

Patient Experience & Involvement Newsletter

Monday 1st June 2026

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

Welcome to our June 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:

- Tuesday 16th June 2026 from 10.30am – 11.30am, Online.

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 – Become a 15 Steps Patient/Carer Reviewer

Have you or someone you care for used Leicestershire Partnership (LPT) services?

Would you like to help improve care by sharing your first impressions?

We're looking for patients and carers to become 15 Steps Reviewers and support service improvement across LPT.



What is the 15 Steps Challenge?

The 15 Steps Challenge looks at the *first impressions* of our wards and services – what care looks, feels, sounds and even smells like within the first 15 steps through the door. Your lived experience helps us understand what we're doing well and where we can do better.

Why get involved?

- Help shape and improve NHS services
- Make sure the patient and carer voice is heard
- Build confidence, feedback and communication skills
- Travel expenses reimbursed
- Training, support and development opportunities provided

Who can apply?

- Patients, service users, or carers with lived experience of LPT services
- No formal qualifications needed – just your experience and willingness to give constructive feedback

What's involved?

- 1 review every 3–6 months (visits last around 1 hour)
- Friendly support from a named staff 'buddy'
- Initial briefing and ongoing support provided

📧 How to apply

Complete an Expression of Interest form which can be requested via email:

Email: LPT.Patient.Experience@nhs.net

👉 *Help us improve care, starting with the first 15 steps.*



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



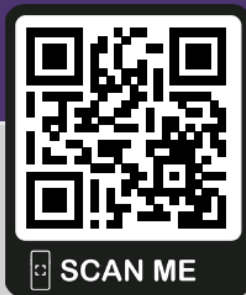
Leicestershire Partnership
NHS Trust

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.

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.



Summer Term 🌞

We will be running from Monday 13th April 2026 - Friday 14th August 2026.

During the Summer Term, we have over 30 courses that are available!

These courses are taking place in 9 classroom venues across Leicester,

Leicestershire, and Rutland, as well as a wide range of courses that are available online on Microsoft Teams. Please click link. [Summer 2026 Prospectus](#)

Our June newsletter is out now! Please click on the link for the full version

Summer 2026 | June

Leicestershire Recovery College
hope - control - opportunity

NHS
Leicestershire Partnership
NHS Trust



June Newsletter



Welcome to the June newsletter!
We hope you are enjoying the sunny weather and look forward to seeing you on courses

☀️ ☀️

Recovery College News

Junk Mail

This is a reminder that sometimes emails from the college staff members can end up in junk mail/spam.

If you are waiting for a reply or course link, remember to check your junk mail!
If you still can't locate it, don't hesitate to contact us.

Summer Term Prospectus OUT NOW

Scan the QR code to see the Summer Prospectus

SCAN HERE



New Office!

We have a new office!!

Our team is now based at Gwendolen House, where we've all moved into a shared workspace. Being together means we can collaborate more easily, spark new ideas, and keep finding fresh ways to improve the college experience for everyone.

Of course, we'll still be out and about across the county, and we look forward to seeing you at our satellite centres for courses.

<https://www.leicspart.nhs.uk/wp-content/uploads/2026/06/Recovery-College-June-26-Newsletter.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



Join the Triangle of Care Community Group

A national space for unpaid carers and professionals in England and Wales to connect, share ideas, and strengthen the Triangle of Care.

Triangle of Care is a quality improvement scheme for health and social care providers that promotes safety, recovery and wellbeing by including and supporting unpaid carers.

Why join?

- ✓ Connect with other unpaid carers interested in the Triangle of Care
- ✓ Find out about good practice across the country
- ✓ Share your experiences and ideas to help improve carer support and involvement

“Your voice matters. Join us to share your experiences and ideas, and help shape better support for carers everywhere.”

Matthew McKenzie, unpaid carer and Chair of the ToC Community Group

Meetings held online every three months and last 1.5 hours
Register <https://forms.office.com/e/7H9zty0Ezj>
Contact triangleofcare@carers.org





If this is of interest to you, please click on the link below to complete the registration form.

Meetings held online every three months and last 1.5 hours

Register:

<https://forms.office.com/e/7H9zty0Ezj> Contact triangleofcarecarers.org




Carers' Event

Tuesday 9 June 2026
County Hall
10:00am to 2:00pm
(registration from 9:30am)

Activities and workshops from 2.00pm onwards

Building Carer Friendly Communities



Search [Carers' Week Event](#) on [Eventbrite](#) to book your place

For more information, contact carers@leics.gov.uk

Have your say! New same day GP appointment Service

As a reminder, the NHS in Leicester, Leicestershire and Rutland is inviting local people to have their say on the new same day GP appointments available in Hot topics Leicestershire.



