Patient Experience & Involvement Newsletter

Monday 2nd November 2026

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

Welcome to our November 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

I – Including everyone

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.

The below gives you an overview of the opportunities available within this month's newsletter:

- Help make services better by becoming an improvement partner.
- Acute and PICU coproduction group.
- Have your say in perinatal and maternal mental health services.
- Developing online support packages for young people.
- Get involved in shaping a new wellbeing clinic in Breathlessness Rehabilitation.
- Would you like to help shape our upcoming Medicines Amnesty.
- Do you like talking to people – could you collect feedback from patients and carers.
- Shape research to improve inpatient mental health care.
- Feedback your thoughts on how we can support our Armed Forces Community.
- Become part of our Quality Improvement's "share and learning" space.

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

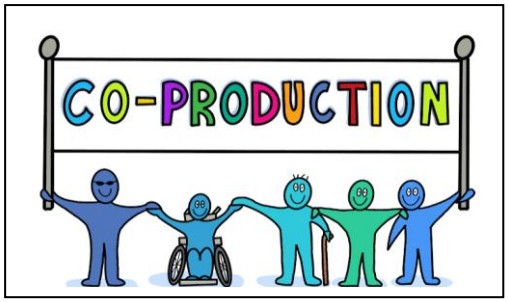
The Director of Nursing Fellowship at LPT are now launching their year 6 Cohort for 2026/7. We are looking for Network Members who would like to work in partnership with fellows (Nursing and Allied Health Professional staff) on their individual quality improvement projects.

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.

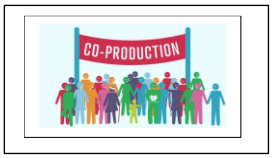

Working together for better mental health
NHS
Leicestershire Partnership
NHS Trust
Acute and PICU
Co-production Group
Are you someone with lived experience of acute or PICU mental health services?
We welcome service users, ex-service users and carers.
People Partnership Progress
Share experiences
Improve services
Better patient experience
Kind Safe Respectful Inclusive
Lived Experience Stronger Together
Join our co-production group to help improve services.
The aim is to improve patient experience and make the experience of inpatients the best it can be.
Meetings:
Bi-monthly on Teams
Date:
TBC
Voices matter and make a difference
For more information or to express your interest, contact:
Rochelle Roffe
rochelle.roffe@nhs.net
Louise Short
louise.short2@nhs.net
Or express your interest via
lpt.patient.experience@nhs.net
Better Lives Together


CO-PRODUCTION


Leicestershire Partnership NHS
NHS Trust
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.



Help us shape a new wellbeing clinic in Breathlessness Rehabilitation



Could you help us to design a new service?

The Breathlessness Rehabilitation team are 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 design, we want to ensure the voices of patients, carers and their families are at the heart of its development as well as co-developing a survey to send out. We would also like someone with lived experience, who maybe a carer or family member to get involved and to join the project group.
If this is of interest, please contact LPT.Patient.Experience@nhs.net



Help Shape Our Upcoming Medicines Amnesty



We are working with our Head of Suicide and Self-Harm Prevention on an upcoming Medicines Amnesty and would like to hear from patients, carers and family members.

Your views will help us to understand what people think about the amnesty and how we can make it as effective and accessible as possible.

Please take a few minutes to complete our short survey:
Medicines Amnesty Feedback Survey – Fill in form

Thank you for helping us ensure patient and carer voices are at the heart of this important work.

Feedback volunteer opportunity

Help us improve services by listening to what matters most.

We're looking for friendly and enthusiastic volunteers to help collect feedback from patients, service users, carers and visitors across LPT. This role offers a fantastic opportunity to connect with people, support their voices to be heard, and contribute to improving services and patient experience.

What you'll gain:

- Experience within the NHS
- Training and ongoing support
- Development of communication and engagement skills
- The chance to make a meaningful difference

Flexible commitment: Typically 2 to 4 hours per week.

Interested? Contact the Patient Experience and Involvement Team to find out more and express your interest. LPT.Patient.Experience@nhs.net



Seeking Experts by Lived Experience & Carers to Help Shape Research to Improve Inpatient Mental Health Care



Have you, or someone you care for, experienced an adult mental health inpatient admission? We are looking for people with lived experience and carers to help shape research aimed at improving inpatient care, recovery and wellbeing.

About the research

This study explores whether a new ward-based approach can improve experiences and outcomes for service users, carers and staff. It focuses on collaborative care planning, involving support networks, improving communication, strengthening community links and supporting recovery.

How could you be involved?

