

Patient Experience & Involvement Newsletter

Monday 3rd August 2026

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

Welcome to our August 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 15th September 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.

Would you like to join a group to assess quality standards and identify areas for improvement within Leicestershire Partnership NHS Trust (LPT) inpatient settings?

We are looking for patient and carer assessors to support us with PLACE (Patient Led Assessments in the Care Environment)



You will support the PLACE team in their capacity as an expert with lived experience, this is a collaborative process, and the PLACE team will include both staff and service user/carers representatives.

You will visit different LPT sites across Leicester, Leicestershire and Rutland, for example going into hospitals to assess how the environment supports the provision of clinical care, assessing such things such as the environment, quality of food, condition of buildings etc. Assessments take place over a 6 week period September/October. Training will be provided and will take place in the afternoon of **Wednesday 19th August**, at Loughborough Hospital.

Venues include:

- Bradgate Mental Health Unit, Glenfield
- Bennion Centre, Beacon Unit, Glenfield
- Herschel Prins, Glenfield
- Agnes Unit, Glenfield
- Loughborough Hospital
- Coalville Hospital
- St Lukes Hospital, Market Harborough
- Stewart House, Mill Lodge, Leicester
- Melton Hospital
- The Evington Centre, Leicester
- The Willows, Leicester
- Rutland Memorial Hospital
- Hinckley and Bosworth Community Hospital

PLACE ASSESSMENTS

Patient-Led Assessment of the Care Environment

WHAT THEY CHECK

 Cleanliness Is the hospital clean?	 Privacy and Dignity Do patients feel safe, respected, and able to have privacy?
 Food and Drink Is the food tasty and are patients getting enough to drink?	 Dementia-Friendly Is the hospital easy to use for people with dementia?
 Building Condition Is the place well looked after, tidy, and in good repair?	 Disability Access Can people with disabilities move around easily and get what they need?

For more information and to express your interest, please click on the following link <https://shorturl.at/yvfHv> which contains a more detailed outline of the role and an expression of interest form. **Please note the expression of interest deadline has been extended to Monday 10th August.**

If you have any further queries or would like a paper version of the expression of interest form, please contact the Patient Experience and Involvement Team via email:

LPT.Patient.Experience@nhs.net or call: **0116 2950181**

Would you like to become an Improvement Partner and help to make services better?

The Director of Nursing Fellowship at LPT are now launching their year 6 Cohort for 2026/7. We are looking for Network Members who would like to work in partnership with fellows (Nursing and Allied Health Professional staff) on their individual quality improvement projects.



Below is a summary of the different projects on offer for the 2026/7 cohort:

- Improving the measurement and demonstration of community therapy outcomes through the implementation of a validated functional outcome measure across therapy services.
- Improving care and reducing incidents on female inpatient mental health wards by implementing neurodiversity-informed and trauma-informed approaches for women with autism and ADHD.
- Improving the safety and management of high-risk medications through standardised verification processes, clearer prescribing practices and enhanced staff confidence in identifying and escalating concerns.
- Improving the consistency and quality of suicide and self-harm risk assessment and safety planning within mental health services using a quality improvement approach.
- Improving the training, development and support available to Allied Health Professional practice educators through evaluation of current provision and the development of a structured educator development programme.
- Improving access to education and nursery settings for enterally fed children and young people by developing guidance and support for families and education providers.
- Developing a sustainable and future-ready Children's Community Nursing workforce through enhanced leadership development, clinical capability mapping and career progression pathways.
- Improving the quality and consistency of patient handovers between shifts through standardised communication processes to enhance continuity of care and patient safety.

If any of these opportunities are of interest to you, please do make contact with us:
lpt.patient.experience@nhs.net More details will follow in due course.



Would you like to be involved in increasing awareness of disabilities for NHS Staff?

LPT's staff disability network wants to increase knowledge of what it's like to have different disabilities. We are looking for people with lived experience of disability or long-term health conditions to help improve understanding and awareness among NHS staff.



We are particularly interested in hearing from people with a wide range of experiences, including physical disabilities, hidden disabilities and long-term health conditions, as well as mental health conditions such as depression, anxiety or OCD. The aim is to help staff better understand the realities, challenges and strengths that come with living with a disability or health condition.

