



Patient feedback
listening to you

 **I - Including everyone**



Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 1st September 2025

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

Welcome to our September 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 next Introduction to Involvement workshop:

- **Friday 26 September 10:30am to 12 Midday**
- **Wednesday 25 November 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.

You're invited to our Annual Public Meeting 2025

**Thursday 11 September
4pm–5.30pm
Microsoft Teams**

Join us on 11 September to hear about our Trust's highlights and achievements over the last year.



Our Trust Board would like to invite you to Leicestershire Partnership NHS Trust's Annual Public Meeting (AGM), which will be taking place via Microsoft Teams on Thursday 11 September, 4pm–5.30pm. The AGM will be an opportunity to hear about our Trust's highlights and achievements from over the last year.

We'll present our [2024/25 annual report](#) and outline our progress against our vision – together we thrive, building compassionate care and wellbeing for all – and our journey to making a difference, together. We'll also share how our charity, Raising Health, has helped us to continue to go above and beyond for our patients, service users and colleagues.

<https://www.leicspart.nhs.uk/wp-content/uploads/2025/07/LPT-Annual-Report-2024-25.pdf>

[Click here to join the event \(no need to register beforehand\).](#)

There will be an opportunity to pose questions during the meeting. If you would like to submit a question in advance, please email: lpt.communications@nhs.net before midday on Tuesday 9 September.

Thank you for your support, and we hope to see you at the AGM in September.

Crishni Waring
Chair

Angela Hillery
Chief executive

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

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

We are an NHS college offering a range of free recovery-focused educational courses and resources, for people who are accessing Leicestershire Partnership NHS Trust Mental Health Services, their family, carers, and Leicestershire Partnership NHS Trust staff.

You can find an electronic version of the New Autumn term prospectus via the following link: [Autumn 2025 Prospectus](#)



Please follow the link to their September newsletter.

[LPT Recovery College September Newsletter](#)

To find out more, ask a question about our courses or if you would like to receive this prospectus by email, or by post, please contact: 0116 295 1196, or email; LPT.Recoverycollege@nhs.net



**Involvement Centre
& Café**



NHS
Leicestershire Partnership
NHS Trust

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

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



Purchase hot and cold drinks, sandwiches, and snacks

Beautiful garden area with seating

Watch television

Wellbeing library

Regular activities

resource / information area

Access computers, internet and printers

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

Phone 0116 2252719

Email ipt.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.

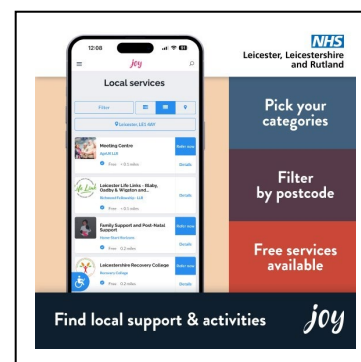
There is more information about eligibility criteria in the application pack – please note that colleagues already employed by the NHS/NHSE are not eligible to apply.

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.leicpart.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 August 2025:

Please see below updates on YAB involvement activity over the last 4 weeks during August. As you can see, we are changing the way we are reporting and sharing outputs of meetings, we would welcome your feedback on this style? Our YP have told us this is helpful to see summaries of meetings like this, so would welcome views if this is helpful.

YAB and Peoples Council developments

YAB leads, and The Peoples Council Chair have been meeting to discuss how both groups can work together, these conversations have highlighted similar themes and agendas, including what is important to members. A lived experience role is being developed to become a conduit between both groups and support ensuring both groups are working together.

YAB guest feedback form (Lundy model)

The YAB have developed a guest speaker feedback form which is completed and scored along with feedback/comments at the end of each meeting by YAB members, this is then sent to speakers/guests for instant feedback. This form is based on the Lundy model to ensure guest speakers take on board the view of YP and how they experienced the value of the interactions. This has been well received by speakers and ensures the contributions made by members are valued.

Guest: [Leicester City Council, SEND & Education Department](#). **Date:** 19.08.25

Reason for attending the YAB: To understand young people's views on being prepared for the journey into adulthood, life, jobs, employment and lifestyles.

The YAB said or advised that:

- Views on experiences through school and college being prepared for adulthood, understanding money and life skills, young people felt there was a lack of information on this through schools especially for getting job support and work experience
- Young people will value more information and promotion on preparing for adulthood

What Guest said they will do: Take the information and menti meter survey results to inform the development of a poster/leaflet for young people along with promoting the local offer

Any next steps: To come back to YAB to share development of information on preparing for adulthood from year 9- year 12, with examples shared and commented on by YAB

Guest: CAMHS, LPT : Digital content creation/ Communications team **Date:** 12.08.25

Reason for attending the YAB: Introducing the digital team in CAMHS & LPT communications team, agreeing ongoing YAB oversight of LPT & CAMHS official social media content.