- Review of research materials
- Joining focus groups (around six one hour meetings)
- Helping to shape reports, presentations and publications

Support available

We will provide clear information in an accessible language with flexible involvement options, also opportunities to ask questions and feedback on how your contribution has influenced this project.

Payment & expenses

Contributors will be offered payment for their time and reimbursement of agreed expenses in line with national guidance. ***Important: if you are in receipt of benefits,*** *please check whether you can receive payments. Participants are responsible for seeking advice from relevant agencies and understanding any effect on benefits, tax or national insurance.*

Who can get involved?

People with experience of adult mental health inpatient care, carers, relatives, friends and/or supporters. No previous research experience is needed: your lived experience is the expertise we are looking for.

This project will be coordinated by **Dr Lara Harris** Principal Clinical Psychologist and Chief Investigator on the Impact of adopting the PiPA (Purposeful InPatient Admissions) model in an Acute Inpatient Mental Health service trial.

Please express your interest by email: LPT@Patient.Experience@nhs.net

Would you like to join our Quality Improvement "Share and Learning Space"?



We are aware that many of our network members are actively or have been previously involved in different Quality Improvement projects across the Trust. It could be that you are part of a working group looking at improving how we provide services to you and the wider community. You may have been involved in one of our DON's Fellowship Improvement Projects as an Improvement Partner or considering becoming part of this year's cohort. You may just have a particular interest in this area and would like to share your ideas and/or previous experiences.

If this sounds like you, we would like to invite along you to our "Share and Learning" space.

Dates will be confirmed in due course.

For further details and to express your interest please email: LPT.Patient.Experience@nhs.net

Help Shape LPT's Armed Forces Community Plan

We are developing a new Armed Forces Community Plan and want to hear from veterans, reservists, serving personnel, military families, carers, and anyone with experience of Armed Forces services. The aim is to better understand how we can reduce health inequalities, improve access to services, and ensure support is tailored to the needs of our Armed Forces community.

The plan is being developed around key themes including engagement, partnerships, identification, tailored support, staff training, outcomes and co-production to ensure the voices of the Armed Forces community are central to shaping our future service.

Have your say by completing our short survey before 30th November 2026. Your feedback will help inform priorities and shape the final plan.



Complete the survey: https://forms.cloud.microsoft/e/YMfXUH6XaG?origin=lprLink

For further information please email: LPT.Patient.Experience@nhs.net

Activities

Leicestershire Recovery College

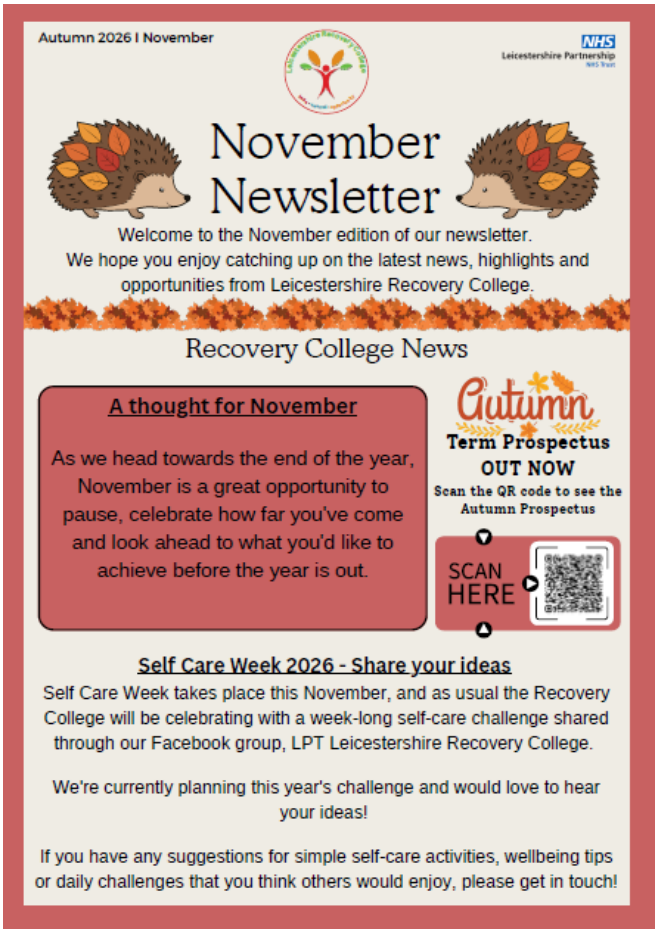
We are an NHS college offering a range of free recovery-focused educational courses and resources, for people who are accessing Leicestershire Partnership NHS Trust Mental Health Services, their family, carers, and Leicestershire Partnership NHS Trust staff.

