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Leicestershire Partnership
NHS Trust

PCREF Year in Review 2025/26

Patient and Carer Race Equality Framework

Alison Kirk, Head of Participation Coproduction and Patient and Carer Experience

Our group strategy

- T Technology
- H Healthy Communities
- R Responsive
- I Including everyone
- V Valuing our people
- E Efficient and effective

This Year's Top Good News Stories

Making a difference, together

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Live Well Programme

Work with the Bangladeshi community has progressed significantly, supported by strong collaboration, culturally aligned engagement, and the involvement of respected community leaders, this work aligns to core Live Well values and PCREF priorities. Key Achievements:

- 4 workshops delivered to Imams, Healthwatch, NHS Staff and learned women, building early trust and enthusiasm for wider community involvement.
- Development of Ashar Alo, a culturally tailored guide to support future community insight workshop delivery.
- Workshop has been expanded to include short mental health awareness sessions
- Co facilitators identified from the Bangladeshi community in Leicester to support the delivery of insight workshops during April 2026 respected community members who strengthen the approach and its credibility.
- Partnership now includes: Equality Action, Healthwatch, GSC Friendship Group, LPT, Jamila's Legacy, Dara Salaam Masjid, and the Bangladeshi Action Resource Centre.

Live Well Programme

The CYP strand of work is developing well across rural Leicestershire, where young people face unique challenges around transport, spaces, belonging, and access to support. The emerging work reflects Live Well values possibility thinking, co production and relational trust and aligns closely with PCREF addressing structural barriers.
A key milestone was a workshop with 54 primary school children (9–11 years) exploring Your Town, Your Voice, delivered with Coalville CAN. This created a safe, creative space for children to share what helps them feel hopeful and what gets in the way of belonging. Working in partnership with local groups such as Regul8, Go-Getta, Coalville CAN, Loughborough college, Leicestershire county council and others we are ensuring we are connected with organisations who have long standing trust with local young people. These organisations work closely with children facing adversity, exclusion, or limited opportunity, ensuring the work is rooted in local need and trusted spaces

Culture of Care Programme

Welford Ward – an inpatient – eating disorders ward, developed several change ideas through the programme. Here are two of them:

- Redeveloping the garden to support trauma-informed and autism-informed care principles.
- Increasing access to meaningful activities, aligned to the Therapeutic Care Standard.

Patients asked for

- Bright murals on the walls
- Moveable, less clinical furniture
- A comfortable place to meet friends, family and carers
- A calm space to relax and connect with different senses

Patients also said that they wanted more to do on the ward, so we asked for suggestions and held a vote. We now additional activities such as movie nights and cultural celebration events. We have also:
Removed blanket restrictions, including the requirement to eat only in the dining room
Created a sensory room
Added sensory adaptations, such as ear defenders
All of this supports more personalised, needs-based care.

Coproduction and engagement with Black and African Caribbean Communities

The African Heritage Alliance delivered a summer of Appreciative Inquiry Workshops into "What does it look and feel like when Black people are truly safe, respected, and thriving in mental health services?"

Engaging with Black communities across Leicester who have or don't have lived experience of mental health; Sessions – Young People, Faith Groups, Long term health conditions, all genders and sexualities and Care Leavers .

The resulting Manifesto for Black Safety, Healing and Belonging in Mental Health. The Manifesto sets out the collective vision from those who took part in the workshops:

- Holistic – seeing the whole person and their world.
- Culturally relevant – reflecting lived experience and heritage.
- Informative – empowering people with knowledge and agency.
- Therapeutic – offering consistent, compassionate, culturally sensitive care.

Health Inequalities Programme 25/26 - DMH

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Improving Access, Experience & Outcomes across DMH

Discussions with key stakeholders within Service's HI programme meetings have identified multiple opportunities to improve access across our services, actions highlighted below outline some of the steps that are being progressed or have been completed across DMH in trying to achieve this.

DMH

- Reviewing relevant e-learning and training opportunities for staff in relation to CORE20PLUS5
- Plans to utilise DMH directorate newsletter to distribute and share messages including spotlight on Health Inequalities/Thinking AHEAD

Under our THRIVE strategic pillars Healthy Communities has a specific objective to identify and tackle health inequalities; and within the other five pillars health inequalities is a running theme.

