



Patient feedback
listening to you

 **I – Including
everyone**

NHS

Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 6th October 2025

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

Welcome to our October 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:

- **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.

Co-designing the Future: Would you like to help shape Student Nurse Education at the University of Leicester?



Over the past few months, staff from the University of Leicester, Leicestershire Partnership NHS Trust, and people with lived experience of using our services have worked together in an exciting planning session.

Our shared goal was simple: find better ways for people who use our services to help shape how we teach and support the nurses of tomorrow. By involving these voices, we can build a nursing workforce that is even more caring, collaborative, and skilled.

At our online event in August 2025, the discussion was full of energy and ideas, confirming the following areas we would take forward:

The first area is **education**. This group will look at how we teach and support students — from lessons and assessments to important topics such as end-of-life care. They will explore how people who have used services can share their knowledge so students gain a deeper understanding and learn how to give truly person-centred care.

The second group is **mentorship and leadership**. Leadership is already a unique part of the nursing course, but we want to make it stronger. We are planning a new role called the “Experience Advisor.” People in this role would share their stories directly with students, helping them build confidence, develop leadership skills, and stay focused on the values that matter most in health care and nursing.

The third area is **recruitment**. Here, we’ll look at how lived experience can shape the journey of future nursing students — from meeting them at open days, to joining interview panels, through to welcoming successful candidates at offer-holder events. This work will show students from the very start how important it is to work in partnership with the people they will one day work alongside.

We are now looking for more people to get involved. You might be someone who joined our first session, or you might bring a new perspective as someone with experience of using services. Either way, we’d love your help. Each area of work will have a co-lead with lived experience who will work closely with staff to keep things moving and make sure we stay focused on what really matters: improving care for patients and families through training that reflects their voices.

If you’d like to join us — as a co-lead *or* a member of one of the groups — please email lpt.patient.experience@nhs.net in the first instance.

Together we can create an approach to enhance nurse education that celebrates partnership, honours lived experience, and equips our future nurses to deliver the compassionate, person-centred care that every individual deserves.

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 sessions are taking place via MS Teams on:

Tuesday 7 October 1:00-2:30pm

Thursday 11 December 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



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 October newsletter.
[Recovery College October newsletter](#)

This month, we are pleased to share with you Leicestershire Recovery College biannual report from Autumn 2024 to Summer 2025. Please following the link to view: <https://www.leicspart.nhs.uk/wp-content/uploads/2025/09/Leicestershire-Recovery-College-Bi-Annual-Report-Autumn-2024-to-Summer-2025.pdf>

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 lpt.involvementcentre@nhs.net

Non LPT Opportunities

Interprofessional Education Workshops in Mental Health

INFORMATION FOR PEOPLE WITH LIVED EXPERIENCES

You are being invited to take part in teaching health and social care students. Before you decide, it is important for you to understand about the teaching programme and what it will involve. Please read the following information carefully and discuss it with others if you wish.



What is the purpose of the project?

It is important that different professionals in the NHS work together to develop appropriate care plans. However, students from nursing, social work and other backgrounds are often taught separately. We feel it is important that students learn to work as part of a team. We have organised the students into small groups.

Do I have to take part?

It is up to you to decide whether or not to take part. If you do decide to take part you will be given this information sheet to keep and be asked to sign a consent form. If you decide to take part you are still free to withdraw at any time and without giving a reason.

What will happen to me if I take part?

You will hold an interview for up to one hour with a small group of students at De Montfort University. During the interview you will be asked questions about your mental and physical health and the impact of this on your day-to-day life. You may be asked questions about the professionals you see, and about your family and social supports. If you enjoy the workshop you may be asked to participate again in the future.

What if I have a complaint?

If you wish to complain or have any concerns about any aspect of the way you have been approached or treated during the course of this workshop, please speak to the facilitator on the day.

Will my taking part in this study be kept confidential?

All information which is collected about you during the course of the workshop will be kept strictly confidential.

Will I receive payment for my time?

You will be paid a one-off rate of £30, which you can choose to be paid through DMU Unitemps or with Love2Shop vouchers to thank you for the time you spend helping to educate the students. Very occasionally we do have to cancel the workshops. If we are unable to give you less than 24 hours' notice, then you will still be paid for the workshop.

Contact for further information:

Please email julie.stokes@dmu.ac.uk directly for further information.

EVERY WOMAN'S HEALTH MATTERS
YOUR VOICE. YOUR HEALTH. YOUR SAY.

We want to hear from all women and girls across Leicester, Leicestershire and Rutland – from every community, culture and background.

Share your views to help improve women's health and care services in your community.

Take 10 minutes to complete our anonymous survey.
www.smartsurvey.co.uk/s/WomansHealthMatters

Tell us what matters to you.