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 November newsletter, please click on the link for the full version
https://www.leicspart.nhs.uk/wp-content/uploads/2026/11/November-Newsletter-3.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

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.

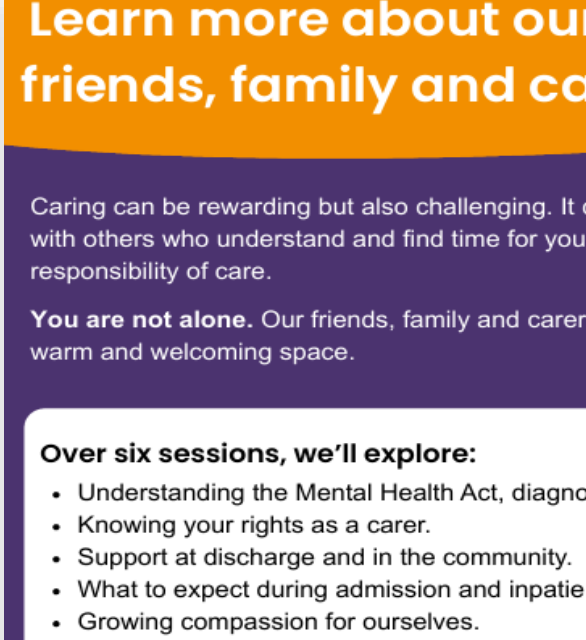






Leicestershire Partnership NHS Trust (LPT) Carers Pack is a comprehensive guide containing details on local mental health services, support groups, and the Carers Passport scheme

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



Your Voices, Feedback and Updates!

Youth Advisory Board (YAB) Update

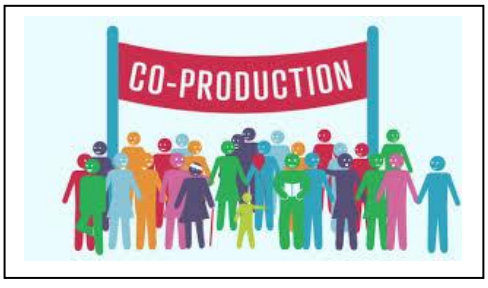
Please see below updates from the YAB for October 2026.

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: Andrew McMullan & Sam Colford **Position: Mental Health Practitioners** **Organisation: ICST CAMHS LPT** **Date: 06.10.2026**	Andrew and Sam attended YAB for their thoughts and ideas how to make an in person DBT therapy skills group interactive/ engaging for young people.	YAB shared feedback on the environment for an in-person group – making it inviting and cosy – bean bags/ posters etc. Recommended group activities/ icebreakers to establish trust and help the group get to know each other. An idea for group members to create a one-page profile to share before the group. Have someone meet them outside to walk into the room with. Pictures of the rooms/space in advance. Quotes from past DBT service users.	**What Guest said they will do: Andrew & Sam will take on board feedback when designing the in-person DBT group.** **Any next steps: Andrew and Sam to use feedback whilst designing the group, to return to YAB if needing any further ideas from young people.**
Name of Guest: Leighan Warren **Position: Digital Content Creator** **Organisation: CAMHS LPT** **Date: 13.10.2026**	Opportunity for YAB members to provide quotes/ lived experience stories for other young people and families on the waiting list for CAMHS – part of the BRIDGE CAMHS project.	Shared thoughts and ideas on each BRIDGE script – YAB shared creative suggestions for how to encourage parents to speak to young people about their mental health and offered to write short story for the project.	**What Guest said they will do: Leighan will include the quotes and lived experience stories in the BRIDGE video scripts.** **Any next steps: For any YAB members unable to attend the session to share any thoughts they may want to add. Leighan to add quotes to BRIDGE scripts**

With thanks to Georgia Richardson – Lived Experience Partner Youth Advisory Board Chair

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 October we would like to share another piece of co-production work from a Lived Experience Partner on the CAMHS Digital improvement programme in Families Children's and Young Peoples Services (FYPC)

Aims – to enhance the care, experience, and outcomes of children and young people (CYP) and families awaiting CAMHS support through system improvement, early intervention, and reduced escalation.

Rationale – extended waiting times for referrals to CAMHS support due to an overwhelming need in recent years has placed the service under pressure and CYP/families waiting long periods of time without approved support. Risking deterioration in condition and wellbeing, of parent/carer/families whilst further increasing need for enhanced support within CAMHS.

