

Patient Experience & Involvement Newsletter

Monday 5th January 2026

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

Welcome to our January 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.

Wishing you all a Happy and Healthy New Year!



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 the next Introduction to Involvement workshop:

- Wednesday 4th March 2026 from 1pm to 2.30pm

The workshop is delivered by MS Teams; the MS Teams link will be shared via email a week before the workshop is due to take place. Please contact the Patient Experience and Involvement Team if you wish to join these sessions.

Would you like to 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

Team to express an interest or with further queries:

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

Upcoming volunteering opportunities within CAMHS

1. Mental Health Toolkit

☀️ Parents — We Need Your Voice!

☀️ We're looking for parents with lived experience of supporting a child with mental health or neurodiverse needs to help us co-design a brand new Mental Health Toolkit for families. This toolkit will sit on our website and include:

- Practical strategies for supporting your child
- Lived experience and real stories
- Top tips for parents and Short supporting video clips
- The importance of communication and listening and Self-care guidance for parents
- How to spot early signs of mental health difficulties
- Local services and resources

To make this truly meaningful, we want to build it *with* parents who understand these challenges first-hand. We would like your help shaping the content - Sharing your lived experience to reassure and inspire others - Taking part in short video clips - Reviewing the toolkit for accessibility and clarity - Helping us share the resource once it's published

2. University of Leicester video project in February 2026

🎬 We're Looking for Volunteers! After the success of last year's project, we're excited to be working again with the University of Leicester and we need your support.

Last year's videos explored how social media affects mental wellbeing (you can watch these videos [here: https://bit.ly/LookingAfterYourselfOnline](https://bit.ly/LookingAfterYourselfOnline)). This year, we're focusing on multiple videos:

- Encouraging young people to access mental health support (with a particular focus on boys and diverse communities)
- Sharing lived experience from young people and parents
- Providing accessible, low-level mental health guidance

These videos will feature on our websites, social media channels, in schools, and across CAMHS and Mental Health Support Teams.

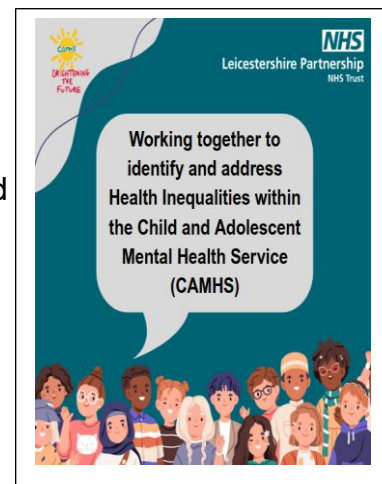
📅 Filming will take place at the University of Leicester during the week commencing 16th February (half-term week - exact days and times of the week to be confirmed but can be flexible around availability).

There are lots of ways to get involved:

- 🎤 Voiceover work (your face won't be shown)
- 🎥 B-roll filming - chatting with a child, walking through the building, demonstrating supportive techniques (your voice won't be shared)
- 🗣️ Speaking on camera - reading a script or sharing your own experiences (your face and voice will be shared)

We can also provide evidence of participation for personal portfolios, CVs or future opportunities. The link once published can also be shared as evidence.


If you'd like to be part of either of these meaningful projects, we'd love to hear from you. Please email leigha.warren@nhs.net.




NHS
Leicestershire Partnership
NHS Trust

Have your say Perinatal & Maternal Mental Health

Join our co-production group to help improve
mental health support during pregnancy and after birth.



Wednesday 4 February 2026
10:00am – 11:00am

 Online (Microsoft Teams)

For more info: rochelle.roffe@nhs.net

We welcome parents, carers, and people with lived experience.

Physical Health and Wellbeing for Mental Health Inpatients – can you add a lived experience perspective to our meetings?

