



Patient feedback
listening to you

 **I - Including
everyone**

NHS

Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 4th August 2025

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

Welcome to our August 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.

Date of next Introduction to Involvement workshop:

- **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.

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/>

Child and Adolescent Mental Health Services (CAMHS) health Inequalities – Can you help?

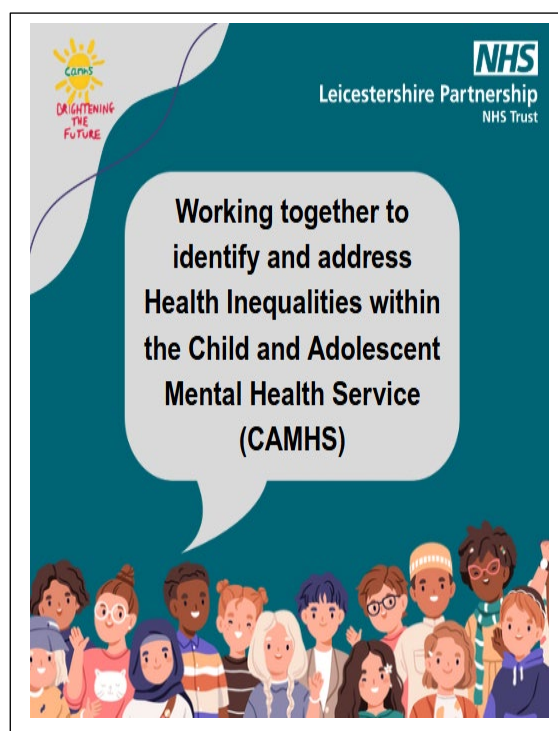
We are working really hard to understand and improve Health Inequalities within the Child and Adolescent Mental Health Service (CAMHS). Part of this work is looking at supporting young people who may be from communities who may experience barriers with accessing or engaging with services, particularly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




Be the Face of the Future – Join Our Youth Photo afternoon!



YAB, our Youth Advisory Board had a brilliant idea: let's fill our social media with real, local young people instead of generic stock photos—and we couldn't agree more!

To make that happen, we're hosting a **fun and relaxed photography afternoon** during the school holidays, and we'd love for you to be part of it! We're looking for young people (aged 13 – 18) to feature in a mix of casual photos and short video clips. You might be filmed walking, chatting, scrolling on your phone, or searching health info online - nothing staged or uncomfortable, just natural moments that reflect real life, and if you'd rather stay anonymous, no problem—we can make sure your face isn't shown.

 **Where:** Westcotes Lodge

 **When:** Thursday 14th August, 1:00 PM – 4:00 PM (you can come for as much or as little as you like)

Whether you're camera-shy or love the spotlight, there's a place for you. Come hang out, have some fun, and help us represent the real youth voice in our community!

Interested? Let us know you're coming by emailing leighan.johnson1@nhs.net !  

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 via MS Teams on:

Tuesday 7 October 1:00-2:30pm

Contact the Patient Experience and Involvement Team to express an interest or with further queries:

- Email: lpt.patient.experience@nhs.net
- Or call 0116 2950818

Can you support us to develop a pathway and care plan to better support frequent callers to the Mental Health Central Access Point (MHCAP)?

MHCAP is a crisis telephone service based within the Urgent and Emergency Care Pathway. We are a 24 hour service who manage a high volume of crisis calls from residents within Leicester, Leicestershire, and Rutland. This was provided via 2 phone lines, one for the Central Access Point, and the other for NHS 111, with a recent merging of the two phonelines.

We are aware that across both telephone lines there are a number of 'frequent callers' with complex needs and expectations of lengthy calls to meet their needs which has been shown to be both counterproductive for the patient, and detrimental to the accessibility of care for others due to staff spending significant amounts of time on these calls.

Lengthy and repeated phone calls with 'frequent callers' prevents staff from being able to answer incoming calls in a timely manner. This can result in long waits for other residents of LLR who are calling with a mental health crisis. As such, there is a recognised clinical risk related to abandoned calls when people are unwilling to wait to speak to a member of staff, and a number of complaints and concerns have been received from individuals who have had lengthy waits and delays in accessing care due to the unavailability of call handlers.

We are pulling a working group together to look at improving this and would like to include those with lived experience of accessing mental health services, and those that carer for those that do. Meetings will take place bi-weekly via MS Teams.

What do we want to achieve?

- Improved patient outcomes in terms of accessibility for crisis care.
- Improved patient outcomes in terms of a structured approach for frequent callers.
- Improved frequent caller engagement in line with new process.
- A reduction in complaints and concerns relating to the accessibility of care via MHCAP.
- Collaboratively produced care pathway to support staff in the management of the expectations of frequent callers.