What we did – developed a CAMHS inclusive waiting list intervention, in partnership with the digital team using a hybrid approach focused on health equity. Undertook ongoing consultation and project development, including review of surveys, parent support and care plans, clinical considerations, service evaluation measures, and project planning. Identified gaps in patient experience and existing resources, leading to the development of a Mental Health Toolbox to provide early intervention support alongside the waiting list offer.

How we worked collaboratively - Co-production approaches at all levels include consultation and co-design with YAB, peer support, parent practitioner and lived experience involved early in development: Involvement in all discussions with a focus on reviewing resources, plans', linked surveys, questionnaires and existing resources. Connecting community networks, experiential and system knowledge as experienced by families/parent/carers. Closing the feedback loop with potential wider engagement with other relevant internal teams, considering other stakeholders within the system

Impact of the project - The project secured NHSCT Innovation funding. Innovation-Digital package developed for pilot via outpatients waiting list, based on feedback from family, parent experiences of long waits to CAMHS appointments. Health equity development including local VCFSE network development. Considered and responsive, equitable development to the family system.
Projected impact - Improved engagement, enhanced quality efficient, effective, responsive service. Ultimate quality improvement to access, experience and outcomes.

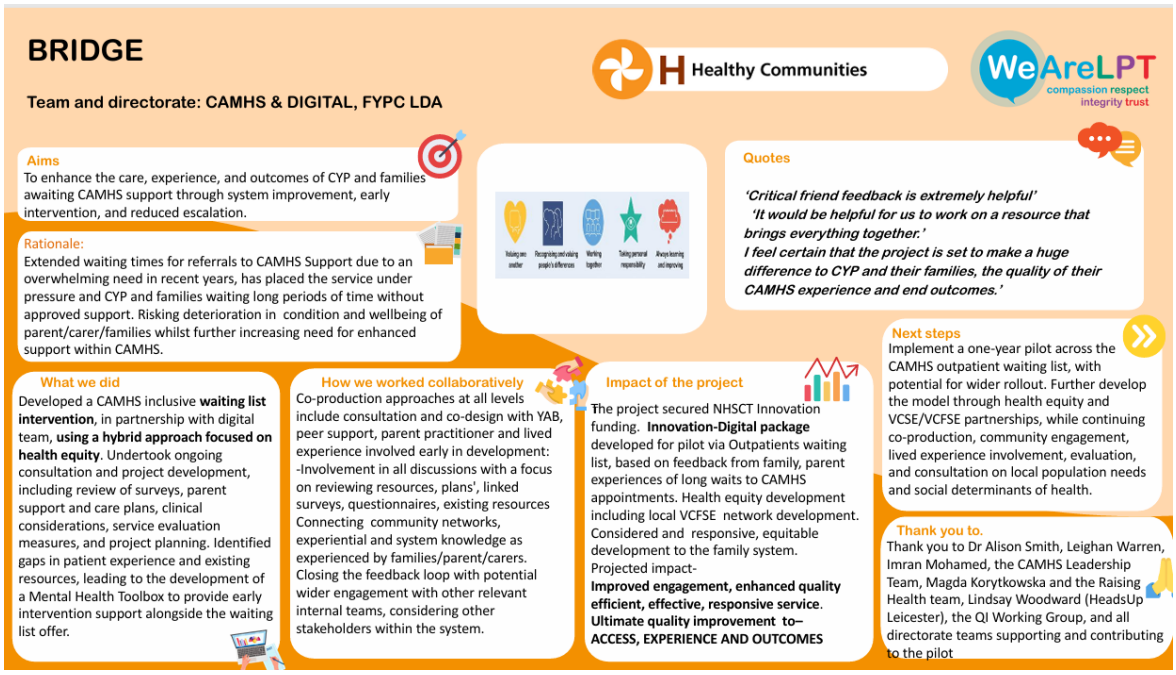
Next steps – Implement a one-year pilot across the CAMHS outpatient waiting list, with potential for wider rollout. Further develop the model through health equity and VCSE/VCFSE partnerships, while continuing co-production, community engagement, lived experience involvement, evaluation, and consultation on local population needs and social determinants of health.

Quote from members of the co-production group"*Critical friend feedback is extremely helpful"*

"It would be helpful for us to work on a resource that brings everything together."

"I feel certain that the project is set to make a huge difference to CYP and their families, the quality of their CAMHS experience and end outcomes"'

You can see the storyboard below:



Feedback – Reader Panel Update



October was another busy month for 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.

- Inpatient Welcome pack
- Dialog+ patient information
- Rehabilitation Admissions Booklet
- Venous thromboembolism leaflet.
- Heart Failure leaflet

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