The physical Health & Wellbeing pathway for adult mental health services include three teams; Smoke Free; Substance Use team and The Physical Health Team – they cover all of LPT's adult and older persons mental health inpatient areas. The teams hold a monthly meeting to the physical health offer in the mental health inpatient areas, we bring any incidents, highlight reports from wards; compliance with training and development; incidents; how we can support staff with physical health management, smoke free and substance use. Particularly looking at support that can be offered to wards to support patients and to make improvements.

We would like someone who has experience of living with a mental health condition to attend these meetings to offer a different perspective, sharing any views, ideas and suggestions. Meetings take place monthly for 2 hours via MS Teams.

Contact the Patient Experience and Involvement Team to express an interest or with further queries LPT.Patient.Experience@nhs.net



Activities

Leicestershire Recovery College

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.



Welcome in the new year by joining one of our courses.

Our Spring Term will be running from Monday 5th January 2026 till Friday 27th March 2026. With a wide range of new and returning courses for you to attend. In addition to our new courses, we are also adding new classroom venues in Leicester City to our prospectus.

<https://www.leicspart.nhs.uk/wp-content/uploads/2019/02/Leicestershire-Recovery-College-Spring-Term-2026-Prospectus.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

Non LPT Opportunities



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?

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

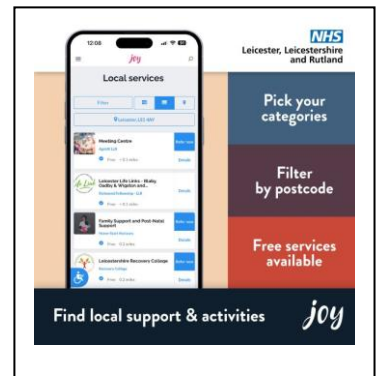
If you are unable to attend one of our meetings, please complete our engagement survey using this link to our [Carers' Strategy](#) or scan the QR code.

The survey will close on 11 January 2026.



Joy website – for people across Leicester, Leicestershire and Rutland

Joy a free health and wellbeing support website, has been created 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.

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

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>





Youth Advisory Board (YAB) Update

Please see below updates on YAB involvement activity over the last 4 weeks during December. YAB are having a well-deserved break over Christmas and New year, and will be back in January, thanks for the support this year.

Name of Guest	Reason for attending YAB	The YAB said or advised that:	What Guest said they will do and next steps
<p>Name of Guest: <i>Leighan Warren & Alex Hodgkins-Jones</i></p> <p>Position: <i>Digital content creator & Ecommunications officer</i></p> <p>Organisation: <i>LPT</i></p> <p>Date: <i>02.12.25</i></p>	<p>YAB's thoughts and ideas around the recently developed whilst you're waiting website for those on the waiting list to receive CAMHS services – to make the design accessible for service users, parents & carers.</p>	<p>Develop a dedicated section for parents</p> <p>Replace current images with those from the photography day (Alex has these)</p> <p>Align the CAMHS page format with the ADHD page (image followed by bullet points)</p> <p>Present information in varied formats (concise bullet points, videos and try to avoid long text in yp areas)</p> <p>Include success stories based on lived experience</p> <p>Consider renaming sections to be more “I am a young carer” “I am a parent of a young person awaiting support from CAMHS” etc</p>	<p>What Guest said they will do: -</p> <p>Ensure ideas are implemented and integrated into the website, and YAB are engaged in creating success stories.</p> <p>Any next steps</p> <p>Georgia to see if any YAB members are interested in sharing their success stories</p> <p>Leighan/Alex to keep YAB updated as website progresses and involvement in the future if needed.</p>

