



Patient feedback
listening to you

 **I - Including everyone**



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 7th July 2025

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

Welcome to our July edition of Leicestershire Partnership NHS Trust's (LPT) Patient Experience and Involvement Newsletter.

We hope the items contained in this newsletter provides you with useful and informative information including introduction to involvement sessions, 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:

- **Tuesday 29th 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 join a group to assess quality standards and identify areas for improvement within Leicestershire Partnership NHS Trust (LPT) Inpatient Settings?

We are looking for patient and carer assessors to support us With PLACE (Patient Led Assessment in the Care Environment)

You will support the PLACE team in their capacity as an expert with lived experience, this is a collaborative process, and the PLACE team will include both staff and service user/carers representatives.

You will visit different LPT sites across Leicester, Leicestershire and Rutland, for example going into hospitals to assess how the environment supports the provision of clinical care, assessing such things such as the environment, quality of food, condition of buildings etc. Assessments take place over a 6-week period September/October, training will be provided and will take place **20th August**.

Venues include:

- Bradgate Mental Health Unit, Glenfield
- Bennion Centre, Beacon Unit, Herschel Prins, Glenfield
- Agnes Unit, Glenfield
- Loughborough Hospital
- Coalville Hospital
- St Lukes Hospital, Market Harborough
- Stewart House, Mill Lodge, Leicester
- Melton Hospital
- The Evington Centre, Leicester
- The Willows, Leicester
- Rutland Memorial Hospital
- Hinckley and Bosworth Community Hospital

For more information and to express your interest, please click on the following link which contains a more detailed outline of the role and an expression of interest form.

<https://www.leicspart.nhs.uk/wp-content/uploads/2025/07/Patient-Carer-Rep-Role-Description-PLACE-v2-2025.docx>

We will also be holding an informal information session for anyone wanting to find out further details or to ask any questions, this will be online via MS Teams, **1-2pm Friday 25th July** - please contact us if you would like to attend.

If you have any further queries or would like a paper version of the expression of interest form, please contact the Patient Experience and Involvement Team via email:

LPT.Patient.Experience@nhs.net or call: 0116 2950181



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:

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.

Opportunity to coproduce patient and carer involvement with the University of Leicester!



We are at the beginning on an exciting partnership with the Nursing Team at the University of Leicester. We are looking to work with our patients and carers who may be interested in coproducing opportunities for supporting MSci in Nursing with Leadership students during their studies with the University of Leicester.

To start to design and scope out potential approaches to how we can bring lived experience of our patients and carers together with the Nursing programme we are holding a scoping session on **Tuesday 12th August between 2.00pm and 4.00pm**. The session will be held via MS Teams and will be facilitated in partnership with the Patient Experience and Involvement Team at LPT and nursing lecturers from the University of Leicester's nursing program. If you would like to know more about the University of Leicester's MSci in Nursing with Leadership program, please visit: [Nursing with Leadership | University of Leicester](https://www.le.ac.uk/nursing/with-leadership/).

Please note this initial session is a nonpaid session and is open to all our Lived Experience Partners, Patient and Carer Involvement Network and our Peer Support Workers and volunteers.

If you would like to join us on the 12th August. Please register your place with us via email at lpt.patient.experience@nhs.net

We look forward to working with you on this exciting programme of work!



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.

