


## Supporting Information

### 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

**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>



Carers week is coming up, 9<sup>th</sup>-15<sup>th</sup> June. A carer is someone who provides unpaid help to a friend or family member needing support, perhaps due to illness, older age, disability, a mental health condition or an addiction. Following the link to find helpful advice and support if you're caring for a family member or friend: <https://www.leicspart.nhs.uk/mental-health/resources/conditions/carers/>

# 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.**

# Hospital Discharge Grants for Carers

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](http://www.supportforcarers.org/hospital-discharge-grant)

Email: [maureen@supportforcarers.org](mailto: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>

(Age UK, Leicester, Leicestershire and Rutland)

Email: [carers@ageukleics.org.uk](mailto: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.**



## Your Voices, Feedback and Updates!



### Youth Advisory Board (YAB) Update

Please see the YAB updates for May 2025:

**16-25 Child and Adolescent Mental Health Services (CAMHS) transitioning** – Selina from the Leicester, Leicestershire, and Rutland Integrated Care Board (LLR ICB) engaged with the YAB for their ideas on a new proposal for those aged 16-25 who may be transitioning out of CAMHS and needing extra support.

The YAB agreed there is a massive gap for people this age, and provided a multitude of feedback which Selina has incorporated into her proposed plans. Selina has also included a recommendation to ensure YAB and other lived experience groups will be consulted in the future implementation/ design of this offer.

**CAMHS care plans** – Alison and Imran from LPT CAMHS attended a YAB session to gather feedback on the design and improvement of CAMHS care plans – YAB suggested accessible ways of improving these – such as audio or video recordings, which CAMHS found innovative and will be sharing further across the service.

**YAB away day** - YAB are also planning an away day to celebrate and acknowledge the hard work of the members over the past year, updates to follow.

## Celebrating three years of Neighbourhood Mental Health Cafes in local communities

Formally launched in 2022 by our Trust to provide mental health support in local communities, the Neighbourhood Mental Health Cafes are celebrating three years of success this May, having grown to a network of 25 cafes offering 40 weekly sessions that support an average of 800 people each month.



On Wednesday 14 May, as part of Mental Health Awareness Week, LPT and one of its Neighbourhood Cafes, Saff Caff, hosted a special celebration. The event was also used to officially launch four powerful new café animations developed by local agency, Kino Bino.

The cafés provide a warm welcome, offering immediate, local support from people who truly understand the communities they serve. They have become a meaningful and supportive space where people can connect, talk openly, and get practical help when they are in a crisis. Whether someone's struggling with their mental health or just needs to feel heard, the cafés are here to help—without judgment.

You can find out more about the celebration and the neighbourhood cafes via the following link: <https://www.leicspart.nhs.uk/news/celebrating-three-years-of-neighbourhood-mental-health-cafes-in-local-communities/>

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## Recruitment Panels- Providing a Patient Perspective

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

- Service Manager Stakeholder Panel, Directorate of Mental Health
- Specialist Applied Psychologist, 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

May was a relatively quiet month for our reader panel, but as ever, the panel provided invaluable insight to make our information better.

**Leaflet – family therapy in the PAUSE (psychological awareness of unusual and sensory experiences)** – the reader panel reviewed this leaflet which explains what family therapy is and who it is for.



**Mental health help card** - the reader panel commented on this helpcard developed by the digital communications and engagement team. The card is intended to be an instant support – providing helplines and sources of support for anyone experiencing mental health problems.

**Poster advertising the friends, family and carers forums in mental health services** - the panel reviewed this poster which will be used across adult and older person's mental health inpatient services and suggested names for the groups.

**Leaflet and questionnaire (revisited after first review) – community therapy team (mobility)** – following a previous review, the therapy team made considerable changes to these documents and wanted to make sure the panel with the final versions.

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## Lived Experience Partners Update

This month, as it is Carers week in June, we would like to give you an overview of the work of the Lived Experience Partners working on the Triangle of Care and Carers Awareness Training.

**The aim of the project** - To ensure that carers are recognized, supported and included in their 'cared for's' treatment and care, ensuring that staff are carer aware and able to signpost and involve carers throughout the patient's journey.

**Rationale** – It was recognized that the support for carers was not consistent across the Trust, following NICE guidance audits and understanding feedback from staff and carers the implementation of the Triangle of Care (TOC) was launched in 2023.

**What we did** – launched the TOC alongside revitalizing the staff carers awareness training, which is delivered through uLearn and bespoke team sessions.

- Launched all phase 1 services (inpatient and crisis areas) who have now completed self-assessments recognizing the areas within the TOC 6 standards that need improvement.
- Carers Trust report written in December 2024 and presented to Panel March 2025.
- Lived experience partners have been involved throughout.