If this is of interest or you have any further queries please contact the Patient Experience and Involvement Team via email: lpt.patient.experience@nhs.net or call 0116 2950818



Would you like to co-chair a Co-production group?

Co-production is about working in equal partnership with people using services, carers, families, members of the public and staff, offering the chance to make improvements that make a meaningful change. The group will ensure collaboration is at the heart of any change to services.



This opportunity is open to network members who are looking to further develop their skills to become part of our Inpatients/PICU (Psychiatric Intensive Care), Rehabilitation Mental Health and Urgent Care Co production groups.

Our offer to you

These roles will include co-chairing (*chairing alongside a staff buddy*) different co production groups, so they are completely lived experience led.

We can support you in your development/confidence building – with the offer to attend our Training and Facilitation Skills sessions which will be taking place at the Recovery College (Mett Centre) during October. These are two hours in person sessions over a six-week period. With a view to taking on these roles after you have completed this training.

If this opportunity is of interest to you, or if you wish to discuss further, please make contact with the Patient Experience and Involvement Team: lpt.patient.experience@nhs.net or call 0116 295 0818 (leave a voicemail).

We look forward to hearing from you!

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.

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.



Activities

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

The Leicestershire Recovery College offers a wide range of recovery-focused educational courses and workshops. You can find an electronic version of the Summer 2025 prospectus via the following link:

<https://shorturl.at/f2pe9>

During the Summer Term, the college has delivered multiple face-to-face courses alongside a range of online courses, with new and returning courses and workshops available! **Autum term prospectus coming soon!**

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

We are also holding an open day – find out more on the following page!






SUMMER TERM OPEN DAY!

FRIDAY 22ND AUGUST 2025 10AM - 2PM

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

Other services attending our open day:



ROB SNOW
CITY NEIGHBOURHOOD
LEAD



**LIBRARY JOB
SHOPS**




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

Three opportunities to join the National Adult Secure Clinical Reference Group (AS CRG) as a Patient and Public Voice (PPV) partner.

The ideal candidate will have:

- Unrestricted and independent access to a computer (or equivalent) and the internet to be able to access emails, papers and join online meetings unaccompanied.
- Lots of experience of bringing the voice of people with lived experience (as patients and significant others) of adult secure services to senior strategic meetings and events
- Lots of experience in designing and delivering involvement and coproduction activities across adult secure services.

About the AS CRG

The AS CRG provides multi-disciplinary clinical and lived experience advice, support and leadership and is the main source of expert clinical advice to NHS England (NHSE). The AS CRG typically meets online 6 - 8 times a year, with each meeting lasting between 2-4 hours, however it is expected there will be additional ad-hoc meetings to support the delivery of new national service specifications. Candidates must have independent access to a computer (or equivalent) and the internet and are able to join online meetings unaccompanied. Individuals will need to be able to review papers ahead of meetings and be prepared to represent the views of patients, families, carers and significant others.



About the role

- The opportunities are initially for one year, subject to review in light of the integration of NHSE and DHSC.
- PPV members provide a representative view and play a crucial role in ensuring that the views of patients, families, carers and significant others are at the heart of all that we do.
- We are looking for enthusiastic and committed people who want to drive change and contribute to the transformation of adult secure mental health services across England. The successful candidates will have:
 - Extensive knowledge of adult secure services coupled with a thorough understanding of, and experience in coproduction and involvement across these services
 - Experience working collaboratively with clinicians, commissioners, and professionals at both a strategic and operational level either at a Provider Collaborative, regional and/or national level
 - A background in working with established networks of individuals who have accessed adult secure mental health services or networks of families and significant others who have supported them.

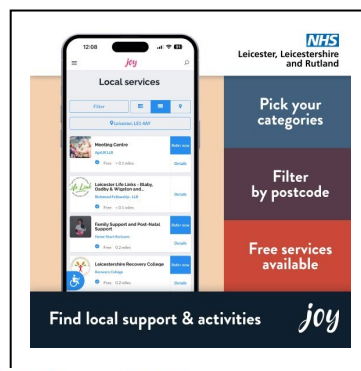
There is more information about eligibility criteria in the application pack – please note that colleagues already employed by the NHS/NHSE are not eligible to apply.

The link to the advert and application form can be found here: <https://www.england.nhs.uk/get-involved/get-involved/opportunities/specialised-commissioning-patient-and-public-voice-ppv-partner-roles/>

Supporting Information

Website launches to bring Joy to people across Leicester, Leicestershire and Rutland

Joy a free health and wellbeing support website, has been launched to support people living and working in Leicester, Leicestershire, and Rutland (LLR). Funded by the local NHS, Joy combines services provided by the NHS, local authorities, and the voluntary and community sector all in one place. Joy is a free website for everyone to use and will be available at: www.LLRjoy.com just follow the link, add your postcode, and start searching for local services.