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

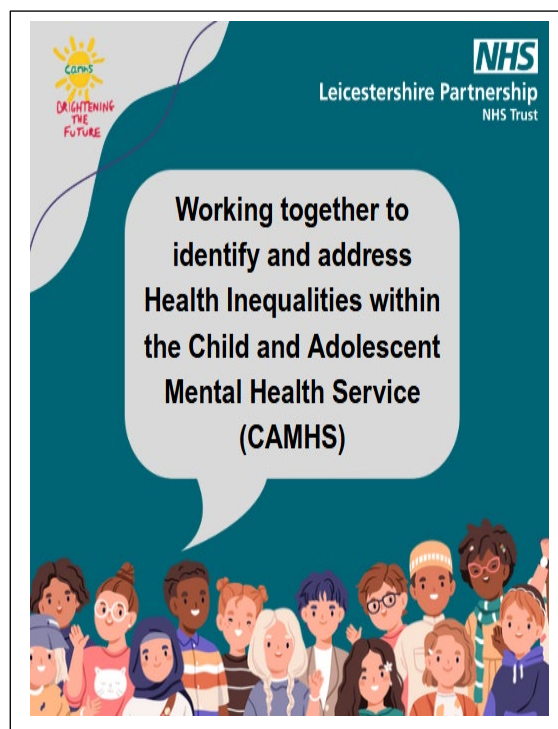
CAMHS Health Inequalities – Can you help?

We are working really hard to understand and improve Health Inequalities within the Child and Adolescent Mental Health Service (CAMHS). Part of this work is looking at supporting young people who may be from communities who may experience barriers with accessing or engaging with services, particularly around mental health.

One of our aims is to create a digital package for young people who are waiting for our support, and is aimed at the young person and their families. This package will provide information on mental health, address other concerns that may have been raised within some of our communities, and explain how our service can help.

Alongside this, we're looking for help from people who are fluent in some of our most common languages spoken in Leicester, Leicestershire and Rutland. Particularly if anyone is fluent in Somali who can help us develop or interpret elements of our projects.

If you would like to be involved, please email:
imran.mahomed2@nhs.net



Can you help with the Coproduction of a Sensory Mapping Resource?

The Cognitive Behavioural Therapy Service

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 to express your wish to join this group. Dates and times will be confirmed in due course.

Please help us shape a family, friends and carers group.



We are looking to establish a carers group within the Involvement Centre at the Bradgate Mental Health Unit (BMHU) for family, friends and carers and those supporting current inpatients within the BMHU.

Your input matters!
Please take 5
minutes to share
your thoughts.

Open the camera on your
smart phone to scan the QR
code below to access and
complete the survey.



Would you like to get involved with supporting our various social media channels, including webpages?



The Trusts digital team have developed a working group dedicated to our various social media accounts within the Trust. We have both local and national social media accounts:

- LPT main account www.leicspart.nhs.uk
- Health for Teens Leicester www.healthforteens.co.uk/?location=Leicester
- Health for under 5s www.healthforunder5s.co.uk/?set-location=3

We are working closely with the Youth Advisory Board to co-produce content for this social media channel, and we are looking for more people to get involved. You would be welcome to get involved in as little or as much as you would like which could include:

- Content suggestions
- Sharing feedback on existing content
- Sharing lived experience stories if appropriate
- Supporting with content for upcoming awareness weeks/months

Contact lpt.patient.experience@nhs.net with any queries or to express interest.

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

Non LPT Opportunities

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/bp-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>



Give your views on Dementia support in Leicester Consultation 2025

To make sure that we're providing the best support possible to people with dementia and their carers in Leicester, we're reviewing our commissioned [Dementia Support Service](#), currently provided by Age UK.

The service is designed to support people with dementia (including those awaiting formal diagnosis) and their carers to navigate life with dementia, as well as actively promoting the principle of early dementia diagnosis.

The Dementia Support Service provides a range of support options, including information and advice, personalised 1:1 support, informal carer learning, group support and partnership work.

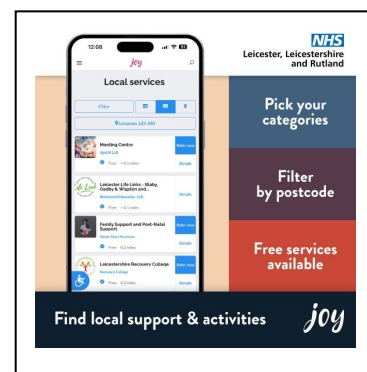
To give your feedback, visit the link below or scan the QR code by 31st July 2025 <https://consultations.leicester.gov.uk/communications/dementia-support-in-leicester-consultation-2025/>



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.