Scan the QR code

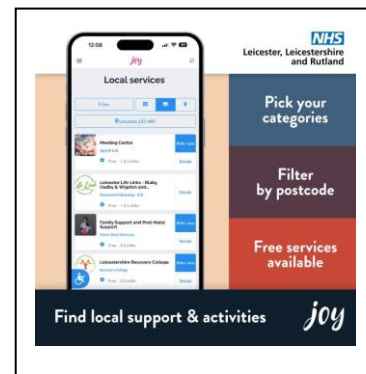
Need help in completing the survey?
Call us on 0116 257 4999
or email enquiries@healthwatchll.com

healthwatch **healthwatch** **healthwatch**
Leicester Leicestershire Rutland

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.



Baby Loss Awareness Week

Braunstone Health & Social Care Centre will be holding Baby Loss Awareness Week, please join them at anytime:

8.30am to 4.30pm Monday to Friday and place a ribbon on their display to remember those special babies.

They are asking for small donations with all monies going to SANDS.



Need help fast and it isn't life threatening? Get the right NHS Care in two simple steps



Leicester, Leicestershire and Rutland

Leicester, Leicestershire and Rutland have produced a tool kit which provides steps you can take to get the right NHS Care, please view the following link to access: <https://www.leicspart.nhs.uk/wp-content/uploads/2025/09/Partner-toolkit.pdf>

Your Voices, Feedback and Updates!



Youth Advisory Board (YAB) Update

Please see the YAB updates for September 2025:

Please see below updates on YAB involvement activity over the last 4 weeks during September. 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.

Name of Guest	Reason for attending YAB	The YAB said or advised that:	What Guest said they will do and next steps
Becky Watts Position: Service Coordinator in the Disabled Children Service Organisation: Leicester City Council Date: 02.09.25	Promoting regional assembly and encouraging YAB attendance Establishing priorities for young people from YAB's perspective and if aligns with Big Mouth Forum's priorities.	The YAB offered valuable insights on young people's current priorities and worries in LLR YAB have agreed to reach out if interested in attending the Regional Assembly	Share notes taken from the YAB session with the YAB Feed insight gathered from the YAB into Regional Assembly and Big Mouth Forum priorities Invited members of the YAB to Regional Assembly Next steps: YAB members to attend Regional Assembly if interested Becky to attend a future YAB meeting to update us on progress of priorities and Regional Assembly.
Leighan Johnson & Vics Price Position: Digital content creators Organisation: LPT CAMHS Date: 09.09.25	Wanting to narrow down photographs taken by Leicester University Photography students which will be showcased in Artemis House – one of YAB bases.	YAB members shared ratings of each photograph and reasons for why it would/wouldn't be suitable for a CAMHS building.	What Guest said they will do: - Calculate overall ratings and use the photographs with the highest overall score to display. Share finished display with YAB members Any next steps Leighan and Vics to share final products once in CAMHS base through pictures/videos for the YAB to view.
Alison Smith Position: Clinical Psychologist Organisation: LPT CAMHS Date: 16.09.25	YAB's support on the wording of care plans used in CAMHS.	YAB members shared feedback on the wording of the new paragraph, using their own experiences to share what language they find young-people friendly and how they would like to receive feedback from clinicians.	What Guest said they will do: - Make changes to the paragraph as advised by YAB members Share feedback to wider CAMHS teams Contact Communications team to confirm wording Any next steps Alison to contact Communications Team and share with YAB final product.

Georgia Richardson Position: Peer Support Worker & Lived Experience Partner Organisation: LPT CAMHS Date: 23.09.25	YAB's ideas for the Hope Hack event being held on Friday.	YAB members shared feedback on what they believe is missing in Leicester, Leicestershire and Rutland to support young people and their mental health.	What Guest said they will do: - Write up notes from the session Ensure ideas are fed back into the event Update YAB members to summarise event Any next steps Update YAB members to summarise event Some YAB members are attending the event on Friday.
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Recruitment Panels- Providing a Patient Perspective

September was a quiet month for patients/carers to be involved in recruitment panel interviews, with recruitment taking place for the role of:

- Principal Psychologist, Therapy Services for People with Personality Disorder (TSPPD) Directorate of Mental Health



Thank you to all our recruitment panel members for your continued time and support offered to our services at interviews.

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 three leaflets for our continence service – each detailing what happens at appointments and when having a bladder scan.

Their insightful comments and suggestions were welcomed by staff, who have made changes in light of the panel's responses. Thank you reader panel! 😊



Co-production Update – October's Spotlight!

We thought we would continue to share another storyboard showcasing the co-production work of the Triangle of Care (ToC) providing better support to carers.

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.



Aims - to ensure that Carers are recognised, supported and included in their "cared for" treatment, ensuring that staff are carer aware and able to signpost and involve carers throughout a patient's journey.

Rationale – it was recognised 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 TOC was launched in 2023.

What we did - Launched TOC alongside revitalising 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 recognising the areas within the TOC 6 standards that need improvement. Carers Trust report written in Dec 2024 to present to panel in March 2025. Involved lived experience partners throughout.

