

Patient Experience & Involvement Newsletter

Monday 2nd March 2026

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

Welcome to our March 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.

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



The Daisy Foundation is an acronym for Diseases Attacking the Immune SYstem, The DAISY Foundation was formed in November 1999, by the family of J. Patrick Barnes who died at age 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP). The nursing care Patrick received when hospitalised profoundly touched his family.

The DAISY Award is an internationally renowned programme that recognises nurses who demonstrate excellence in practice, are caring and compassionate and ultimately make a difference in the lives of their patient's. Each DAISY Award honouree will be recognised at a ceremony in their ward or department and will receive a DAISY Award pin, certificate and a hand-carved sculpture A Healer's Touch.

Make your nominations here: [DAISY Award - Leicestershire Partnership NHS Trust](#)



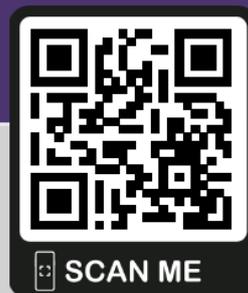
NHS
Leicestershire Partnership
NHS Trust

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.

Sign up to be a DAISY award panel member

LPT has been a DAISY foundation partner now for a couple of years now and we currently have 3 lived experience network members supporting us on the panel and we are looking for another 2 people to support.



The DAISY award nominations are made by patients, family, carers, visitors or volunteers and nominees are registered nurses or nursing associates working across all of LPT services. The DAISY team are seeking support to commit to being a DAISY panel member to review nominations and identify our winners. The panel will consist of:

- Chair – Deputy Director of Nursing or Assistant Director of Nursing
- Expert with lived experience
- EDI representative
- HoN representative
- Quality and compliance team representative

The meetings are held monthly although as a panel member you would not be expected to attend all meetings as this is rostered between all lived experience panel members. There is a approx. 1-hour work activity to review the nominations and score using criteria before the meeting, then a group meeting for an hour to review the collective scores and agree our DAISY winner.

If this is of interest and/or you would like to find out more email LPT.Patient.Experience@nhs.net
Or call 0116 2950818

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>

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



Shepshed Support Space



A safe, friendly place to talk and get support. Need someone to listen? Want to know what support is out there?

Whether it's your wellbeing, housing, finances, or life's challenges - we're here for you. Sometimes a simple chat can make all the difference.

Everyone is welcome - just drop in!

Thursdays, 1 - 3pm
Shepshed Library,
Hall Croft,
Shepshed,
LE12 9AN



For more information email:
sarah.jones353@nhs.net



Working in partnership to support the Shepshed community

CHARNWOOD VOLUNTEERS!

Connecting people with volunteering opportunities in their community

Do you have an hour or two a week to spare? Would you like to give back? Learn new skills? Make friends? Have you thought about volunteering? It can:



Connect you with others



Build self confidence



Create a sense of purpose



Boost physical & mental health



Help your career



Flexible

The Voluntary Action Leicestershire Volunteering website has lots of opportunities listed across the county. You can search by area, theme or skill.

For more info, contact: vcsupport@charnwood.gov.uk

<https://volunteer.valonline.org.uk/>



John Storer
Charnwood

Managing Volunteers Training

Thursday 12 March 2026 - 9.30am -12.30pm

A half day course exploring: Attracting volunteers, writing role descriptions (what volunteers can do and what they shouldn't do), advertising opportunities, supporting and managing volunteers.

There'll be opportunities to:

- reflect on what you do, and why
- share your experience, challenges and successes
- work together on adverts, scenarios, problems, find solutions!

This course is followed by part 2, a week later, to look at other aspects of involving and managing volunteers. Refreshments are available to purchase from our cafe.

£20 Supported by Charnwood Borough Council

Book online at www.jsc.charity/training or use the QR code

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>

A graphic titled 'Mental Health' with the subtitle 'Where to find the right support in Leicester, Leicestershire & Rutland for you or someone you care about'. It is divided into three horizontal sections: 'Non-Urgent' (green background) with contact info for GP practices (8am-6.30pm) and VitaMinds (0330 094 5595); 'Urgent' (orange background) with 24/7 NHS 111 support and Neighbourhood Mental Health Cafés; and 'Emergency' (red background) with a call to 999 for threats to life. Logos for Better Mental Health, CALL 111, vita health group, and NHS are at the bottom.

A graphic with a blue background and a hand holding a smartphone. Text includes: 'Need urgent mental health support now?', 'Call NHS 111 Select mental health option', and 'Does talking on the phone make finding support difficult for you? You can now text 0748 063 5199 and we will aim to get back to you within 12 hours'. NHS Leicestershire Partnership NHS Trust logo is in the top right.

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>





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

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



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?



Roots & Rise

WELLBEING COMMUNITY

Finkins Cafe
No. 13 Market Place
Shepshed

5 - 7pm
Every other
Wednesday
18th February
4th & 18th March

We are a not-for-profit, voluntary community group
Utilising our professional skills and experiences to:
Promote and support mental health and emotional wellbeing
Provide a range of safe, friendly and inclusive environments
and activities for adults in the area

FEEL GOOD MUSIC & WELLBEING

Drum & Discuss

5 Tips to Wellbeing

3rd Thursday of the month | 1pm - 2pm

Beginning 19th February 2026

Then: 19th March
16th April
21st May
18th June

Drop-in, no need to book

Complimentary specialist sessions to help with wider health, wellbeing and Loughborough focused support also available – just ask during any session!