We are seeking individuals who would be willing to share their story by providing a written or recorded patient story that can be shared with staff. The content is entirely led by you, and you can choose what aspects of your experience you feel comfortable discussing and include things you think NHS staff should know.

By sharing lived experience, you can help challenge misconceptions and support a more inclusive NHS for both staff and patients.

If you are interested in finding out more, please email: LPT.patient.experience@nhs.net to express your interest.

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.

Would you like to get involved in improving our Trust Website?

Our Communications team are planning to make a series of improvements to the LPT website during 2026.

The team want to ensure any changes they make provide a better experience for those who visit our website.



They would particularly like to seek views on:

- What you use our website for – and what you want to use the website for in the future
- What you don't like about the current website – as well as what currently works well
- Feedback on improvements
- Any other thoughts on how to make the site better.

The team are seeking support from those who would be willing to be a part of a focus group or alternatively give your views via an online form, to help them understand how they can make improvements to help those who use our website to find the information they need.

The focus group would be an interactive session, held virtually:

Date: Wednesday 19th August 2026

Time: 2pm to 4pm (via MS Teams)

The session will involve the team sharing some examples and mock-ups of how the website could look in the future and having a facilitated discussion to gain your feedback.

They would also like to offer the opportunity for network member to provide contact details to have a follow up showcase of what they will take forward and also carry out some user testing exercises if you wish. This will involve network members being given a simple task to do on the website and feeding back on how you have found completing it (this subsequent session should take no longer than 10-20 minutes).

If this is of interest to you, please do make contact with us: lpt.patient.experience@nhs.net so we can share the link to join the session or use the online form if you cannot make the virtual session.



Would you like to help to develop a Dementia communication support leaflet?

Our Speech and Language Therapy team are looking for network members who have lived experience of caring for someone with Dementia to help them develop a leaflet to support how we share information with patients/carers and staff. This leaflet once complete will be widely distributed to include care homes and GP surgeries.



An overview of the opportunity is as follows:

1. Develop a new leaflet on how Speech and Language Therapy can support people with dementia regarding communication to share with patients, carers and staff.
2. To review the “10 top tips to help communication” leaflet – these are evidence based ‘tips’ to support anyone with a dementia diagnosis to communicate. This is used at the Evington Centre Wards, but the team would like to make it more generic and less specific so the team can provide it when doing a swallow assessment with someone with dementia.

If you are interested in this opportunity, please email: LPT.patient.experience@nhs.net to express your interest.

Expression of interest: Help shape new autism feedback resources

Are you autistic? or have experience as a family member, carer or friend of someone with autism? We would love to hear from you.

A new feedback form and accompanying booklet have been developed for **Leicestershire Partnership NHS Trust (LPT)** to make it easier for autistic people, families and carers to:

- Share feedback about services
- Raise concerns
- Make complaints
- Feel heard and supported throughout the process



We are looking for people to review these resources and tell us whether they are clear, accessible and genuinely meet the needs of autistic people and those who support them.

Ruth, who is leading on the project and works in complaints says: “I’ve produced a feedback form and booklet for LPT, designed to make it easier for autistic people, families and carers to share feedback, raise concerns or make complaints, and to help services listen and respond in the right way.

I’d really value input from our Lived Experience Partners and Experts by Experience to check if these resources are easy to use and truly meet people’s needs. This work is important to me personally as a mum of an autistic son who is supported by multiple services. I’ve also completed Autism Awareness training and feel strongly that autistic people should have a clear voice in the services they use.”

If this is of interest please contact 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.

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. Autumn prospectus coming soon!!

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

<https://www.leicspart.nhs.uk/wp-content/uploads/2026/07/July-Newsletter-2.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



How do you really feel about being active?

Love it?

Find it challenging?

Or are you somewhere in between?

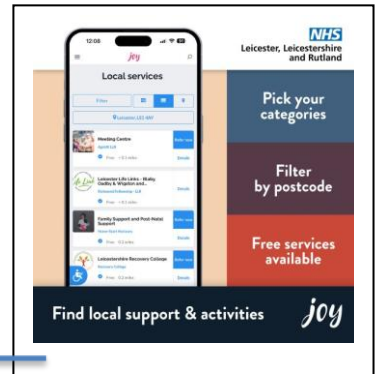
Take this 10-minute survey and you could win a gift card to spend with 500+ brands!

