

Patient Experience & Involvement Newsletter

Monday 3rd November 2025

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

Welcome to our November 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.



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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 lppt.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:

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

Director of Nursing and Allied Health Professional Fellowship QI projects for Cohort 25/2026 - we need you!

For the last four years some of our Service User/Carer network members have supported the Director of Nursing and Allied Health Professional Fellowship in providing a patient/carer perspective on individual Quality Improvement projects as part of their fellowship journey.



Improvement Partner

We are now looking at the next cohort (2025/26) and would like to invite you to become an Improvement Partner. An Improvement Partner is a network member who would like to get involved in supporting their fellow in their quality improvement project (providing your lived experience perspective and working alongside the fellow for the duration of their project)

List of Service areas

We have 9 projects for this cohort, covering the following areas:

- Directorate of Mental Health (x 3 projects)
- Family and Young People Services (x 3 projects)
- Community Health Services (x 3 project)

Express your interest!

If this opportunity is of interest to you, please contact us by return of this email lpt.patient.experience@nhs.net and we can discuss next steps.

We look forward to hearing from you!

Would you like to share your District Nursing story?

We are looking for network members who have lived experience receiving district nursing care at home (you could be a carer or family member of someone who receives this type of care) to provide their experience in the form of a patient story.



The patient story once created, will provide district nursing staff with insight into how it feels from the patient perspective as part of their continued learning.

If this opportunity is of interest to you, please contact us by return of this email lpt.patient.experience@nhs.net and we can discuss next steps.

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](#)



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

 Leicestershire County Council

Are you an unpaid adult carer (caring for someone aged 18+)?

Do you want to get involved in strengthening and improving the carers' offer in Leicestershire?

We are developing a new Carers' Strategy for Leicestershire's adult carers to set out how we will work with our partners to support the needs of carers. The new strategy will be launched in early 2026.

We are keen to hear your views to help us shape the support available to carers. Tell us:

- What is important to you as a carer?
- What services do you value the most?
- How you would like to be supported to continue caring?
- What types of services are currently not available, that would support you as a carer?

If you are unable to attend one of our meetings, please complete our engagement survey using this link to our [Carers' Strategy](#) or scan the QR code.

The survey will close on 11 January 2026.

We value and are passionate about supporting carers across Leicestershire and your voice is important to us!

Join one of our online meetings to discuss how we can work together to develop the new carers strategy. Please email carers@leics.gov.uk with the date you would like to attend.

- **Tuesday 4 November, 10:00am – 11:30am**
- **Wednesday 12 November 2:00pm – 3:30pm**
- **Tuesday 2 December 10:00am – 11:30am**
- **Thursday 8 January 2026 10:00am – 11:30am**



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>



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

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>

Mental Health

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

A poster titled 'Mental Health' with three main sections: 'Non-Urgent', 'Urgent', and 'Emergency'.

- Non-Urgent:** 'I need support for my mental health'. Text: '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'. Text: '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'. Text: 'Call 999 if there is a threat to life.'

Logos at the bottom include: Better Mental Health, CALL 111, vita health group, and NHS Leicester, Leicestershire and Rutland.



Leicester, Leicestershire and Rutland



Youth Advisory Board (YAB) Update

Please see the YAB updates for October 2025:

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

YAB Leads update- We say farewell to Jacob Brown in November, who will be leaving the ICB to start a new co-production role within Notts healthcare. Good luck and thank you to Jacob for your support, direction and leadership with the YAB over the last few years.

Name of Guest	Reason for attending YAB	The YAB said or advised that:	What Guest said they will do and next steps
Name of Guest: <i>Emily Robertshaw and Emma Bown</i> Position: Deputy Head of Patient Experience and Involvement, and CAMHS Clinical lead Organisation: NHS LPT Date: 07.10.25	<p>To share with members of the YAB the work the Trust and CAMHS services have been part of over the last 18 months supporting “Carers” (those who support people who would not manage without their help, due to mental health, physical health needs). Emily and Emma shared the Trusts Journey with the National Carers Trust Triangle of Care (TOC) framework and gave examples of the work underway to improve identifying and supporting carers. The views of YAB members were sought to understand how services can improve young carer identification and the conversations and questions that can be asked.</p>	<p>They were interested in the work and felt it was important. More promotion is needed highlight young carers, and help people understand who they are.</p> <p>Earlier identification will help young people who see their role at home as being “normal”, this will also help with support and potential rest bite/a break.</p> <p>Clinicians can help by asking questions and being curious with young people to help understand if they have caring roles.</p> <p>School is often the place young carers catch a break (no caring duties) so can be the free space for support to be offered. There is not a lot of help and support for young carers, more is needed!</p> <p>YAB advised: To work with comms colleagues to promote young</p>	<p>Emily and Emma to connect with findings and feedback, agree next steps</p> <p>YAB member to explore working with TOC lead to develop a resource/s to support identification.</p>

		carers and help identification. To create a set of questions/form to help young people understand and respond to support identification.	
Name of Guest: Vics Price Position: Digital content creator Organisation: LPT CAMHS Date: 28.10.25	For members ideas and suggestions to improve the Mental Health in Schools Teams information pack to make it more accessible and inclusive for young people.	YAB members shared thoughts and ideas to change language to make it easier to read and more accessible. They also suggested ways to make the graphics more appealing.	What Guest said they will do: - Make suggested changes and take these back to the Mental Health in Schools Team. Any next steps Vics to share finalised booklet with YAB members
Name of Guest: N/A Date: 14.10.25	Co-designing social media post to promote YAB	YAB members gave ideas to what they want on their social media post and designed the wording	Any next steps Alison to contact Communications Team and share with YAB final product.

Recruitment Panels- Providing a Patient Perspective

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

- Psychologist Community Mental Health City West, 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

October saw the pace for getting information reviewed pick up. As always the reader panel have responded to the challenge providing their considered and valued feedback



Process for avoiding hospital admissions for people experiencing acute symptoms of COPD
The panel gave valuable feedback on a proposed process that will identify patients who may be at risk of developing chronic obstructive pulmonary disease (COPD) symptoms this winter which may need admission to hospital. The overall aim is to provide proactive support to these patients to avoid this.

Leaflet - supporting positive behaviour in adults with a learning disability

The panel reviewed information providing an overview of the learning disability crisis response intensive support team's (CRIST) 12 week intensive support program to increase positive behaviour in adults with a learning disability.

Two care plans and a leaflet - community therapy plans

The panel reviewed a leaflet and two carer plans which will be completed by community therapists to provide tailored care for individual patient receiving therapy within the community.

Leaflet - adult mental health inpatient self harm

The panel reviewed this leaflet which will be given to patients within the Bradgate Unit who may be at risk of self harming.

Leaflet - healthy eating advice following a stroke.

The panel reviewed this leaflet produced by one of the dietitians who works as part of the Community Integrated Neurology and Stroke Service (CINSS)

Decision making tool - community therapy

The panel reviewed the therapy decision making tool to be used by our community health services single point of access (SPA). This will be used by call handlers to get as much information as they can in order to assist with getting the patient the treatment they need.

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

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

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