I – Including everyone

Leicestershire Partnership NHS Trust

Patient Experience & Involvement Newsletter

Monday 7th September 2026

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

Welcome to our September 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

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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 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.





Come to Leicestershire Partnerships NHS Trust's Annual General Meeting (AGM)

Our AGM is open to our staff, our volunteers, our members and the wider public, and is an opportunity to hear about our Trust's highlights and achievements from over the last year.
On Tuesday, 8 September we will present our 2025/26 annual report and outline our progress against our vision – building compassionate care and wellbeing for all – and our journey to Thrive together.
A full schedule will be released nearer to the event. Attendees will have the chance to ask questions to our chief executive, chair, and other members of the Trust Board.

We will also share how our registered charity Raising Health has helped us to continue to go above and beyond for our patients, service users and colleagues.

You can watch virtually on Microsoft Teams using this link (no registration or account required): https://lptnhs.com/LPT-AGM-2026

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 23rd September 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?



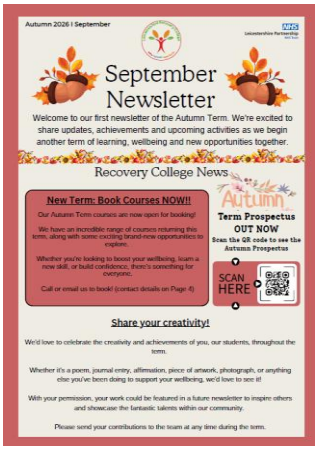
Our Speech and Language Therapy team are looking for network members who have lived experience of caring for someone with Dementia to help them develop a leaflet to support how we share information with patients/carers and staff. This leaflet once complete will be widely distributed to include care homes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

Activities


Autumn 2026 | September

September Newsletter

Welcome to our first newsletter of the Autumn Term. We're excited to share updates, achievements and upcoming activities as we begin another term of learning, wellbeing and new opportunities together.

Recovery College News

New Term: Book Courses NOW!!

Our Autumn Term courses are now open for booking!

We have an incredible range of courses returning this term, along with some exciting brand-new opportunities to explore.

Whether you're looking to boost your wellbeing, learn a new skill, or build confidence, there's something for everyone.

Call or email us to book! (contact details on Page 4)

Autumn

Term Prospectus OUT NOW

Scan the QR code to see the Autumn Prospectus

SCAN HERE

Share your creativity!

We'd love to celebrate the creativity and achievements of you, our students, throughout the term.

Whether it's a poem, journal entry, affirmation, piece of artwork, photograph, or anything else you've been doing to support your wellbeing, we'd love to see it!

With your permission, your work could be featured in a future newsletter to inspire others and showcase the fantastic talents within our community.

Please send your contributions to the team at any time during the term.

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 Autumn Term 2026 prospectus is out now!
https://www.leicspart.nhs.uk/wp-content/uploads/2019/02/Leicestershire-Recovery-College-Autumn-2026-Prospectus-1.pdf

During the term we have 31 courses on a wide range of topics that have spaces available for you to book on and attend, these courses include:

- **Dealing with Worries**
- **Understanding Motivation and Positivity**
- **and Self-Compassion (Brand New Course!)**

Our September newsletter. Please click on the link for the full version

https://www.leicspart.nhs.uk/wp-content/uploads/2026/09/September-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

NHS
Leicester, Leicestershire and Rutland

Leicester, Leicestershire and Rutland have produced a took 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 MeConnochie, 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, 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

TRIANGLE OF CARE
MEMBER ★★



Your Voices, Feedback and Updates!

Youth Advisory Board (YAB) Update

Please see below updates from the YAB for August 2026.

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: Shana Ryan **Position:** Peer support worker – Beacon **Organisation:** CAMHS LPT **Date:** 04.08.2026	Shana joined the YAB following on from attending in July to discuss ideas for the development of a peer support worker poster and a contract of working together with YP. Shana presented her work	YP liked how the posters had been designed and thought out, using dyslexia friendly colours and fonts, they group gave ideas on wording, understanding and changing parts to ensure they were easy to understand and clear.	**What Guest said they will do:** Shana will continue to work on the designs and wordings and return to YAB at the end of August for a final review. **Any next steps:** To return to YAB on 25th August with final versions.