<p>Name of Guest: Emmalene Garratt & Martin Reeves</p> <p>Position: CYP (children, young person) Mental Health Triage and Navigation Clinical Lead & Clinical Service Lead</p> <p>Organisation: DHU (Derbyshire Health United) Healthcare</p> <p>Date: 09.12.25</p>	<p>YAB's views on current myselfreferral website, and how accessible/ inclusive it is for young people.</p>	<p>Advised how to make the content less overwhelming – having a search bar for key terms/ trigger words</p> <p>Making pictures less stereotypical and more representative of young people population of LLR</p> <p>Advised that the topics you cannot self-refer yourself for should be separate to the others.</p> <p>Liked the layout, accessibility & animations</p>	<p>What Guest said they will do: -</p> <p>Ensure ideas are implemented and integrated into the website and attend YAB again in the future once new website is further along in the development process</p> <p>Any next steps Emmalene/ Martin to keep YAB updated as website progresses and involvement in the future.</p>
<p>Name of Guest: Georgina Lomas & Ellie</p> <p>Position: CYP (children, young person) Participation and Coproduction Lead</p> <p>Organisation: NHFT (NORTHAMPTONSHIRE Health Care Foundation Trust)</p> <p>Date: 17.12.25</p>	<p>To share current opportunities on offer in Northamptonshire and introduce their Youth Advisory Board in the hope of joint up working in the future.</p>	<p>They are keen for ongoing joint up working with Northamptonshire's YAB</p> <p>They would like an in-person workshop joint with NHFT potentially doing self-soothe boxes in the new year</p>	<p>What Guest said they will do: -</p> <p>Alison & Georgia to keep in contact with Georgina and NHFT YAB.</p> <p>Any next steps Alison to progress with service leads</p>

Recruitment Panels- Providing a Patient Perspective

December 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

December usually sees a decline in the demand for the review of leaflets and this year was no different with only one request:



Guidance for care homes - bed levers and falls. Leaflet and guidance

The panel reviewed a leaflet and guidance document developed by the care home and community therapy team. The documents will be provided to care homes.

As always the reader panel provided their insightful comments and suggestions, which were welcomed by staff. Thank you reader panel! 😊

Lived experience partner’s (LEP) update.

Lived Experience Partners continue to work across the Trust in all directorates with 15 active partners across all directorates, corporate and enabling. Our driving ambition is to place patients and carers at the centre of everything we do. We listen carefully to the needs of patients, carers, and families, and co-produce - combining the expertise of staff and those with lived experience - the design of services that truly meet those needs. That’s the heart of what patient experience is all about, listening, learning and co-producing improvements together. You can see an overview of the LEP activity below:



Corporate & enabling	Directorate of Mental Health	Community Health Services	Families, Young People & Children & Learning Disabilities & Autism
Co delivery of staff patient exp’ & inv’ training & development	DMH and MHSOP Patient and Carer Experience Group	End of life steering group	LeDeR project
Peoples council chair and membership including the regular meeting with exec members	Perinatal & maternal mental health user forum	Criteria led discharge	Oliver McGowan staff interactive training
Triangle of care – roll out, training and awareness	Psychosis pathway	CHS PCEG co chair	Youth Advisory co chair
Co production charter linked to THRIVE group strategy	Case reviews	Health inequalities work	Care navigation
Culture of Crae, PCREF	Dialogue Plus	Self care project	LDA collaborative

Co-Production storyboard – Youth Advisory Board (YAB) member to Lived Experience Partner YAB Chair



This month we continue to showcase a piece of co-production work that has taken place across the Trust, this time from the YAB, showcasing how Georgia went from being a member to the co-chair.

Co-production is about working in equal partnership with people using services, carers, families, and members of the public along 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 and difference it makes, not only for those accessing services but for staff working within the same.

Aims of the project - to ensure that the LPT YAB is chaired and led by someone with lived experience.

Rationale - Lived experience partner leadership providing lived experience/peer to YAB members, providing hope, inspiration and role models for young people accessing services. To ensure changes and ideas from young people are led by young people.

What we did - Georgia was previously a member of the YAB, during this time the opportunity to apply to peer support worker (PSW) training and posts specifically within CAMHS became available. Georgia was successful in applying for the training and securing a post within the CAMHS Intensive support team (ICST).