Leicester, Leicestershire
and Rutland

These appointments represent changes to how same day care is provided across the county. With your help they are keen to ensure local people and stakeholders are aware of the new arrangements. Since 1 April 2026, patients registered with GP practices in Leicestershire have been able to receive new same day GP appointments during evenings, weekends and bank holidays. These appointments offer longer consultations, consistent opening hours across the county, and are primarily booked through NHS 111, helping to support people to get the right care, in the right place at the right time for urgent but non-life-threatening health needs.

Read more about the new appointments: <https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/sda-leicestershire/>

Patients, local residents and professionals can share their views on the new appointments in the following ways:

- **Complete the questionnaire online:** <http://www.leicesterleicestershireandrutland.icb.nhs.uk/be-involved/sda-leicestershire/> or <https://bit.ly/sda-leics>
- **Emailing your views:** llricb-llr.beinvolved@nhs.net
- **Calling 0116 295 7532** to receive a paper copy of the questionnaire or information in another format such as in easy read: <https://leicesterleicestershireandrutland.icb.nhs.uk/wp-content/uploads/2026/04/Same-Day-Appointments-County-Easy-Read-Final.pdf>

The engagement and questionnaire closes on Sunday **14 June 2026**.

If you have any questions or need anything further, please contact llricb-llr.beinvolved@nhs.net

Volunteers needed for the ActivAge study



This study aims to improve our understanding of the physical activity needs of older people with severe mental illness. This will lead to a physical activity programme being designed for older people over the age of 60 receiving specialist mental health care.

We are looking for patients, carers, healthcare professionals, managers, and commissioners with experience of living with or looking after those with mental health care needs.

As part of the study, you will attend an interview that lasts up to one hour at a time and location convenient for you.

Thank you for taking the time to read this information, please contact me on the details below for more information about the study.



0116 252 3134



blh17@leicester.ac.uk



ActivAge Study Poster v2.0
15/01/2026
IRAS: 359539
Study end date: 01/04/2028

Advanced Choice Document Implementation (ACDI) in Child and Adolescent Mental Health Services Project

This project is jointly run by King's College London and South London and Maudsley NHS Trust (SLaM). If you are not familiar, Advance Choice Documents (ACDs) allow mental health service users to make their treatment preferences clear. The ACDI project is evaluating the impact of their use in routine clinical practice, including its impact on the rates of detentions under the Mental Health Act (MHA). As the MHA 2025 places duties on NHS bodies to help people make ACDs, the project's findings have nationwide relevance.

To explore how to apply ACDs in Child and Adolescent Mental Health Services, before evaluating their impact, the ACDI project team are running focus groups and interviews with people who have experience using CAMHS, their parents/caregivers/supporters, and CAMHS staff. This is to understand the barriers and facilitators for ACD implementation in CAMHS, and to learn what adaptations are needed to the current ACD resources and procedures.

We are looking for UK-based:

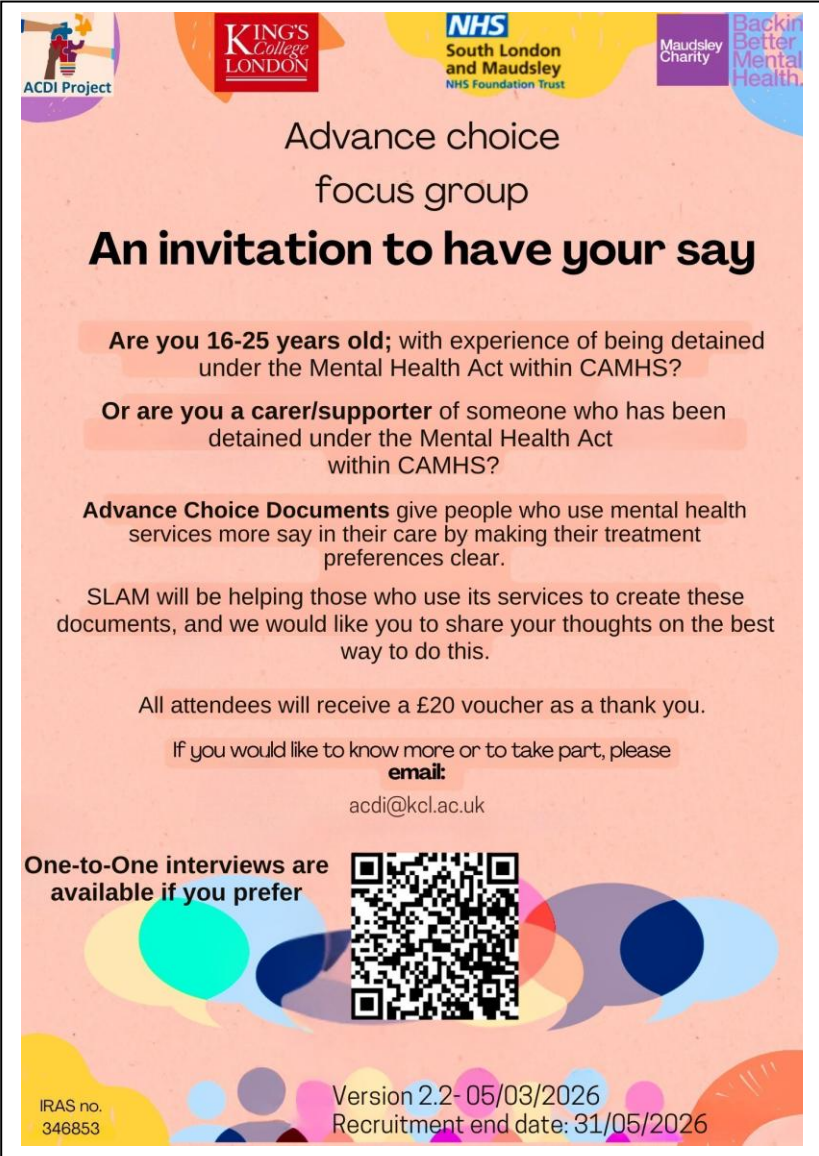
- **Parents/Caregivers/supporters of young people aged 16-25 years old** who have been **detained under the MHA within CAMHS**

(supporters can be anyone of significance to the young person's support network, including friends, partners, housemates, etc.)

Focus group duration: **1hr-1hr 30mins**. Interview duration: 30mins-1hr. Participants can attend **remotely (via Microsoft Teams)** or **in-person**.

Payment: **£20 voucher** and **travel costs reimbursed**. **Refreshments provided** for those attending in-person.

Questions and interests can be sent to: ACDI@kcl.ac.uk

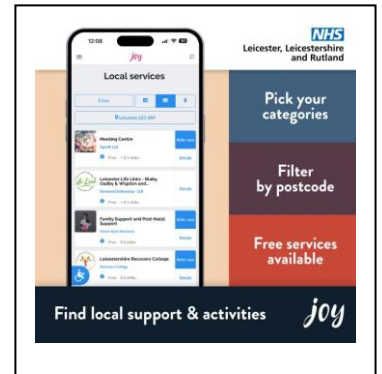


The poster is titled 'Advance choice focus group' and 'An invitation to have your say'. It lists eligibility criteria: 'Are you 16-25 years old; with experience of being detained under the Mental Health Act within CAMHS?' and 'Or are you a carer/supporter of someone who has been detained under the Mental Health Act within CAMHS?'. It explains that Advance Choice Documents give people more say in their care. It mentions that SLAM will help create these documents and asks for input on the best way to do this. It offers a £20 voucher to all attendees. Contact information includes the email 'acdi@kcl.ac.uk' and a QR code. It also notes that one-to-one interviews are available if preferred. Logos for King's College London, NHS South London and Maudsley, and Maudsley Charity are at the top. IRAS no. 346853 and version information (Version 2.2- 05/03/2026, Recruitment end date: 31/05/2026) are at the bottom.

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 the text 'I need support for my mental health' and contact info for GP practices; 'Urgent' (orange background) with 'I need help with my mental health now' and info about NHS 111 and mental health cafes; and 'Emergency' (red background) with 'I have a health emergency' and the instruction to call 999. Logos for Better Health, CALL 111, vita health group, and NHS are at the bottom.

A graphic with a blue background and a hand holding a smartphone. The text reads: 'Need urgent mental health support now? Call NHS 111 Select mental health option'. Below this, it asks 'Does talking on the phone make finding support difficult for you?' and provides a text number: 'You can now text 0748 063 5199 and we will aim to get back to you within 12 hours'. The NHS Leicestershire Partnership 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>

Men's Health Guide to Living Well

This booklet has been created by Mark McConochie, Crisis Consultant and Clinical Director for Crisis Care at LPT and contains all sorts of supporting and signposting information for Men as part of this years Mental Health Awareness Week.