The YAB said or advised that:

- Happy to ongoingly support with social media content
- More varied emotions on people's faces & young people to reflect young people of Leicester

What Guest said they will do: Take advice to incorporate Leicester young people into content, photography/filming day booked for this Thursday.

Any next steps: Digital Team/ Leighan to ongoingly attend YAB slots for young people's coproduction/ codesign of content.

Guest: OT Young Peoples Team, CAMHS, LPT **Date:** 05.08.25

Reason for attending the YAB: Outside waiting area at Westcotes CAMHS site – wanting YAB ideas on the design of this.

The YAB said or advised that:

- YAB members offered inclusive suggestions on how to make the waiting area accommodating for lots of different needs – different areas for different senses and/or parents/ carers/ siblings.
- Shared own experiences of waiting areas and reflections on what could benefit young people in these areas

What Guest said they will do: Share YAB ideas with others involved in the project, attend a future YAB meeting to share further progress on this project

Any next steps: Cara to book in another YAB session in a few months time to keep us updated and involved on this project.

Guest: CAMHS LPT Clinical Psychologist **Date:** 29.07.25

Reason for attending the YAB:

Young people's demographic data

- To share ways CAMHS currently collects demographic data
- YAB members thoughts on language for these questions
- Insights into how comfortable data collection feels for young people

The YAB said or advised that:

- The YAB offered valuable insights on how to approach sensitive topics with young people
- YAB members suggested language alterations to include in questions, and shared own experiences of filling in forms
- YAB encouraged certain phrases to be avoided/ used.

What Guest said they will do: -

- Share notes taken from the YAB session with CAMHS Improvement group
- Attend a future YAB meeting with finalised questionnaires for YAB sign off/approval

Any next steps

- YAB will monitor the progress of this project and ask for an update in 3 months

Recruitment Panels- Providing a Patient Perspective

August was a steady month for patients/carers to be involved in recruitment panel interviews, with recruitment taking place for the roles of:

- Clinical Associate in Psychology, Directorate of Mental Health
- Peer Support Worker Homeless Mental Health Service, 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.

Feedback – Reader Panel Update

The reader panel reviewed the following leaflets in August. Their insightful comments and suggestions have been welcomed by staff, who have made changes in light of the panel's responses. Thank you reader panel! 😊



A leaflet about the adult autism assessment service

This leaflet is for adults who think they may be autistic but do not yet have a diagnosis. It aims to provide information on what the assessment service does, how to get a referral and what to expect during and after the assessment (whether a diagnosis is made or not).

Staff survey: Huntington's disease service

The reader panel provided valuable insight for this survey which will allow us to gauge how confident and competent staff feel in their end-of-life care. This will allow us to provide targeted support and training to enable them to feel fully confident in providing support to patients and their families at this time.

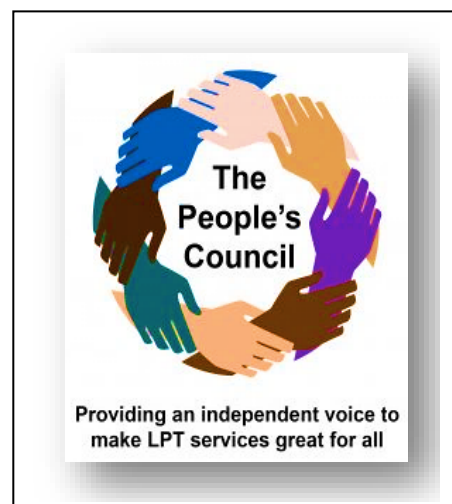
The Talk and Listen Group

The group reviewed an easy read leaflet about the information that NHS staff are allowed to share with family and carers. The group made several changes to the leaflet to make it easier to understand. Thank you Talk and Listen Group!

Co-production Update – The Peoples Council Journey 2020-2024

We thought we would continue to share another storyboard showcasing the co-production work of the Peoples Council.

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 Peoples Council - to be an independent voice helping LPT services to be great for everyone. To help LPT to listen to patients, carers, and communities. Make sure services are fair and people centered and use real experiences to shape decisions.

Rationale - people who use services should be part of decisions, lived experience brings real insight. Co-production helps to reduce unfair health outcomes. True leadership includes patient and carer voice.