Get started today: www.active-together.org/pasurvey

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>

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 McConnochie, 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>

A poster 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), 'Urgent' (orange), and 'Emergency' (red). Each section provides contact information for mental health support. Logos for 'Better Mental Health', 'CALL 111', 'vita health group', and 'NHS' are at the bottom.

A poster with the text 'Need urgent mental health support now?' and 'Call NHS 111 Select mental health option'. It features a hand holding a smartphone. At the bottom, it says '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'. The NHS logo is in the top right corner.



Hello Help Hub

The Hello Help Hub is a **multi-agency drop-in service** that runs every Wednesday 2 – 5pm at Fearon Hall, Rectory Road, Loughborough.

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.



Leicestershire Partnership NHS Trust (LPT), their **Carers Pack** is a comprehensive guide containing details on local mental health services, support groups, and the Carers Passport scheme

<https://www.leicspart.nhs.uk/wp-content/uploads/2026/04/Carers-Pack-V4-MARCH-2026-DIGITAL.pdf>



Family, Friends and Carers

Do you have a loved one currently admitted to the Bradgate Unit? You are warmly invited to join our monthly Family, Friends and Carers session at the Bradgate Unit Involvement Centre.

We understand that having someone close to you in hospital can feel challenging and emotional. This group aims to offer a safe, supportive space where you can:

- Share your experiences and feel heard
- Connect with others in similar situations
- Ask questions and speak with professionals
- Learn more about the care provided at Bradgate Unit
- Take time to recognise and support your own needs



Where and when:

Bradgate Unit, Involvement Centre
Last Wednesday of every month
4:00pm – 6:00pm



Email:

LPTBradgateUnitCarersGroup@nhs.net



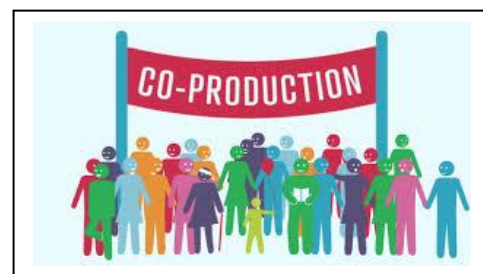
Youth Advisory Board (YAB) Update

Please see below updates from the YAB for July 2026. YAB members continue to participate in engagement events during the half term break;

Guest Name(s)	Reason for attending YAB	The YAB said or advised that:	What Guest said they will do and next steps
Name of Guest: Leighan Johnson Position: CAMHS Digital Team LPT Date: 07.07.2026	To gather feedback on a draft animation script for the BRIDGE 3 Project, aimed at supporting young people waiting for services.	Members felt the script clearly explained the video's purpose and was easy to understand. They recommended adding contact details for alternative format requests and revising some language to make it more accessible for young people.	Leighan will update the script based on feedback and continue engaging with YAB as the project progresses.
Name of Guest: Shana Position: Peer Support Worker – Lived Experience (CAMHS) LPT Date: 07.07.2026	To seek feedback on a Peer Support promotional poster and Peer Support Agreement.	Members suggested including clearer information about the Peer Support Worker role, how support is provided, and what young people can expect. They also advised that the agreement should be informal, accessible, and clearly outline boundaries and available support.	Shana will revise the documents using YAB feedback and return on 28 July 2026 with updated versions for further review.
Name of Guest: Neely Position: Psychiatrist LPT Date: 28.07.2026	To review survey questions exploring young people's experiences of AI and social media.	Members reviewed the draft survey, providing suggestions to improve clarity, relevance, and accessibility. Concerns were also raised about the survey's length.	Neely will refine the survey based on feedback, particularly around its length, and invite YAB members to complete the final version. Findings will be shared with YAB at a future meeting.

Working together to improve services:

Co-production means people who use services, carers, families, communities and professionals working together as equal partners to help design, develop and improve services. By combining lived experience with professional knowledge, we can make sure services better meet the needs of the people who use them.



For August's newsletter we would like to share coproduction work taking place in adult mental health services with one of the Lived Experience Partners. This is the work of DIALOG +, this is a therapeutic mental health approach that combines an 11-question satisfaction scale with a 4-step problem solving

conversation to co-produce personal care plans. You can find details of the project and the storyboard below:

Aims - To ensure lived experience is embedded in the roll out of the new care planning approach.

