I – Including everyone

NHS
Leicestershire Partnership
NHS Trust

Patient Experience & Involvement Newsletter

Monday 12th October 2026

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

Welcome to our October 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:

- Wednesday 4th November 10.30am – 11.30am

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.



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.



Leicestershire Partnership NHS
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Have your say Perinatal & Maternal Mental Health

Join our co-production group to share your thoughts and ideas about how services can improve.



Find out more at our meeting on:

Wednesday 25th November 2026

2:00pm – 3:00pm

Online (Microsoft Teams)

For more info: rochelle.roffe@nhs.net

We welcome parents, carers, and people with lived experience.



CAMHS BRIGHTENING THE FUTURE

NHS
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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 ME

Scan the QR code to visit https://bit.ly/TWWWQ2 to share your ideas.

Help us shape a new wellbeing clinic in Breathlessness Rehabilitation



Could you help us to design a new service?

The Breathlessness Rehabilitation team is developing a new Wellbeing Clinic to run alongside their rehabilitation programmes. The clinic is being designed to support patients who may need additional help and encouragement to complete their rehabilitation journey.
As this is a new wellbeing clinic we want to ensure the voices of patients, carers and their families are at the heart of its development and are developing a survey to send out. We would also like someone with lived experience, carer or family member to get further involved and to join the project group.
If this is of interest, please contact LPT.Patient.Experience@nhs.net

Would you like to learn more about co-production in LPT?

Would you like to help improve NHS services by sharing your experiences and ideas?

Join our **Introduction to Co-Production** session and discover how patients, carers, communities and staff can work together as equal partners to shape and improve services.
This interactive session will explore what co-production means in practice and how it differs from simply being consulted or asked for feedback. Through discussions and real-life examples, you'll learn how working together can lead to better services, stronger relationships, and improved experiences for everyone.
Whether you are new to co-production or have been involved before, this session will help you understand how your voice can make a difference and the support available to help you get involved.



Who is this session for? This session is open to:

- Patients
- Carers
- Family members
- Members of the public
- NHS staff

Everyone is welcome, and no previous experience or knowledge of co-production is required.

🗓️ **29 October 2026**
⏰ **10:00am to 12:00pm**
💻 **Online via Microsoft Teams**
To book your place or find out more, please contact: 📧 LPT.patient.experience@nhs.net

Your experience matters. Join us and help shape services that work better for everyone.

Activities

Leicestershire Recovery College

We are an NHS college offering a range of free recovery-focused educational courses and resources, for people who are accessing Leicestershire Partnership NHS Trust Mental Health Services, their family, carers, and Leicestershire Partnership NHS Trust staff.

Our 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

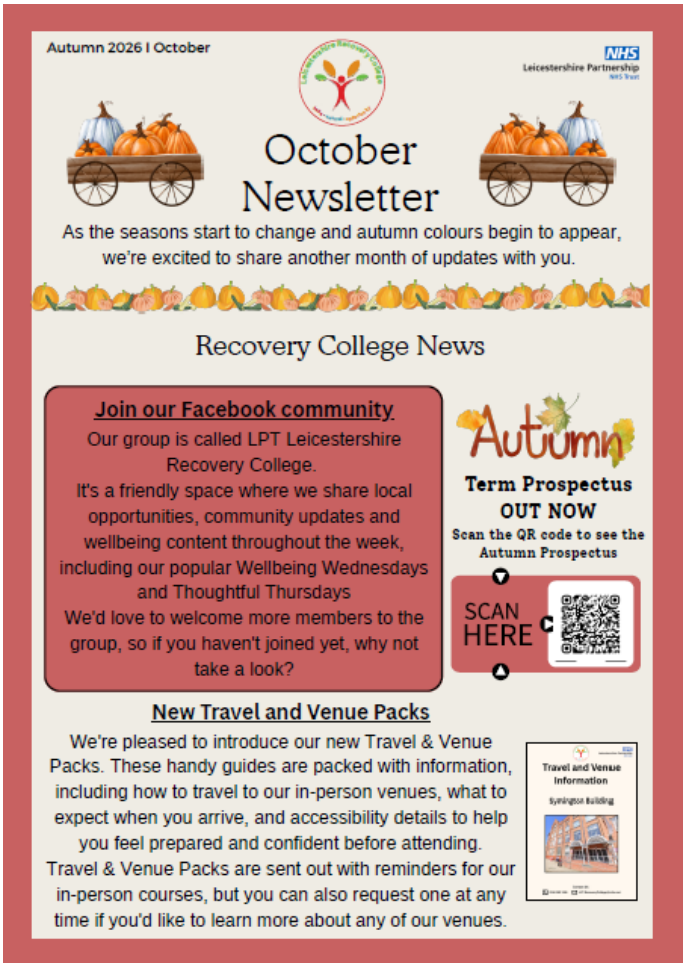
During the term we have 31 courses on a wide range of topics that have spaces available for you to book on and attend, these courses include:

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

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

https://www.leicspart.nhs.uk/wp-content/uploads/2026/10/October-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

Sehzad is a final-year MSci Adult & Mental Health Nursing with Leadership student at the University of Leicester, completing a systematic review exploring fathers' experiences of seeking mental-health support during the perinatal period, from pregnancy to 12 months after birth.

He is looking to involve a **father with lived experience of the perinatal period** who would be happy to give some Patient Participation input on the research question, wording and overall focus.

This would just be a short, informal discussion by teams, phone or email, with no expectation to share anything you are uncomfortable with.

Sehzad is also looking for someone with an interest in research who may be willing to help as a **second reviewer for study screening** in the systematic review screening process. This could involve

reviewing a small selection of potentially relevant studies against the review's inclusion and exclusion criteria. You will provide a lived experience perspective.

For the above, Sehzad would provide clear guidance beforehand, so no previous research experience is required.

If either of these opportunities are of interest, please make contact with Sehzad directly on sm1245@student.le.ac.uk

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) 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!

YAB
Youth Advisory Board
for young people, by young people

Youth Advisory Board (YAB) Update

Please see below updates from the YAB for September 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: Leighan Johnson **Position:** Digital Content Creator	Leighan attended a YAB meeting for young people's perspective on the current service	YAB shared feedback that a service directory isn't relevant to young people and they are unlikely to utilise the resource. They are more likely to access online one-to-one support (YAB members shared Kooth as an example)	**What Guest said they will do:** Share feedback to relevant CAMHS professionals