	in the form of 2 posters/leaflets.		
Name of Guest: Sherri Johnson **Position:** School Nurse **Organisation:** School nursing service **Date:** 11.08.2026	Developing staff profiles for those working in the School nursing service to provide to young people prior to their first appointment.	YAB provided positive feedback on staff sharing likes to make it more personal. YAB suggested including safeguarding context/ confidentiality. YAB s hared preference of wording and suggested using child friendly visuals.	**What Guest said they will do:** Incorporate feedback and return with changes suggested from the YAB. **Any next steps:**Share finished posters with the YAB to evidence their contributions.
Name of Guest: Elissa Fisher **Position:** Occupational therapist **Organisation:** CAMHS LPT **Date:** 18.08.2026	To share feedback following a Serious Incident investigation, when young people attending CAMHS often feel they are repeating themselves. Elissa attended YAB for YAB's views and experience of this, and any suggestions or improvement around this.	YAB all shared agreement in the feedback received from the investigation, and multiple YAB members shared their experience of initial sessions feeling repetitive. YAB members shared ideas for a 'top tips for first session' guide co-designed with the YAB and young people including what to not do/ things to avoid in an initial session, and additionally 'all about me' profiles including likes/ dislikes/ triggers/ things to know to be completed collaboratively during the initial session with clinician and young person together. YAB would like to be involved in the co-design of these initiatives.	**What Guest said they will do:** Check with Leighan/digital team to see if existing documents are available for patient about me profiles. Confirm with FERG production of documents to get sign off. **Next steps:** Elissa to engage with the YAB after checking with Leighan for existing documents. Elissa to confirm go ahead of creation of these documents after FERG meeting, and to join a future YAB meeting to plan further the co-design of the documents.
Name of Guest: Shana Ryan **Position: Peer** Support Worker **Organisation:** Beacon CAMHS **Date:** 25.08.2026	Seeking YAB's involvement in co-producing a poster on co-production to be displayed at the Beacon. Shana also shared updated Peer Support Worker documents YAB previously gave feedback on.	Shared improvement ideas on Peer Support Worker documents, YAB members felt valued with Shana including YAB's previous suggestions. YAB were keen to be involved in coproducing a document around co-production and discussed first draft ideas for the PSWs to start with. YAB shared suggestions of creating a myths vs facts about coproduction, and also including some lived experience quotes of those who had been involved in co-production. YAB members offered to draw/ design things to	**What Guest said they will do:** Shana to update Peer Support Worker documents with changes discussed. Shana and Georgia to create first draft of co-production poster, and to return to YAB in a few weeks to continue process of co-design and co-production involvement. **Any next steps:** Shana to update Peer Support Worker documents with changes discussed. Shana and Georgia to

		add to this, and have agreed to share these in the next session.	create first draft of co-production poster, and to return to YAB in a few weeks to continue process of co-design and co-production involvement. YAB members to bring designs/drawing to next 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 September we would like to share the co-production work from a Lived Experience Partner with the Maternal and Perinatal Mental Health Services.

Aims – to improve the service user experience, to ensure the service reflects the patient voice, and to share ideas about service improvement.

Rationale – the services wanted to develop a co-production group that could help service access, delivery and quality to ensure service users were receiving more effective care and treatment during pregnancy and after birth.

What we did - A co-production group was created. Service users, carers and staff were invited to the group. The co-production group is now made up of a range of service, users, carers and staff. The co-production group provides a safe space to share experiences, thoughts and ideas on different topics such as accessibility and birth experiences and also gives the opportunity to review documents.

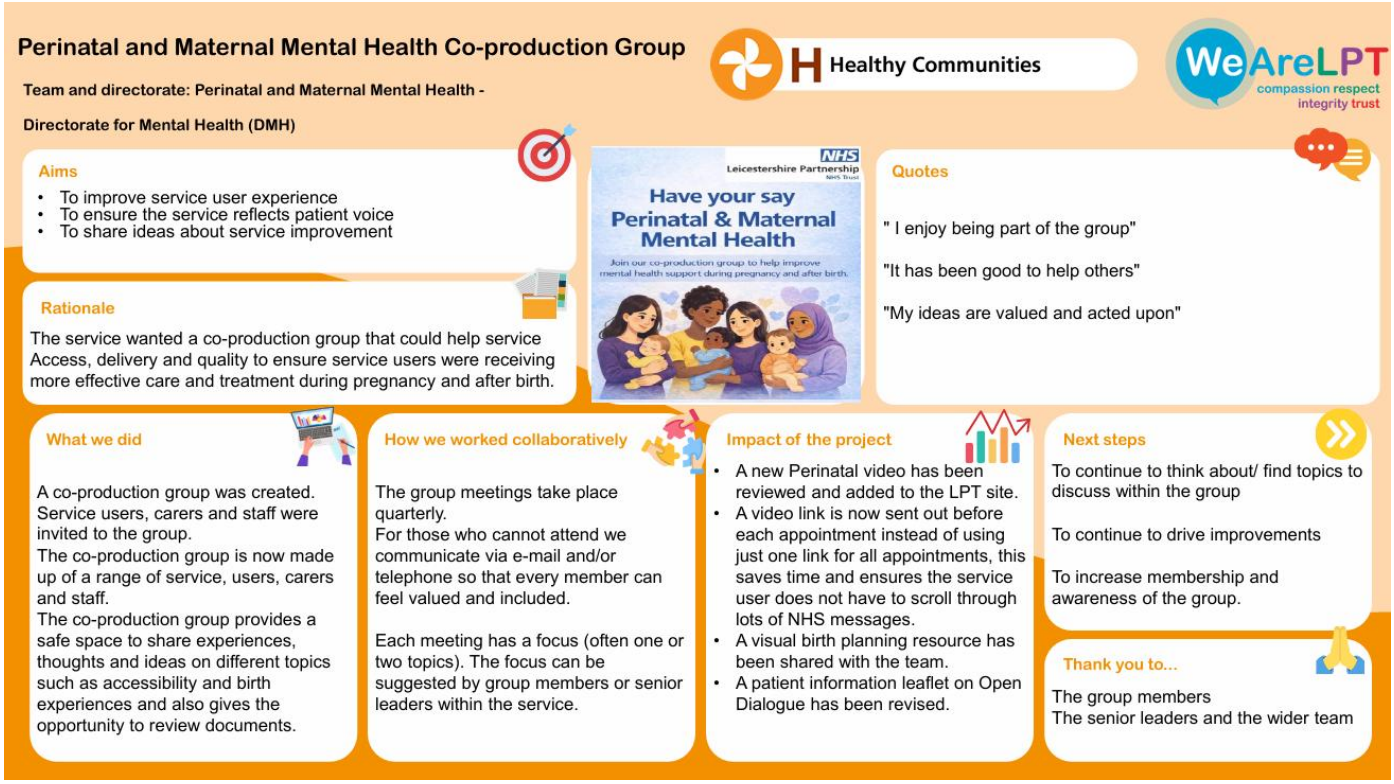
How we worked collaboratively - The group meetings take place quarterly. For those who cannot attend we communicate via e-mail and/or telephone so that every member can feel valued and included. Each meeting has a focus (often one or two topics). The focus can be suggested by group members or senior leaders within the service.