Rationale - It was decided that a new care planning approach is to be used across the Trust. The approach needs to incorporate lived experience to ensure patient-centred quality care.

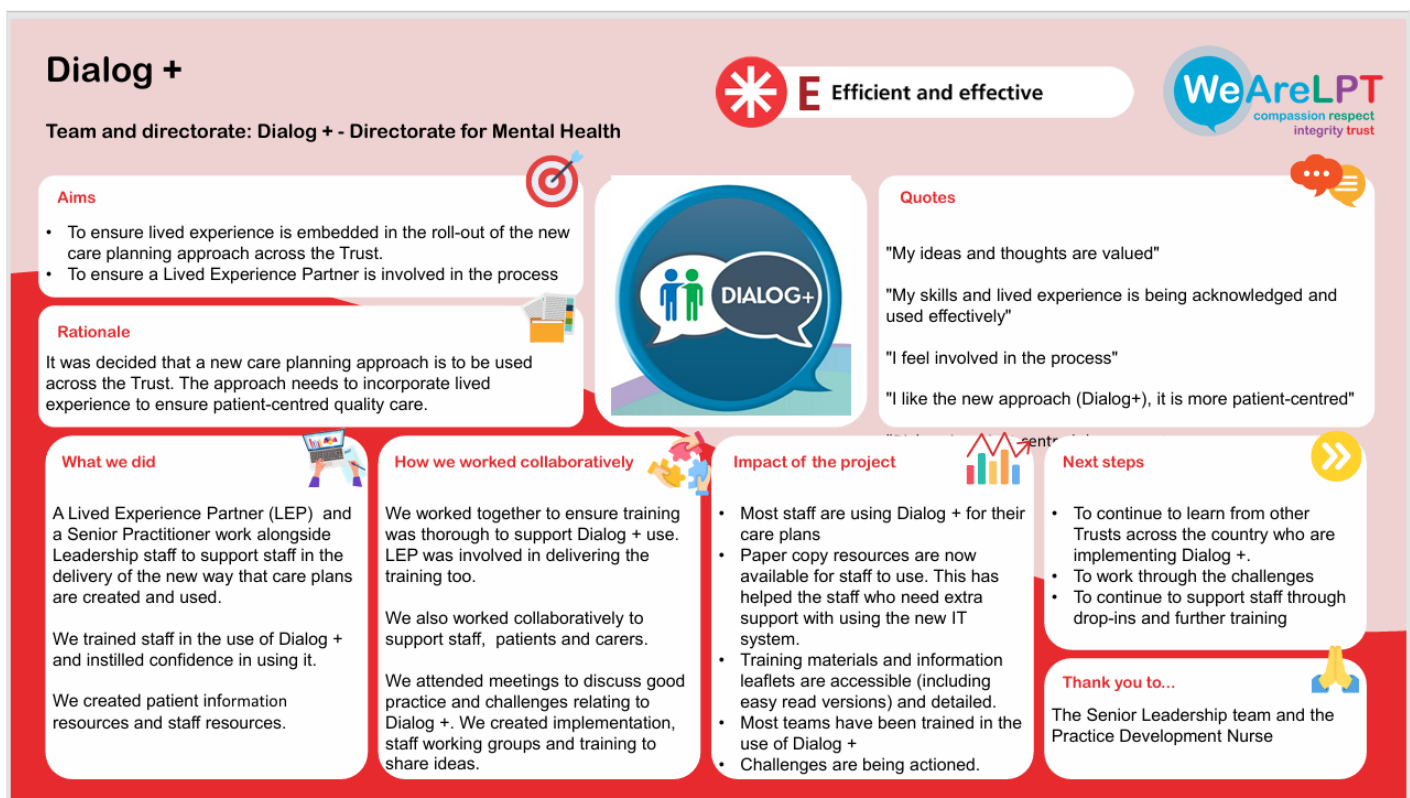
What we did - A Lived Experience Partner (LEP) and a Senior Practitioner work alongside Leadership staff to support staff in the delivery of the new way that care plans are created and used. We trained staff in the use of Dialog + and instilled confidence in using it. We created patient information resources and staff resources.