Access Inclusion Healthcare – City East CMHT

- **Approached** by Inclusion Healthcare group who had concerns regarding **DNAs/Cancellations** for their population.
- Reviewed data for the **specified ODS codes** to identify which services had higher rates – identified CMHT and CAP/Crisis/Liaison
- Organised **focus group** in September with Inclusion patients & CMHT City East focus on barriers to access and potential solutions
- Themed and reviewed feedback with CMHT City East and Inclusion colleagues – agreed a focus on identifying patients, improving understanding **'patient preferences'**, potential MDT with Inclusion

Access CMHT Outpatients

- Met with **UHL Bookings Team** on IMD1 DNA approach
- Identified CMHT Outpatients with **higher DNA rates than Trust average** using Thinking AHEAD
- Identified **patients living in IMD1 postcodes** with appts in next 6 months
- Working on **capacity & demand** to understand resource required to **contact IMD1 patients** before appt
- Plan to work with admin team utilising **UHL best practice script**

Access / Experience – Understanding barriers to psychological therapies for people from racialised communities

- Reviewed **referrals to psychological offers** based on ethnicity
- Identified **lack of referrals** from primary care
- Engaged and **contracted with x3 representative VCSE's** to engage communities (Jamilla's Legacy, African Heritage Alliance, Outspoken)
- Recruitment and participant consent completed
- **Focus groups** taking place between September to November 2025

Experience Mental Health within Black community

- Brought together **multi-agency group** including Local Authority AMPHs, LPT inpatient, LPT MHA Office, VCS (African Heritage Alliance)
- Completed **literature search** to source evidence linked to the themes generated by the group.
- Drafted **Health Equity Audit Tool (HEAT)** as a planning and evaluation tool for the project.
- Recruited **Lived Experience Partner** via African Heritage Alliance who will support the project for 12-months
- Identified Comic Relief funding stream to support with improving access to increase **culturally relevant advocacy.**
- **Data collection & data accuracy** identified as key area (link to PCREF)

Outcomes Increasing uptake of breast cancer screening for SMI patients

- Partnership project with Public Health, LPT, Cancer Screening service underpinned by **Health Equity Audit Tool**
- Increasing **information sharing** between cancer screening with MHFs to identify eligible individuals.
- **Training** with MHFs and Cancer Screening team to better understand SMI and cancer screening
- Opening up **Easy Access Screening Clinics** to the SMI cohort to provide a more tailored environment and support
- **Offering more information** about screening to eligible patients utilising breast care aware resources and materials

Link to Strategic Theme: Technology √ | Healthy Communities √ |Responsive √ |Including Everyone √ |Valuing our People √ |Efficient & Effective √

Working with our Bangladeshi community to develop our Ashar Alo

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PCREF Priorities for 26/27

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Transformation priorities defined as a key area of focus in the delivery of Trust Priorities e.g. Group Strategy (THRIVE), LPT's operational and 5-year integrated delivery plan and the NHS Oversight Framework (NOF) will make the biggest positive impact on our patient and carer population and staff.

Proposed PCREF Priority Forward View Insights

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Raising awareness of PCREF amongst DMH workforce

We will focus on ensuring the DMH workforce understands the intentions and expectations of PCREF and how they can contribute within their role. We will also be encouraging and providing guidance for teams to have more conversations about culture and identity, empowering teams to learn from and support each other.

Thinking AHEAD app
Accessing Health Equity and Access Data

Improving recording of ethnicity for patients

We will focus on improving recording ethnicity as part of demographic data collection to reduce 'unknown or unmapped' information within data sets. This will be critical for better understanding the patient population and planning future service developments. We will also continue to increase number of registered 'Thinking AHEAD' users.

African Heritage Alliance

Jamila's Legacy CIC
Mental Health
Awareness | Resilience | Training

Increasing partnership work with community organisations

We will continue to build partnerships with local organisations to coproduce approaches to improve the mental health access, experience and outcomes in the community. This will include continuing with work on understanding barriers to psychological support in diverse communities and working with the African heritage community to improve earlier access to mental health support.

Continued Delivery of the Live Well Programme

We will focus on phase two of the programme:

- Collaborative planning – bringing together communities and services to co-develop plans
- Develop peer ambassadors to improve relations, communications and awareness in community groups and statutory services
- Evaluation of approach and impact

Increase staff cultural awareness

We will focus on:

- increasing the number of staff across the Trust who undertake Race Equality and cultural Intelligence Learning training.
- Delivery of Cohort 7 of our Reverse Mentoring Programme.