Fearon Hall, Rectory Road
Loughborough
LE11 1PL

FEEL GOOD MUSIC & WELLBEING

Sing It Happy!

2nd Thursday of the month throughout 2026
1.30pm - 2.30pm

Beginning 12th February 2026

Then: 12th March | 9th April | 14th May | 11th June
9th July | 10th September | 8th October
12th November | 10th December

Complimentary specialist sessions to help with wider health, wellbeing and Loughborough focused support also available – just ask during any session!

Drop-in, no need to book

Fearon Hall
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Your Voices, Feedback and Updates!



Youth Advisory Board (YAB) Update

Please see below updates from the YAB for February 2026. YAB had a well-deserved break for half term in February. YAB members did participate in engagement events during half term week ;

- Volunteering to film for the University of Leicester for the annual collaboration with CAMHS
- Event with the Police Victim First service to design engaging and youth-friendly posters.

Name of Guest	Reason for attending YAB	The YAB said or advised that:	What Guest said they will do and next steps
<p>Chris and Emmalene Position: CYP Mental Health Triage & Navigation Clinical Lead</p> <p>Organisation: DHU healthcare</p> <p>Date: 3rd Feb</p>	<p>YAB's thoughts on current survey/ demographic questions for the myselfrefferral service.</p>	<p>YAB members provided lots of feedback on questions and how young people would engage best in answering questions.</p>	<p>Implement YAB feedback, and return to YAB when the website is up and running and YAB can help to design the appearance.</p> <p>Any next steps</p> <p>Chris/ Emmalene to book in a follow up YAB session</p>
<p>Michelle S & Paul H Position: Service group manager CAMHS, Beacon Head Matron</p> <p>Organisation: Inpatient CAMHS LPT</p> <p>Date: 10th Feb</p>	<p>New Day Service being offered within Inpatient LPT CAMHS – wanting YAB to help co-design what this can look like and how to make it inclusive and accessible for young people</p>	<p>YAB members provided lots of feedback on therapy group ideas, creating the timetable and how to make the environment accessible and welcoming for young people.</p>	<p>Implement YAB feedback, and return to YAB with draft documents to get feedback on. Also to return in a few months to share how the Day service is going.</p> <p>Any next steps</p> <p>Michelle & Paul to return once timetable & information documents have been created to get YAB insight</p> <p>Michelle & Paul to return to YAB after April to share how the Day service is going with the YAB.</p>

<p>Emily R Position: Deputy Head of Patient Experience and Involvement</p> <p>Organisation: LPT</p> <p>Date: 24th Feb</p>	<p>To deliver a skills training session around attending a professional meeting</p>	<p>YAB members provided lots of positive feedback on YAB currently and provided new suggestions to implement – such as in person meetings every few months, and internal YAB-only sessions every month.</p>	<p>What Guest said they will do: -</p> <p>Implement YAB members suggestions</p> <p>Any next steps</p> <p>Georgia and Emily to create crib sheet for new members with guidance</p>
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Recruitment Panels- Providing a Patient Perspective

Two of our Network members were asked to rejoin an interview panel on Monday 23rd of Feb for the role of Band 6 Health Visitor. We have heard from the service that they successfully appointed someone for this position and they were very grateful to have patient perspective during the process



We hope that 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

February has been a steady month for our Reader Panel, with lots of thoughtful and constructive feedback shared. A big thank-you to everyone who took the time to review the documents below—your insights continue to make a real difference.



Rehabilitation Leaflet – This document was reviewed for DoN Fellowship 2025/2026 quality improvement project. Our reader panel highlighted its clear layout, bright design, and helpful information. They also suggested a few improvements, including adding inclusive language and ensuring all pages contain meaningful content.

Patient footwear survey for podiatry patients.

They shared helpful suggestions around formatting, spacing, and consistency, as well as ensuring the questions are inclusive and easy to complete. Reviewers also highlighted the need for clearer guidance on suitable footwear and where to source medically-recommended options. These insights will help us refine and improve the final version. Kelly Cox, feedback “Thank you so much for this feedback- I will review them and amend. Yes, I agree the formatting wasn’t right but yes will be

amended and will be created on a digital format. Thank you once again for looking at this questionnaire”

Health Based Place of Safety leaflet

Helpful suggestions were made to improve clarity around fresh-air access, the role of the nurse in charge, and how information about safety procedures is worded. Reviewers highlighted a few areas where phrasing could be clearer to avoid confusion, while also noting that the leaflet is easy to read, well-structured, and appropriately concise for people who may be feeling overwhelmed.

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.



We carried out one to one sessions with our Lived Experience Partners during February where we had the privilege to witness how much our partners have grown in confidence and felt recognised as experts within their roles. All confirmed their roles have developed in that services are now actively seeking out their advice and guidance when seeking the patient perspective within service development and change.

Brilliant work is taking place across the directorates, with some new projects forming, i.e. “whilst you are waiting” – is a six month project looking at a digital offer for patients and carers whilst on waiting lists as well as making inroads into our local universities providing a lived experience perspective to 1st year nursing and psychology students at the beginning of their professional journey.

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