

Patient Experience & Involvement Newsletter

Monday 2nd February 2026

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

Welcome to our February 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 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.

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.

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



Help us shape support for young people!

We're creating online support packages for young people and families waiting for support and we want your ideas.

What information about mental health would actually help you? What should be in a digital support package for young people?

Your feedback matters.



Scan the QR code to visit <https://bit.ly/TWWWQ2> to share your ideas.

Director of Nursing and AHP Fellowship 2025/6

Would you like to work in partnership with a fellow on a quality improvement project?

We have an opportunity for a network member to work with a fellow on their Quality Improvement Project, details of the project are as follows:

- **Improve the accuracy and quality of food and fluid chart documentation within the Mental Health Inpatient setting for Older People**

If you are patient or a loved one of someone who has accessed this type of service, we would like to hear from you. This opportunity is open to one network member only.

If this is of interest, please make contact with us via email: 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.



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>



Please follow the link to their February newsletter

<https://www.leicspart.nhs.uk/wp-content/uploads/2026/02/Newsletter-1.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



Thank you for your continued support over the past year. It has been a challenging period and we are proud to continue delivering Healthwatch Leicester and Leicestershire.

Our contract has been extended for another year until **31 March 2027**. As we look ahead, we want to understand what is working well and where we can improve. Your feedback will help shape our priorities and strengthen the way we work with partners.

This survey is aimed at **strategic and operational stakeholder partners**. It is not intended for members of the public. Please complete our Stakeholder perceptions survey: www.smartsurvey.co.uk/s/HWLLStakeholderSurvey The survey will close on **Friday 6 February 2026**.

About Healthwatch

We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved, and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

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Supporting Information

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.



Toolkit providing steps to help you get to the right NHS Care

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>



Leicester, Leicestershire and Rutland

the hello help hub

Your friendly neighbourhood one-stop place for help, health and wellbeing

Free drop-in at Fearon Hall
Rectory Road, Loughborough
Every Wednesday, 2pm - 5pm

multi-agency support

stigma free zone

Looking for professional led help with physical or mental health, housing, finances, benefits, social support and other specialist services?
Or just needing a safe space, a chat and a cuppa?

Fearon Hall Community Centre, NHS Leicestershire Partnership, Charnwood, Loughborough Town of Sanctuaries, The Bridge, Leicestershire County Council, Charnwood, Local Area Co-ordination

Your Voices, Feedback and Updates!

YAB

Youth Advisory Board
for young people, by young people

Youth Advisory Board (YAB) Update

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

Name of Guest	Reason for attending YAB	The YAB said or advised that:	What Guest said they will do and next steps
<p>Louise & Leah Position: Beacon staff Organisation: LPT Date: 06.01.26</p>	<p>YAB's thoughts and ideas on improving the inpatient information for new patients.</p>	<p>Suggested re-designing the booklet to make it user friendly and interactive/ more engaging. YAB members used their own lived experience to share what's most important to know when first being welcomed onto a ward.</p>	<p>Ensure ideas are implemented into the new design, and YAB are engaged in designing – potentially offer a face-to-face session for YAB members.</p> <p>Any next steps Louise and Leah to arrange voluntary session for YAB members to help design the new leaflet.</p>
<p>Leighan, Harri, Alison Position: Digital content creator & CAMHS Clinical Psychologist Organisation: LPT CAMHS Date: 13.01.26</p>	<p>YAB's involvement in creating a post for children's mental health week and to review HealthforTeens social media.</p> <p>YAB's thoughts on a demographic survey.</p>	<p>YAB shared what could be an engaging children's mental health week post, and what sort of topics young people would be interested to see. YAB shared feedback on the wording of the demographic questions, specifically around gender/ neurodivergence.</p>	<p>Ensure ideas are implemented and integrated into both the Instagram account and website. Finalise the survey and add credit to the YAB.</p> <p>Any next steps Keep YAB updated on Instagram post/ social media updates. Alison to share when survey is live and implement a sentence to credit the YAB's help in designing it.</p>
<p>Jo Position: Co-production Lead LLR SEND alliance Organisation: LLR SEND Alliance Date: 19.01.26</p>	<p>Attended YAB to present an overview of the <i>LLR SEND and Inclusion Alliance</i> and introduce the work taking place to improve support for children and young people with SEND across Leicester, Leicestershire, and Rutland (LLR).</p>	<p>They would find it helpful to understand the context more of the work and be keen to have a follow up session when this is clearer.</p>	<p>Keep in touch and return for next steps and to share further involvement offer.</p> <p>Any next steps Georgia and Emily to liaise with Jo to progress future discussions.</p>

<p>Christopher Position: Patient/carer eng' & ppt' lead Organisation: York CAMHS Date: 27.01.2026</p>	<p>YAB's involvement in creating a Youth Advisory Board in Yorkshire CAMH service.</p>	<p>YAB members provided lots of feedback of what works well in YAB, their favourite opportunities, why they joined and practicalities of running the YAB.</p>	<p>Be in touch in a year's time to update us on the progress of creating a YAB. Any next steps Chris to book in a follow up YAB session</p>
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New resource for young carers launched!