Impact of the project - A new Perinatal video has been reviewed and added to the LPT site. A video link is now sent out before each appointment instead of using just one link for all appointments, this saves time and ensures the service user does not have to scroll through lots of NHS messages. A visual birth planning resource has been shared with the team. A patient information leaflet on Open Dialogue has been revised

Next steps – to increase membership and awareness of the group, and to continue to drive improvements.

Quote from members of the co-production group – *"I enjoy being part of this group", "It has been good to help others", "My ideas are valued and acted upon".*

You can see the storyboard on the following page:



Could your lived experience help others?

Are you passionate about using your lived experience of mental health challenges, recovery, or caring responsibilities to make a positive difference?

We are offering an exciting opportunity to complete our Peer Support Training Programme, delivered in partnership with ImROC and aligned with the NHS England Competence Framework for Peer Support Workers in Mental Health.

The training will help you develop the skills, knowledge, and confidence needed to provide effective, recovery-focused peer support.

What's in it for you?

- ✓ Free peer support training
- ✓ Personal growth and development
- ✓ Opportunity to use your lived experience positively
- ✓ Meet and learn alongside others with similar experiences
- ✓ Potential progression into Peer Support Volunteer opportunities within LPT and partner organisations

Volunteer opportunities may be available across a range of services, including community mental health, wellbeing, carer support, patient experience, and voluntary sector organisations.

By becoming a Peer Support Volunteer, you can help inspire hope, promote recovery, and support people to feel more connected within their communities.

Ready to take the next step?

If this opportunity has sparked your interest, we'd love to hear from you.

Contact the Peer Support team at **lpt.psw@nhs.net** or visit our webpage for more information and to complete a short expression of interest form:

https://www.leicspart.nhs.uk/involving-you/peer-support/

Your experience matters. Your story could help someone else's recovery journey.

Feedback – Reader Panel Update



August 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.

- Lymphoedema leaflets
- Youth provision within the Liaison and Diversion
- PIER Letter templates
- Acceptance and chronic pain
- Pain and low mood
- Pain and anger
- Chronic pancreatitis

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

DON's and AHP Celebration Event – Cohort 5

Cohort 5 had their celebration event this month. Congratulations to all the Fellows as well as their Improvement Partners! Improvement Partners (IP) included in this cohort with an overview of their projects, as well as some photos from the event are as follows:

Azar – IP in understanding system literacy level and usability among nurses at Leicestershire Partnership NHS Trust and its effect on job performance, data security and information management.

Bernadette – IP in reducing inappropriate referrals to the Female Psychiatric Intensive Care Unit (PICU) by supporting acute staff.

Sherry – IP in assessing nutritional screening processes and malnutrition management care plans in care homes.

Rachel - IP in developing a training package to increase the knowledge and confidence of adult community SLT's in using the current evidence base to guide decision-making for the use of thickener.

Raj – IP in improving the Accuracy and Quality of Food and Fluid Chart Documentation in Mental Health Inpatient Wards for Older People.

David – IP in understanding Staff and Patient Perspectives on Suitable Footwear to support Foot Health

Lynn – IP in understanding a patient's perception of rehabilitation can improve their experience as an inpatient.

Mahomed – IP in mitigating Falls Risk for Learning Disabilities Community Patients through Evidence Based Assessment and Treatment.



If you would like to get involved in becoming an Improvement Partner for Cohort 6, please take a look at page 3 of this newsletter, where there are 8 project overviews on offer, and to express your interest!

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

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