Organisation: CAMHS LPT **Date:** 08.09.2026	directory used within CAMHS.	and find things like social media, TikTok and school assemblies as more relevant for young people to discover new services and mental health support resources. YAB members also recommended using something unique like an 'earworm' to catch young people's attention.	**Any next steps:** Leighan to keep YAB updated on ongoing work to do with this, and to share feedback from YAB to CAMHS leadership groups.
Name of Guest: Sarina Bains & Helen Mcevoy **Position:** Occupational therapists **Organisation:** CAMHS LPT **Date:** 15.09.2026	Sarina & Helen attended YAB for their thoughts and ideas on how to engage young people with providing feedback for CAMHS. Potentially piloting the scheme with groupwork, and dependant on outcomes to then roll out wider in CAMHS.	YAB shared that ideas such as a postbox/ word wall at Artemis House would be a good idea. They all voted for an online feedback group that met quarterly (4x a year) and that this should be through an online anonymous survey (e.g. google forms) and that it should be a vague question e.g. 'Drop any feedback you'd like to give CAMHS groupwork here' as young people shared feeling overwhelmed with the amount of questionnaires often encouraged to complete when with CAMHS. YAB members also volunteered to be part of this group to encourage other young people to engage and share honest feedback. They agreed a pilot in October half term would be a good idea. They also shared for the group to be explicit as an 'informal space to meet others with experience like you and improve services you've experienced'	**What Guest said they will do:** Helen and Sarina to share this feedback with FERG and senior CAMHS staff and return to YAB. **Any next steps:** Helen and Sarina to share this feedback with FERG and senior CAMHS staff and return to YAB.
Name of Guest: Shana Ryan & Georgia Richardson **Position:** CAMHS Peer Support Workers **Organisation:** CAMHS LPT **Date:** 22.09.2026	Initiative to co-design a poster around Co-production with the YAB to display at the Beacon Inpatient Unit.	YAB shared feedback on each first draft, and multiple YAB members provided quotes on co-production and being a YAB member. YAB members also suggested creating a video around Co-production, multiple YAB members volunteered to help with this and suggested booking in another slot at the YAB to co-design the video and finalise the poster.	**What Guest said they will do:** Make edits and bring back poster to YAB. **Any next steps:** Georgia & Shana to finalise poster and book another YAB slot to share finalised poster & co-design a video with the YAB.
Name of Guest: Georgia Richardson	Thoughts/ any expressions of interest for co-designing and/or co-facilitating a Lived Experience	Multiple YAB members volunteered to support facilitating this and are keen to help design this. YAB suggested it should be more of an 'open talk' 'Q&A session/ discussion' and for clinicians to attend the session with questions pre-	**What Guest said they will do:** Book session (booked for Jan 2027) and return to YAB to co-design presentation.

Position: CAMHS Peer Support Worker **Organisation:** CAMHS LPT **Date:** 30.09.2026	training session for CAMHS.	prepared for young people to make it more of an interactive discussion.	**Any next steps:** YAB members to share if interested in supporting with this, Georgia to keep YAB linked in.

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 on the CAMHS improvement programme.

Aims – Improvement of CAMHS processes and shaping services, better accessibility of service and resources, and improve outcomes for children, young people and their families

Rationale – working collaboratively with Lived Experience Partners Lived Experience Partners can provide realistic pathways, true quality assurance and ensure accessible resources. They can also provide a diverse perspective and a shift to creating solutions together.

What we did - Attendance at regular improvement meetings e.g. CAMHS Improvement Group, FERG and Health Inequalities, joint attendance at Appreciative Enquiry Training, oversight of CAMHS digital communications and resources, improving obtaining feedback from CYP and their parent/carers and part of the CAMHS Engagement Day

How we worked collaboratively - Providing feedback on digital resources and website, meaningful attendance, involvement and contribution to all improvement workstreams. Using Appreciative Enquiry methods to improve processes. Involvement in developing BRIDGE (digital resource while waiting for care), and the EDS Scoring Workshop.

Impact of the project - Improved relevance and accessibility resources for CYP and their families. Providing staff with experiential insight and knowledge to enhance their clinical expertise. Meaningful input to elements of care pathways. Improved experience for CYP and their families. EDS and Health Inequalities addressed from another perspective