What we did - 2020, peoples council was launched during the pandemic. Built trust and ways of working online.

2020-23, created the Lived Experience Leadership Framework, and recruited 24 LEPs. Took part in complaints and feedback reviews. Joined staff interviews and strategy groups. Co-created guidance and improvement plans.

2024, Presented to LPT Board, recommended better communication and feedback links. People's council members have built stronger links with senior leads across the Trust.

How we worked co-productively - started with listening, co-produced decisions, mixed voices of the people's council (patients, carers, voluntary sector groups), held special project groups, met regularly and visited services, spoke openly and respectfully, held away days to reflect and to plan.

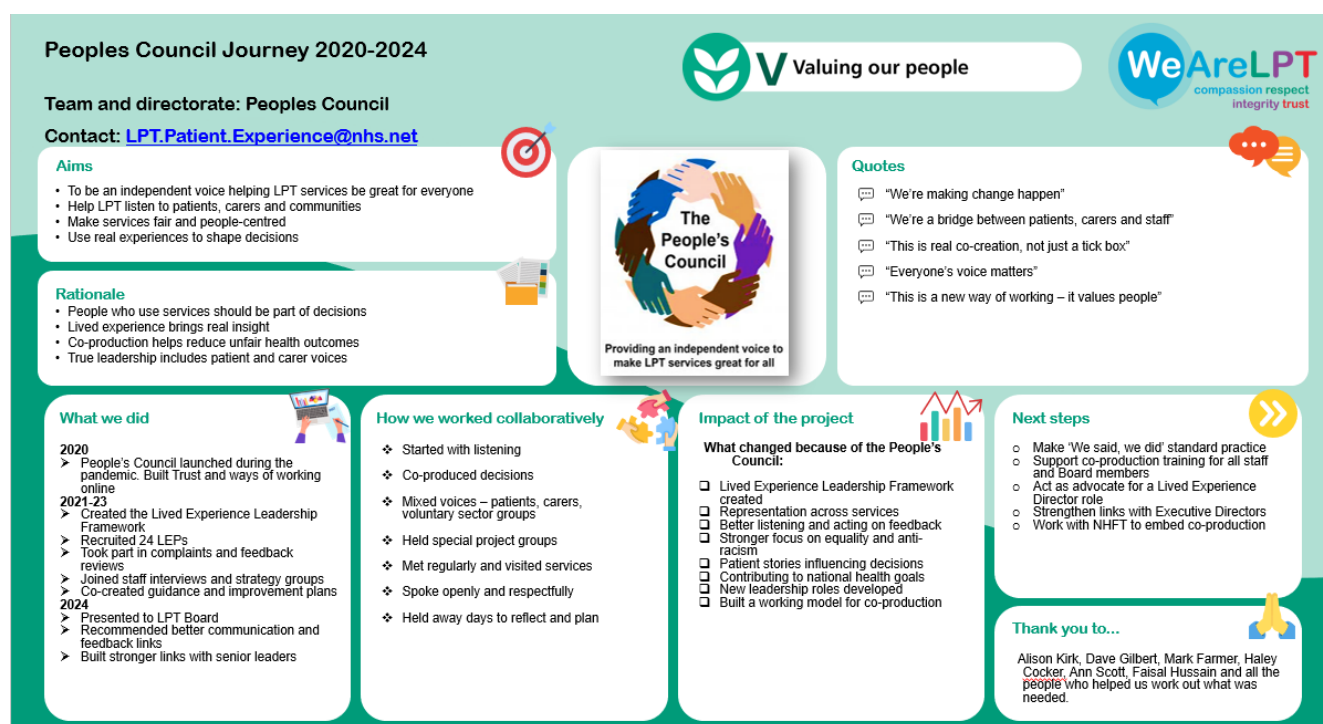
Impact of the project - the development of the Lived Experience Leadership Framework, representation across services, better listening and acting on feedback, stronger focus on equality and anti-racism, patient stories influencing decisions, contributing to national health goals, new leadership roles developed, built a working model for co-production.

Next steps - make 'we said we did' standard practice. Support co-production training for all staff and board members. Act as advocates for a Lived Experience Director role. Strengthen links with Executive Directors. Work with NHFT to embed co-production.

Quotes from People council members:

- ☞ "We're making change happen"
- ☞ "We're a bridge between patients, carers and staff"
- ☞ "This is real co-creation, not just a tick box"
- ☞ "Everyone's voice matters"
- ☞ "This is a new way of working – it values people"

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.



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/>

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