How we worked collaboratively - Lived experience partners with carer experience have been involved throughout from the early implementation of the TOC including board decision making. 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 2024/5 (1 of 4 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 LPT LLR NHS staff.

Impact of the project - Services have by 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 systemone. Developed a carers promise. Supported caring confidentiality family/patient information leaflet. Set up carers groups, carers resources, staff carers awareness support, improvements in service standards and QI. Carers are now being recognised 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. Join a Patient and Carer Race Equality Framework (PCREF) and Carers Trust (TOC) Task and finish group as a pilot site (LPT).

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 ever 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 Leicester, Leicestershire and Rutland (LLR) carer Strategy and so highly commendable”. Sharon Aitken Accelerator Reform Fund, LLR Project Lead, Commissioning and Quality LCC.

A massive thank you to both lived experience partners, Sherry and Raj, along with service TOC leads who have championed this work in their areas.

Carers – The Triangle of Care (TOC)

Team and directorate: Patient Exp & Inv team, Enabling.
Contact: LPT.Patient.Experience@nhs.net

Aims

To ensure that Carers are recognised, supported and included in their "cared for" treatment and care, ensuring that staff are carer aware and able to signpost and involve carers throughout a patient's journey.

Rationale

It was recognised 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 TOC was launched in 2023.

What we did

- Launched TOC alongside revitalising 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 recognising the areas within the TOC 6 standards that need improvement.
- Carers Trust report written in Dec 2024 to present to panel in March 2025.
- Involved lived experience partners throughout.

How we worked collaboratively

- Lived experience partners with carer experience have been involved throughout from the early implementation of the TOC including board decision making.
- 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 2024/5 (1 of 4 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 LPT LLR NHS staff

Impact of the project

- Services have by 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 systemone.
- Developed a carers promise.
- Supported caring confidentiality family/patient information leaflet
- Set up carers groups, carers resources, staff carers awareness support, improvements in service standards and QI.
- Carers are now being recognised 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
- Join a PCREF and Carers Trust (TOC) Task and finish group as a pilot site (LPT)

Thank you to...

To both lived experience partners Sherry and Raj, along with service TOC leads who have championed this work in their areas.



Carers - our promise to you

Who is a carer?

There is a carer if somebody looks after someone who would not manage without your help. It does not need a job title. They can be family or friends.

You could help to look after a family member or friend who has a long-term health problem, a mental health problem, a learning disability, or a physical disability.

Our promise to all carers

We recognise that you can be a carer. We will listen to your views and make sure you are included in decisions about your care. We will make sure you are supported and that you can look after your own health and wellbeing. We will also make sure you are supported about the person you care for and make your own decisions.

Quotes

"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 ever 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



A massive congratulations to Emily, Raj and Sherry who have been instrumental to the TOC work, and getting recognition for this as a finalist in the celebrating excellence awards, 'Excellence in Patient or Service User Involvement Award'.

LLR Continuous Quality Improvement Symposium

The event brought together health and care professionals from across Northamptonshire, Leicester, Leicestershire, and Rutland, showcasing the region's commitment to the NHS IMPACT journey and the implementation of the 10-year health plan through building improvement capability and capacity.

The day was rich with inspiration, collaboration, and innovation. Attendees explored impactful work through poster presentations and interactive workshops, which generated valuable insights to support our ongoing journey in continuous improvement.

The symposium also celebrated the achievements of the **DoN and AHP Fellows**, whose posters sparked engaging conversations and interest. The afternoon keynote by LPT's **Haley Cocker** was a highlight - an interactive and thought-provoking session that centred patients and carers in the heart of improvement work. Showcasing the Lived Experience Leadership framework. The event reinforced the importance of shared learning and the value of creating spaces for ongoing collaboration. We look forward to continuing this momentum and developing further opportunities to connect, share, and grow together in our commitment to continuous quality improvement.

Director of Nursing (DoN) and Allied Health Professionals (AHP) Fellowship Thank you!



Thank You

for All Your Help & Support

Dear All,

As Cohort 4 of the fellowship programme draws to a close, I wanted to take a moment to extend our deepest thanks to each of you, mentors, advisors, managers, presenters and all those who have championed the programme and its fellows throughout this journey.

Your time, insights, encouragement, and generosity have made a lasting impact. Whether through one-on-one guidance, thought-provoking presentations, or simply being a sounding board when it mattered most, your contributions have helped shape a truly transformative experience.

The growth we've witnessed in our fellows is a direct reflection of the care and expertise you've shared. You've not only helped build skills and confidence but also inspired new ways of thinking and leading.

On behalf of the Cohort 4 fellows and the leadership team, thank you for being part of this chapter. We're incredibly grateful for your support and hope you'll continue to be part of the journey as we look ahead to future cohorts.

We are delighted to announce that Lauren Jeffrey (network member and lived experience partner) has won Improvement Partner of the Year for Cohort 4 Well done Lauren!

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