**How we worked collaboratively** – Lived experience partners with carer experience have been involved throughout from the early implementation of the TOC including board making decisions.

- Staff from all disciplines and roles have been involved and been able to contribute to the work.
- The TOC has been a trust wide quality account priority for 2024/2025 (1of4 chosen).
- The LLR carers delivery system group have been updated regularly to inform partners across the system of this work.
- Local authority young carer leads have run young carers training for all LLR NHS staff.

**Impact of the project** – services have been completing self-assessments recognising the areas through the TOC 6 standards that need improvement.

- Over 300 staff have been carer awareness trained over a 6-month period
- Mobilised the development of a carers dashboard on system one.
- Developed a carer's promise.
- Supported caring confidentiality family/patient information leaflet.
- Set up carer's groups, carers resources, staff carers awareness support, improvement in service standards and QI.
- Carers are now being recognized earlier and supported due to staff training, awareness and confidence.

**Next steps** – Continue to deliver TOC with phase 2 services.

- Continue to offer and grow the access to carers awareness training through a variety of options to support staff.



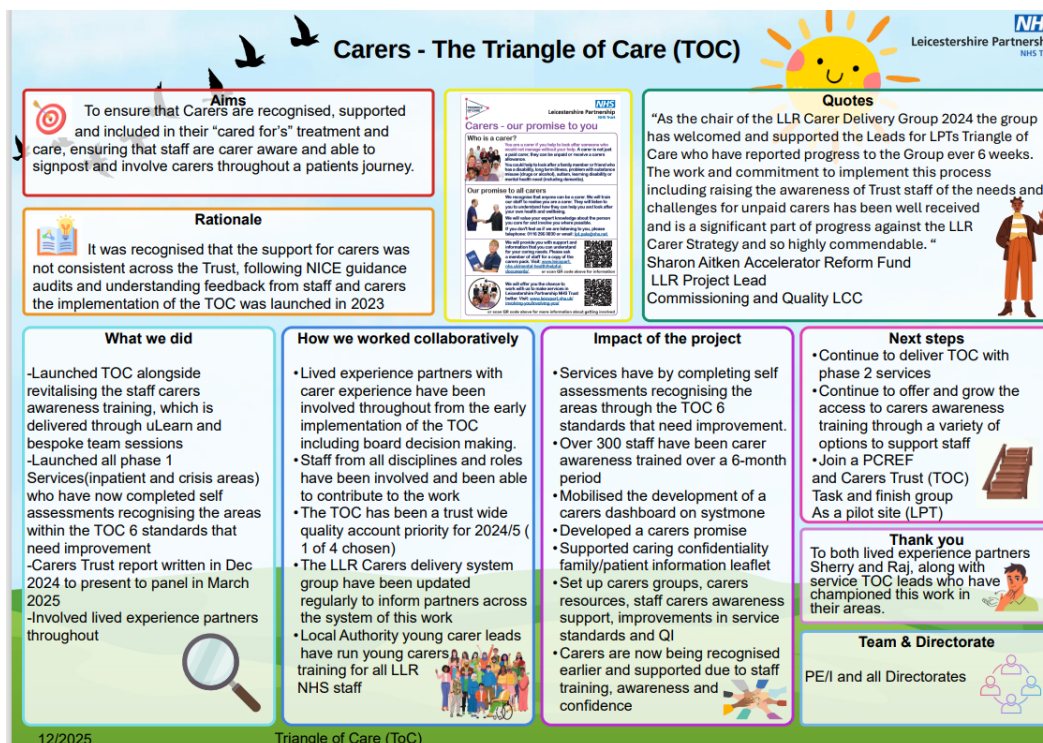
- LPT to join a Patient and Carer Race Equality Framework (PCREF) and Carers Trust task and finish group as a pilot site.

**Thank you** – to both the lived experience partners involved with this work, align with the service TOC leads who have championed this work in their areas.

**Quote** - “As the chair of the LLR Carer Delivery Group 2024 the group has welcomed and supported the Leads for LPTs Triangle of Care who have reported progress to the Group every 6 weeks. The work and commitment to implement this process including raising the awareness of Trust staff of the needs and challenges for unpaid carers has been well received and is a significant part of progress against the LLR Carer Strategy and so highly commendable.”

Sharon Aitken Accelerator Reform Fund, LLR Project Lead, Commissioning and Quality LCC

You can see an example storyboard below;



## BBC RADIO LEICESTER

### Network member/Recovery College – My Journey

One of our Involvement Network members and student at LPT's Recovery College has shared their experience of engaging with both offers on BBC Radio Leicester recently. Skip to 1hr 11 minutes in Ady Dayman's show to listen to

them talk about their experience: [Ady Dayman - 23/05/2025 - BBC Sounds](#).

### 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)

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Tel: 0116 295 0818,

Twitter; @LPTPatientExp