Need urgent mental health support now?

Call NHS 111 Select mental health option

Does talking on the phone make finding support difficult for you?

You can now text **0748 063 5199** and we will aim to get back to you within 12 hours

NHS Leicester Partnership NHS Trust

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.leicspart.nhs.uk/service/neighbourhood-mh-cafes

Emergency
I have a health emergency

Call **999** if there is a threat to life.

Better Mental Health Now | CALL 111 | vita health group | NHS Leicester, Leicestershire and Rutland

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
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>
(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 YAB updates for June 2025:

Leicester, Leicestershire & Rutland (LLR) Systemwide healthy weight –

Tricia from the Leicestershire Integrated Care Board (ICB) collaborated with the YAB to discuss the results of a recent workshop focusing on the healthy weight and lifestyle of children and young people. The YAB offered valuable insights on how to approach sensitive topics with young people, several YAB members proposed the formation of a working group to create a guide outlining appropriate and inappropriate ways to communicate with young people regarding weight and lifestyle.

Designing a children's and young people (CYP) evaluation framework for digital projects in the NHS –

Members of the YAB dedicated a session to feedback on enhancing the safety, accessibility, and genuine utility of digital tools for young people. This initiative is ongoing, and YAB members are encouraged to take a more active role as the framework progresses.

CAMHS Moving on leaflet – YAB provided feedback on the existing 'Moving on' booklet intended for CYP being discharged from CAMHS, enhancing the language to be more recovery-focused and appealing to young people. YAB will remain actively engaged in the re-design of all digital projects related to CAMHS, collaborating closely with the CAMHS Digital Content Creation team.

LPT and Health for teens social media platforms – YAB members held a session to “mystery shop” the LPT and Health for teens Instagram accounts. Numerous insightful comments were provided regarding ways to enhance engagement with these platforms, which will be communicated to the individuals responsible for managing the pages. You can see the Health for Teens webpage here: <https://www.healthforteens.co.uk/?location=Leicester>

With thanks Georgia Richardson – YAB chair and Lived Experience Partner

Recruitment Panels- Providing a Patient Perspective

There were no requests in June for patients/carers to be involved in recruitment panel interviews. We have readvertised our offer to staff via the Trust E-newsletter.

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

Again, June saw another relatively quiet month for our reader panel, but as ever, the panel responded with meaningful insight and recommendations to improve the information we provide to our patients:



Proposed letter to family/carers when their loved one is admitted to one of our mental health wards

The panel were asked to review this really important letter which will be given to carers and families when their loved one is admitted. The aim of the letter is to ensure that families/carers feel involved and are aware of the confidentiality constraints that clinicians have to work within.

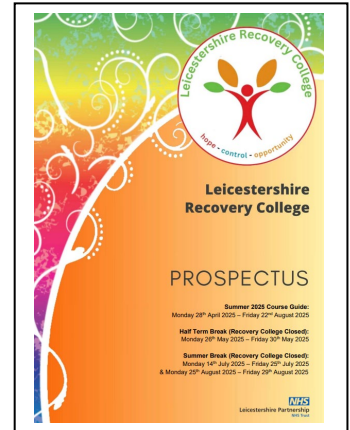
Aerobika device leaflet

The panel have been asked to review this leaflet by our respiratory nurses. The leaflet explains how to use the device and the benefits gained from doing so.

Co-production week 30th June – 4th July

Co-production is about working in equal partnership with people using services, carers, families, and members of the public with staff, offering the chance to make collaborative improvements that make meaningful change. This year's theme is 'Innovation through co-production' and focuses on exploring how co-production can help innovation and to better demonstrate the impact the difference it makes, not only for those accessing services but for staff and those getting involved in co-production.

In the spirit of co-production, we would like to share a highlight of **co-production working at the Recovery College**.