Supporting Georgia, seeing her confidence grow and giving an opportunity to use her lived experience in a paid role as a PSW was a huge outcome for both Georgia and LPT. Ensuring that Georgia could continue to be part of YAB but take leadership of this became an opportunity as the LEP roles grew.

How we worked collaboratively - CAMHS ICST have supported Georgia to take on the LEP role and continue working with YAB. Integrated Care Board colleagues have continued to support YAB on a bi-weekly basis offering guidance and relevant voice work across the wider system ensuring that more people are hearing the voice of YAB. YAB work on various improvement projects of which Georgia ensures they are collaborative and that YAB receives feedback and the outcomes and impact of there involvement.

Impact of the project - career development opportunity personally and professionally for Georgia to become a LEP and gain experience of leading and chairing YAB.

Young people aspiring to use their own lived experience in the future – another YAB member has recently been recruited as a LEP and is working on the Patient and Carer Race Equality Framework. Georgia's role also ensures that YAB is steered with relevant lived experience, which is invaluable from a service user perspective.

Quotes - *"Georgia has always given 100% and more to YAB. Since taking on the role of chair of YAB, I have seen Georgia grow in confidence and in her leadership of the Group. I am very much looking to working with Georgia and the YAB to strengthen their role in providing the Trust with honest and valuable insight to how we can improve services for our children and young people".*

"This opportunity has supported her growth both personally and professionally - developing her leadership skills, gaining confidence in her own abilities and judgements, and becoming a role model for other young people. She is able to connect through her lived experience, while confidently guiding the group, which ensures the YAB remains grounded in what matters most to young people and services alike."

Next steps – For Georgia to continue to lead and develop YAB.


Thank you to.... YAB members and Georgia for all your ongoing work – thank you for what you do.

You can view the storyboard below:


Youth Advisory Board (YAB) member to Lived Experience Partner YAB Chair

Team and directorate: Youth Advisory Board, Enabling

Contact: LPT.Patient.Experience@nhs.net



V Valuing our people




WeAreLPT
compassion respect
integrity trust

Aims

To ensure that the LPT Youth Advisory Board (YAB) is chaired and led by someone with lived experience, a Lived Experience Partner (LEP)

Rationale

LEP leadership providing lived experience to YAB members, providing hope, inspiration and role models for young people accessing services



Quotes

"Georgia has always given 100% and more to YAB. Since taking on the role of chair of YAB, I have seen Georgia grow in confidence and in her leadership of the Group. I am very much looking to working with Georgia and the YAB to strengthen their role in providing the Trust with honest and valuable insight to how we can improve services for our children and young people".

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What we did

Georgia was previously a member of the YAB for a period during X-X, during this time the opportunity to apply to peer support worker (PSW) training and posts specifically within CAMHS became available. Georgia was successful in applying for the training and securing a post within the CAMHS Intensive support team (ICST).

Supporting Georgia, seeing her confidence grow and giving an opportunity to use her lived experience in a paid role as a PSW was a huge outcome for both Georgia and LPT. Ensuring that Georgia could continue to be part of YAB but take leadership of this became an opportunity as the LEP roles grew.

How we worked collaboratively

CAMHS ICST have supported Georgia to take on the LEP role and continue working with YAB

ICB colleagues have continued to support YAB on a bi-weekly basis offering guidance and relevant voice work across the wider system

Impact of the project

Career Development opportunity personally and professionally for Georgia to become a LEP and gain experience leading and chairing the YAB

Young people aspiring to use their own lived experience in the future, seeing the outcomes and journey of Georgia as a PSW and leader

Ensuring that YAB is steered with relevant lived experience, invaluable also from a service/CAMHS perspective

Next steps

For Georgia to continue to lead and develop the YAB in line with the Peoples council, growing the reputation and credibility of the board to beyond a consultative Group.

Thank you to...

To YAB members and Georgia for all your ongoing work thank you for all you do.

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