How we worked collaboratively - We worked together to ensure training was thorough to support Dialog + use. LEP was involved in delivering the training too. We also worked collaboratively to support staff, patients and carers. We attended various meetings to discuss good practice and challenges relating to Dialog +. We cocreated implementation, staff working groups and training to share ideas

Impact of the project - Most staff are using Dialog + for their care plans. Paper copy resources are now available for staff to use; this has helped the staff who need extra support with using the new IT system. Training materials and information leaflets are accessible (including easy read versions) and detailed. Most teams have been trained in the use of Dialog +. Challenges are being actioned

Next steps - To continue to learn from other Trusts across the country who are implementing Dialog +. To work through the challenges, and to continue to support staff through drop-ins and further training

Quote from the Lived Experience Partner - *"my ideas and thoughts are valued, my skills and lived experience is being acknowledged and used effectively and I feel involved in the process. I like the new approach (DIALOG+), it is more person centred. Thank you to the Senior Leadership team and the Practice Development Nurse"*.



Peer Support: Making a Difference

We are delighted to share some feedback given to peer support worker Scott Linstead following the successful completion of a two-year support journey with a service user. The feedback highlights the life-changing impact that compassionate, person-centred support can have on someone's wellbeing and recovery journey.



The service user shared:

"Hello mate. Thank you so much for all the time you have given me over the last few years. Genuinely you've given me the confidence and skills to really change the way I think about things. Before getting paired with you my life was genuinely a daily struggle. I was in such a dark place and my anxiety levels were through the roof. I used to sit and wonder if I'd ever live a normal life a lot of the time actually. Too anxious to leave the house a lot of the time and whey to down/depressed to have any form of hope for the future. You genuinely changed all that and I am forever grateful to you. I could write on all day about how you've helped and how much I appreciate you. I will genuinely miss you and I really hope our paths cross again for kinder reasons. You're a genuinely great person and you have made a genuine difference to my life. Please take that as well because I know sometimes you don't believe it. The UKs mental health system needs more of you. Someone you can be genuinely open with in times when it is impossible."

"Having this sort of feedback reminds me why my role is so important and what I am doing is life changing." - **Scott Linstead**

Thank you to all our colleagues who continue to make such a valuable impact on the people we support. ❤️

Feedback – Reader Panel Update

July was another productive month for our Reader Panel, with members reviewing a number of documents and providing valuable feedback. Their thoughtful comments and suggestions help ensure our communications are clear, accessible, and shaped by the experiences of the people who use our services.



Here are examples of some of the leaflets that they have reviewed.

- Falls prevention exercise
- Athletes foot and fungal nail
- Coping with anxiety
- Mindfulness & relaxation
- Grounding techniques
- lymphoedema leaflets

We would also like to congratulate our Reader Panel, who were nominated for an **LPT Celebrating Excellence Award**. Although they were not shortlisted, their nomination is a fantastic recognition of the important contribution they make and the impact of their work across the Trust.

Thank you to all our Reader Panel members for your continued support, commitment, and insightful feedback.



The countdown is on for LPT's annual awards!

Huge congratulations to all teams and individuals who have been nominated. We are all so incredibly proud of you. The Trust was overwhelmed with a high standard of nominations, which made it a difficult job for the judging panel.

We are very pleased to announce that some of our very own Involvement Network members have been shortlisted and wanted to give them a special shout out – see below:

Volunteer of the Year Award - awarded to an individual or team of volunteers who volunteer for LPT and have made an outstanding contribution to helping LPT go above and beyond.

- **Alix Glazier** – for her work as a Lived Experience Partner and service improvements in adult learning disability services.

Valuing Equality, Diversity and Inclusion Award - this award recognises those who demonstrate an outstanding commitment to valuing and promoting equality, diversity and inclusion for service users and/or staff.

Mark Farmer and Raj Gill Harrison - for their work with the Spectrum community.

Excellence in Patient or Service User Involvement Award - this award recognises teams, patient and staff collaborations or projects that have used innovative or outstanding practice to involve patients, service users or carers in continuously improving their services.

- **Education coproduction working group** - collaborative working with LPT, Leicester University and those with lived experience.
- **Raj Gill Harrison**

Valuing our People – Champion of the Year Award - this new award for 2026 recognises individuals who have gone above and beyond their usual roles to continuously commit to improving staff experience and culture at LPT; helping us to become a great place to work and deliver care.

- **Azar Richardson** - for his contributions to Quality Improvement across the organisation.

We wish them all the best of luck!

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