Please click on the following link to access this booklet: <https://www.leicspart.nhs.uk/wp-content/uploads/2026/05/Mens-MH-Booklet-FINAL-DIGITAL-V1-MAY-2026.pdf>



Hello Help Hub

The Hello Help Hub is a multi-agency drop-in service that runs every Wednesday 2 – 5pm at Fearon Hall. Support available includes mental health and wellbeing, physical health, debt & finance issues, housing, asylum & refugee support, support to find activities, enrol on college courses, volunteering, employment.



The poster features the logo 'the hello help hub' at the top, with 'the hello' in a pink speech bubble and 'help hub' in a purple speech bubble. Below the logo, the text reads: 'Your friendly neighbourhood one-stop place for help, health and wellbeing', 'Free drop-in at Fearon Hall', 'Rectory Road, Loughborough', and 'Every Wednesday, 2pm - 5pm'. A central illustration shows a diverse group of people holding signs that say 'multi-agency support' and 'stigma free zone'. Below the illustration, it asks: '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?'. At the bottom, there are logos for partner organizations: Fearon Hall Community Centre, NHS Leicestershire Partnership NHS Trust, Better Mental Health for you, Charwood, Loughborough Town of Sanctuary, The Bridge (East Midlands), Leicestershire County Council, Charwood, and Local Area Co-ordination.

Your Voices, Feedback and Updates!



Youth Advisory Board (YAB) Update

Please see below updates from the YAB for May 2026. YAB members did participate in engagement events during half term week;

Across May sessions, several consistent priorities and themes were identified:

Accessibility and communication:

Young people emphasised the importance of clear, concise, and visually engaging information, particularly in

relation to Trust reports and care planning.

- **Visible impact and co-production:**

There was a strong focus on ensuring young people can see how their feedback leads to real change. Updates shared on 19th May reinforced the value of “you said, we did” approaches.

- **Safe, flexible, and inclusive environments:**

Whether in services or physical spaces, YAB highlighted the importance of creating environments that feel safe, supportive, and adaptable to individual needs.

- **Balanced evidence and transparency:**

Members identified the importance of reviewing a wide range of feedback (including challenges or complaints) when contributing to service evaluation and improvement.

Guest Name(s)	Reason for attending YAB	The YAB said or advised that:	What Guest said they will do and next steps
<p>Imran Mahomed</p>	<p>EDS Scoring Workshop</p>	<p>Imran attended alongside the LPT Group Head of EDI to facilitate an Equality Delivery System (EDS) workshop. YAB members reviewed information shared in advance and scored CAMHS YPT and Paediatric Psychology services based on accessibility, safety and respect, outcomes, and inclusion.</p>	<p>YAB members provided scoring across each domain, grading services from excelling to not achieving. Members engaged positively and welcomed the information that was presented, they suggested that future sessions include a broader range of feedback (e.g. complaints or concerns) to ensure a further balanced view.</p>
<p>Emily Robertshaw (on behalf of compliance team)</p>	<p>LPT Trust Quality Account 2025/26</p>	<p>Emily presented the draft LPT Quality Account to gather feedback on accessibility, clarity, and content. This builds on ongoing work to involve YAB in shaping Trust reporting and communications.</p>	<p>YAB members felt the report was positive but long and text-heavy. They suggested a shorter summary version, more visual formatting, clearer explanations of changes, and more examples showing how feedback has been acted on. Alternative formats (e.g. videos) were also recommended, alongside clarity on how the report will be promoted.</p>
<p>Cara Maddison</p>	<p>CAMHS Therapeutic Garden Project</p>	<p>Cara attended to present a further update on the Therapeutic Garden Project at Westcotes House, aimed at creating a young person-friendly outdoor space for CAMHS service users. Feedback was sought to further co-design the space supporting wellbeing, therapy, and engagement through nature/outdoors.</p>	<p>YAB members highlighted the need for calm, safe spaces for conversation alongside opportunities for movement and play (e.g. swings, trampolines). Members suggested creative activities such as gardening and artwork, and emphasised sensory features including textures, water, and visual elements. Accessibility, year-round use, and careful management of the environment (e.g. avoiding insects that may cause anxiety) were also key points. Strong support was given for nature-based features such as bird</p>

boxes and growing spaces, with areas of space sectioned to represent feelings.