Advice and Support Agencies

Overview and contact details - Please find a list of support agencies available to all members of the public both regionally and nationally via the below link:
<http://tinyurl.com/52444wx5>



Mental Health

Where to find the right support in Leicester, Leicestershire & Rutland for you or someone you care about

Non-Urgent

I need support for my mental health

Contact your GP Practice from 8am-6.30pm, Monday to Friday.
Call 0330 094 5595 for VitaMinds (talking therapy service).

Urgent

I need help with my mental health now

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

Emergency

I have a health emergency

Call 999 if there is a threat to life.

Hospital Discharge Grants for Carers

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

Are you a carer?

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

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

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

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



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.



Your Voices, Feedback and Updates!

YAB

Youth Advisory Board
for young people, by young people

Youth Advisory Board (YAB) Update

Please see the YAB updates for July 2025:

YAB had a well-deserved break for 2 weeks in July, which included a face to face meet up/time out bowling with the YAB.



THRIVE strategy – The Leicestershire Partnership Trust and Northamptonshire Healthcare Foundation Trust have collaborated on a joint strategy for the next five years and working closely with the YAB in the development of this. YAB members have designed their own priorities based on the strategy's key elements, work with NHFT to progress this in line with the Trusts co-production principles will be taken forward, more updates on this next month. THRIVE = Technology, Healthy Communities, Responsive, Including everyone, Valuing our people, Efficient and effective.

While we're waiting support (WWWS) – CAMHS have launched a new initiative to provide intervention offers for those on the CAMHS waiting list. YAB members provided oversight on the initial plans of what these offers should entail and have been asked to support co-designing the project throughout its development.

YAB away day – In recognition of their recent hard work, the Leicestershire Partnership Trust Raising Health Charity provided funding for a bowling evening, which was open to all members of the Youth Advisory Board. Below are some photos from the event held on July 22nd. With thanks Georgia Richardson – YAB chair and Lived Experience Partner

Recruitment Panels- Providing a Patient Perspective

July was another quiet month for patients/carers to be involved in recruitment panel interviews with one recruitment taking place for the role of:



- Group Director Leicestershire Partnership NHS Trust and Northamptonshire Healthcare Group - Children and Young People's 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

Again, July 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:

Children's Physiotherapy & Occupational Therapy leaflets.

The panel reviewed two leaflets one for for physiotherapy services provided to children who would benefit from physiotherapy due to accident, injury, disease or disability. The second one for occupational therapy provided for children and young people who have difficulty participating in everyday activities because of physical disability or a medical condition.

Equality Delivery System report 2024 - The panel feedback and commented on the format and presentation of this annual public report.

Parent Mental Health information survey – The panel were asked to review a series of survey questions to improve the support and information available to parents/carers about what mental health support is available for their child or young person



Co-production Update – The work of the Lived Experience Partners

We thought we would continue to share another storyboard showcasing co-production work within **Families, Young peoples and Children, and learning Disabilities and Autism Services (FYPC LDA)**.



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.

The aim of the project – Highlight how Lived Experiences improve healthcare at Leicestershire Partnership Trust by involving people with firsthand knowledge to enhance annual health checks for those with mental health conditions, autism, and learning disabilities. Create more inclusive care and address health inequalities through meaningful partnership.

Rationale – Why lived experience matters: including Experts by Experience ensures care is inclusive, compassionate, and practical. Their insights help transform healthcare into trust and dignity.

What we did – Co-chaired and led by lived experience representatives. Created storytelling tools, lay summaries, and accessible materials. Delivered board-level testimonials and co-designed training resources. Developed tools for clinicians to improve Annual Health Checks delivery.

How we worked co-productively – Worked with NHS England, local partners, voluntary sector organisations, and diverse communities. Paired staff with people with lived experience. Hosted inclusive Autism & Learning Disabilities events for partnership-building.

Impact of the project – Health Checks redesigned with sensory and cultural adjustments. Created Easy Read and visual formats. Encouraged flexible GP appointments and follow-ups. Built trust and promoted a whole-person approach.

Next steps – Train clinicians in accessible, inclusive care. Strengthen lived experience presence at strategic levels. Improve executive engagement and inclusion of ethnic minority voices. Evaluate and adapt based on ongoing feedback.

Quote - **Voices from the Group:**

“We’re a bridge between lived experience and professional systems.”

“It’s about care that sees the whole person.”

Personal Testimony:


“I used to avoid appointments — now, with tailored support, I feel I am able to attend them now and without fear.”

Helpful adjustments: consistent GP, extra time, visual info, pre-visit prep.

Inclusion & Culture:

“Without culturally sensitive care, ethnic minority autistic voices risk being excluded.”

FINAL MESSAGE

“Autism is a vibrant rainbow - not to fix, but to understand.” 

Let’s build a future where healthcare works for all, not just the majority. 

You can view the storyboard below;



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