Following staff and carer engagement in September 2023, our Trust proudly signed up to the national Carers Trust Triangle of Care (TOC) programme, strengthening the partnership between service users, their carers and health professionals.



Our Child and Adolescent Mental Health Service (CAMHS), the YAB, and young carers from Leicestershire Young Carers have worked together to create the all new Young Carers Pack which is designed by young carers, for young carers across Leicester, Leicestershire and Rutland. The Young Carers Pack brings together practical guidance, local support information and real insights from young people who understand what caring responsibilities are like. It's here to help young carers, and family members and professionals, feel informed, supported and connected.

This resource will be available on our Trust website and Health for Teens. There are plans for this to be shared directly with young people during their CAMHS clinical contacts.

We're incredibly grateful to all the young carers who helped shape this pack - your voices and experiences have made it what it is.

You can access the young carers pack via the following link: <https://bit.ly/YoungCarersPack>

Recruitment Panels- Providing a Patient Perspective

We did not receive any requests in January for our trained Network members to support interview panels.



We do expect this to increase as we move into a new financial year, and to support this, we will be sending a reminder to services about the importance of including a **patient perspective** in the recruitment process. Involving people with lived experience continues to play a vital role in ensuring we appoint staff who understand and value patient-centred care.

Feedback – Reader Panel Update

Through out January we had a flurry of Reader Panel activity, and we've received some incredibly valuable feedback from our members. Thank you to everyone who was able to take the time to review the following documents.



Looking After Your Diabetic Foot Ulcer leaflet. Your thoughtful insights from those that were able to feedback really helped to improve the clarity and accessibility of the information we provide to our patients. Liam Bird, Advanced Podiatrist, expressed his gratitude to the panel, saying: **“Please can you pass on my thanks to all members – I really appreciate their feedback and it’s been really useful.”**

Patient Alcohol Detox leaflet

Panel members highlighted several opportunities to strengthen clarity, they provided practical suggestions to improve visual impact and readability and made thoughtful points about simplifying or refining information. **The Team Leader at COMHAD (Co-occurring Mental Health, Alcohol & Drugs) expressed the following** “Thank you for sharing the reader panel’s comments with me. I would like to express my sincere thanks to all members who took the time to review the booklet. I truly appreciate the care, thought, and helpful feedback they have provided. I have reviewed the booklet again and have made the majority of the suggested changes. There are, however, a few phrases that I have been unable to amend, as they need to remain in line with the wording required by NHS guidance and policies.”

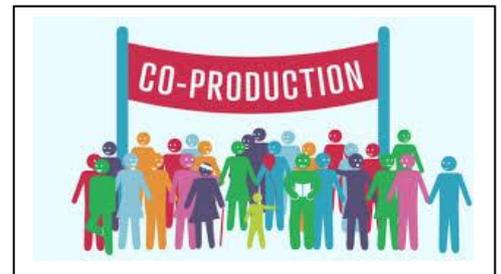
Documents currently out for review...

Rehabilitation Admissions and Patient footwear survey

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 16 active partners across all directorates, corporate and enabling.



University Design Group – Education

This co production group is working with Dr Michelle Crick – Lecturer in Mental Health Nursing at the University of Leicester.

The group is made up of Lived Experience Partners and network members with particular interest in providing a patient voice at the beginning of a student’s academic journey. The first meeting has taken place in January, generating ideas on the following:

- Recruitment questions for new students
- Evaluation
- Programme changes and modifications
- Offer Holder days

The group are meeting on a monthly basis to further develop the above approaches as well as look at mentorship/leadership and recruitment.

Lived Experience Partner/Network voices

We would like to share some feedback we have received recently from our network members as well as our Lived Experience Partners on how valued they feel to be part of our involvement network

Lived Experience Partner

"You're a fantastic team, making a genuine difference to patient experience and supporting us to have a meaningful voice in improving healthcare services.

Thanks again for your kindness, it *really really* does mean a great deal"

Lived Experience Partner

"Thanks for all your input and help this year, I've enjoyed our work together."

Lived Experience Partner

"I have really enjoyed my role which started this year. I feel a valued member of staff and well supported. I look forward to what 2026 will bring. "Thank you"

Network member

"I really enjoyed taking part in PLACE and I'll definitely keep an eye out for the next ones"

Lived Experience Partner

"Thank you all for everything you do to make our voices heard under such trying times.

Not only have you given us a platform for change your encouragement to work towards improvements has helped with my confidence and well being"

Lived Experience Partner

"I just wanted to take this opportunity to thank you all for another wonderful year. It is an absolute pleasure to work alongside our Lived Experienced Support and fellow Lived Experienced Partners. I'm very much looking forward to 2026 with you all, using our voices and experiences for the greater good collectively and supporting each other on our individual journeys. You are all fabulously strong, inspirational people...."



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; @LTPatientExp