Feedback – Reader Panel Update

May has been a productive month for our Reader Panel. We have shared seven documents for review. The thoughtful, constructive, and insightful feedback we received has been invaluable.



Their feedback doesn't just improve documents—it helps shape how our services communicate, ensuring everything we produce is grounded in real experiences and truly meets the needs of the people we support.

Below is a summary of the documents reviewed this month:

- **PIFU Falls and Community Leaflet**
- **Fitness to drive leaflet**
- **Waiting room principles poster**
- **Podiatry leaflets: Verruca's/corns/footwear and Insoles**

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

We would also like to share some wonderful feedback from a member of the reader panel:

"...Being part of this process and seeing real changes come from honest feedback is something I don't take for granted. It gives me so much hope that the people behind the scenes care as deeply as us patients do despite the intense struggles, I've been through to get here.

I'm really proud of what the panel and the working group are achieving together and I want you to know that your role in all of this matters so much. The way you communicate with us, the way you encourage without pressure and the way you genuinely listen makes it so much easier to be open and honest. That's not something every patient gets to experience and I'm truly grateful for it"

Triangle of Care – received a star 2 status!

We are delighted to share with you the news story published on our Trust Website and social media pages, updating on LPT's Triangle of Care to star 2 status! To read more, please click on the following link:

<https://lptnhs.com/TOC-star-2>



Co-Production update

Lived Experience Partners continue to work across the Trust in all directorates with 15 active partners across all directorates, corporate and enabling services.

We also have a Lived Experience Network with over 300 members that get involved in various activities helping us to improve our services. This month we would like to show case co-production work that has taken place in partnership with Leicester University.

Co-designing the Future: Key Successes –Co-Production Working Group Shaping Student Nurse Education at the University of Leicester.

Staff from the University of Leicester, Leicestershire Partnership NHS Trust, and people with lived experience of using our services are working together to develop some exciting plans. 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.

Together we are creating 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. The group decided on three areas of focus:

1. Education. To ensure student nurses learn in a way that is truly person-centred by integrating lived experience into teaching, assessments, and key subject areas so that students develop the knowledge, compassion, and practical understanding needed for high-quality care.

Education Update.

- a) Two lived experience members were part of the Nursing and Midwifery Council Programme Review (NMC) and Programme Approval joint panel to provide a lived experience perspective on the modifications in the new nursing curriculum.
- b) The group will look at the new teaching curriculum for 2026 and they will work together to see where lived experience fits within each module. Michelle will provide an overview of the courses in the new curriculum (focusing on the leadership modules as these will be some of the first modules). This overview will provide the module title, learning outcomes, and the indicative content for the module (this means the suggestions for what is covered). This will allow the group to see where their skills are best aligned.
- c) The group are looking at reading materials; resources and links which we can review and then ask lecturers to add to all module materials via Blackboard (the online learning platform).

2. Mentorship and leadership. To strengthen students' leadership development by creating opportunities for people with lived experience to share their stories, help shape students' confidence and values, and guide the development of the new Experience Advisor role as a model for collaborative, values-driven leadership.

Mentorship and Leadership Update.

- a) Leadership is embedded into the curriculum in all years. We are focusing on the alignment and importance of Lived Experience. Leadership modules will feature an Experience Advisor role. Lecturers leading these modules will be presented what the expectations are and look at how they can integrate the Experience Advisor into their module, identifying what that should look like and what expectations are. Michelle will meet with lecturers to discuss this over the coming weeks.



3. Recruitment. To embed lived experience throughout the student recruitment journey—showing prospective students from their very first interaction that partnership with people who use services is central to nursing practice and ensuring recruitment processes reflect the values and voices of the communities we serve.

Recruitment Update.

- a) Group have created values-based recruitment questions aligning to top 5 themes from LPT concern and complaints. The group have plans to look at the top compliment themes and finalise recruitment questions.

- b) Lived experience members have been attending and participating in the offer holder days. OHDs are where students who have accepted a place on the course, attend to get further insight into the course, teaching, support and facilities. Involvement is an opportunity for our lived experience partners to speak to students about the unique involvement of people with lived experience in the nursing programme; socialise the concept so that we can work towards working with people with lived experience as a normal part of learning about and providing care.

Amazing work – thank you to all of you involved in this important work – shaping tomorrows workforce.

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