The aim of the project – Improvements to the Recovery College prospectus. Increasing the number of courses and workshops covering the topics of mental health conditions/diagnosis & physical health and wellbeing.

Rationale – Improve the availability or relevance of courses for students (service users) accessing the college. Having potential positive outcomes in supporting recovery journeys.

What we did – The college has a strong ethos of co-production and co-delivery of courses and workshops. A list of priority courses was created highlighting evident gaps in the prospectus, needs of the local population and student requests.

How we worked co-productively – We strive to listen to students at various times for improvements formally through evaluation surveys, and informally through workshop/course discussions and operational chats. The college also works with an extensive list of local and national service providers to offer co-produced and co-delivered courses to meet local needs.


Impact of the project – As part of the work to identify suitable courses/tutors and services that could provide these courses, raising awareness of the college has increased for both professionals and services, and in turn providing more support for service users.

Through discussions about the project, improvements have been made to student support for those who are neurodiverse.

Next steps – continue to work on the gaps within the prospectus. Continue to co-produce and co-deliver.

Quote - LPT Consultant who delivers the 'Understanding a Diagnosis of Psychosis and Schizophrenia: *"We got involved in delivering the course when we came to know of the topic and felt sincerely that we wanted to share our expertise of psychosis, especially first episode psychosis and our recovery approach, with a wider forum"*.

You can view the storyboard overleaf;



Leicestershire Recovery College- Priority Courses

Aims

Improvements to the Leicestershire Recovery College prospectus. Increasing the number of courses and workshops covering the topics of mental health conditions/diagnoses & physical health and wellbeing.

Rationale

Improvements the availability of relevant courses for student (service users) accessing the college. Having potential positive outcomes in supporting their recovery journey and improvements to their wellbeing.

Quotes

- LPT Pharmacist who delivers the 'Understanding Medication for Mental Health' course: 'Supporting our service users and patients is a truly rewarding experience'.
- LPT Consultant who delivers the 'Understanding a Diagnosis of Psychosis and Schizophrenia: 'We got involved in delivering the course when we came to know of the topic and felt sincerely that we wanted to share our expertise of psychosis, especially first episode psychosis and our recovery approach, with a wider forum'.

What we did

The Recovery College has a strong ethos of co-production and co-delivery of courses and workshops. These improvements are looking to build upon that.

A list of priority courses was created by the college. Things considered in this are evident gaps in the prospectus, needs of the local population and student requests.

Work is ongoing to source the best provider, or where opportunities exist for collaborative working to create a course that is included in the priority list.

How we worked collaboratively

The Recovery College strives to listen to the student (service user) voice as part of service development. This is done through formal means such as our service evaluation survey and informally during discussions with students at courses, workshops and operational meetings/chats.

The Recovery College currently works with an extensive list of local and national service providers to offer co-produced and co-delivered courses. The college is looking to increase the number of services it works with locally to ensure courses meet local needs.

Impact of the project

As part of the work to identify suitable courses, tutors and services that could provide these courses. Awareness of the college has increased for professionals and services, which has increased awareness of the college offer of support for service users.

Through discussions about the project, work alongside this has developed such as improvements to student support for those who are neurodiverse.

Next steps

- Discussions to continue to develop courses and identify gaps in the college prospectus
- Continue to strive to have co-production and co-delivery of all new courses that are included in the prospectus

Thank you

To all involved with the project and with the development of the college. Without the hard work and input of everyone involved the college would not be as successful

Team & Directorate

Leicestershire Recovery College
Directorate: Enabling

06/2025

Peer Support Workers (PSW) Celebration Event

Members of our Patient Experience and Involvement Team and Lived Experience Partners attended last weeks Peer Support Workers Celebration Event. It was a great day filled with positive energy/the sharing of personal journeys from some PSW's as well as a gospel choir. Haley and Kelly from the team completed their first live graphic facilitation poster, which captured the day in full as well as the PSW's vision and aspirations for the future.



peer support



Well done to our Peers Support Workers – a well deserved celebration!

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