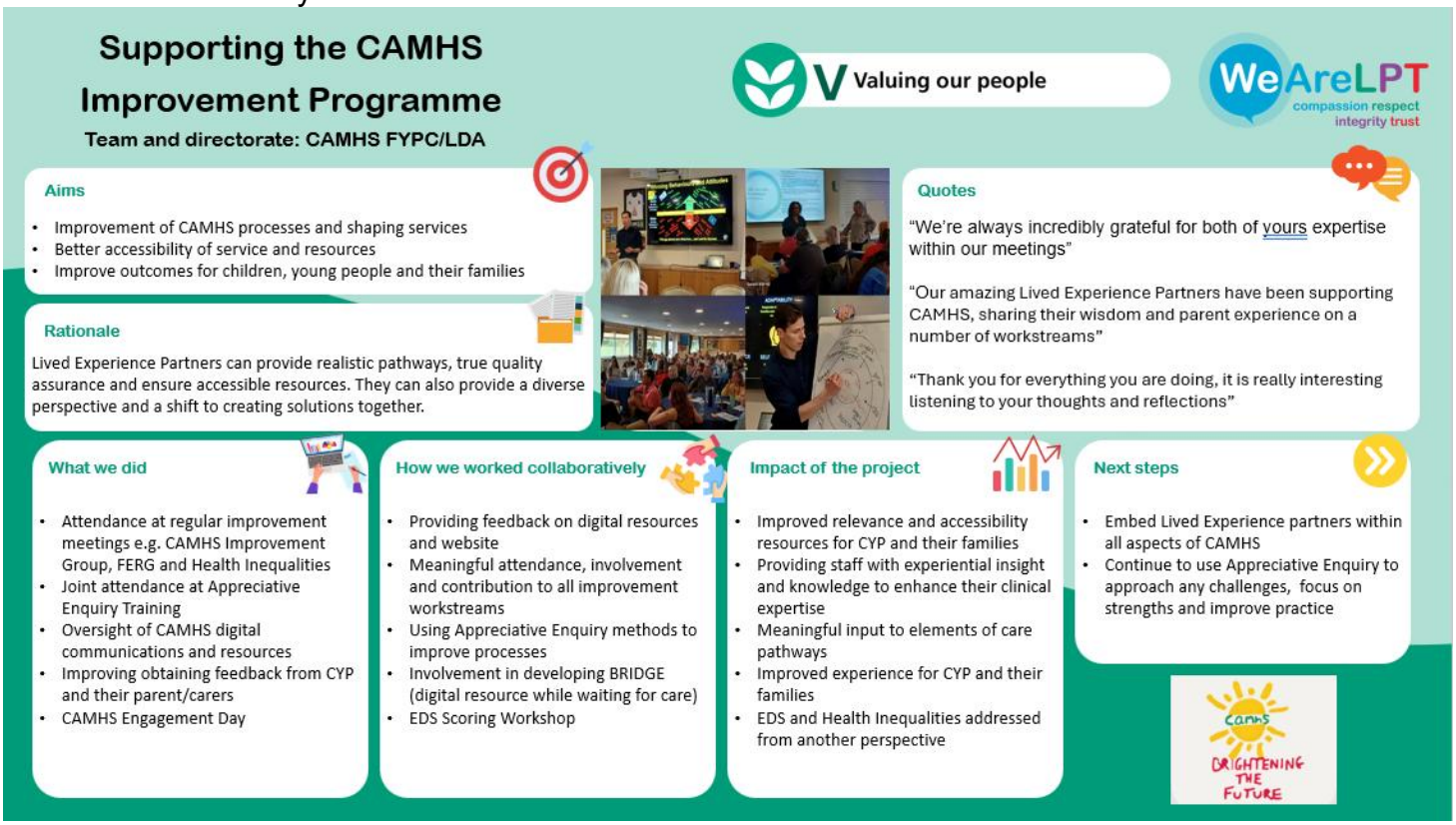
Next steps – Embed Lived Experience partners within all aspects of CAMHS. Continue to use Appreciative Enquiry to approach any challenges, focus on strengths and improve practice

Quote from members of the co-production group –
“We’re always incredibly grateful for both of your expertise within our meetings”

“Our amazing Lived Experience Partners have been supporting CAMHS, sharing their wisdom and parent experience on a number of workstreams”

“Thank you for everything you are doing, it is really interesting listening to your thoughts and reflections”

You can see the storyboard below:



Feedback – Reader Panel Update



September saw a consistent flow of documents submitted for review. The valuable feedback and insights shared by reviewers played an important role in ensuring our communications are clear, accessible, and shaped by the real experiences of people who access our services.

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

- Community Health services communication preferences
- Trust Registration Form
- Pacing, Planning and Prioritising
- Stress and Worry
- Cognitive Skills
- What is Trauma
- Weight Management leaflets

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

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