

**LEICESTERSHIRE ADULT EATING DISORDERS SERVICE**  
**Information Leaflet for Patients**

The Leicestershire Adult Eating Disorders Service is part of the Leicestershire Partnership NHS Trust. The service is based at the Bennion Centre on the Glenfield General Hospital site.

We hope that this leaflet will give you some idea what to expect from our service. We have briefly outlined what happens when you come for an assessment and what might happen if you then go on to have treatment with our service.

We have also provided some general information about our service that you might find helpful. You may also like to look at the information available on our website which can be accessed via [www.leicestereatingdisorders.co.uk](http://www.leicestereatingdisorders.co.uk) or [www.leicspt.nhs.uk](http://www.leicspt.nhs.uk)

If you have any questions about the information provided in this leaflet please ask the person you are seeing or you may telephone our secretaries on the following number: 0116 225 2557

## Assessment

Your initial appointments will involve you talking with a member of the team in order to assess the nature of your difficulty. This will enable us to think about ways in which we might be able to help you. If we feel that our service can help you then the person who has undertaken the assessment will discuss with you the type of help that is available. If you decide that you wish to accept any offer of treatment, then the options available will be discussed with you and your name may be placed on a waiting list. We will do our best to let you know how long you may have to wait, however you will be seen as soon as a place is available.

However, it may be that treatment with our service is not appropriate. If this is the case we will do our best to suggest alternative sources of help.

## Waiting List

If you accept an offer of help for your eating disorder, you will initially be offered access to our online psycho-education package and be reviewed again once you have completed this. The next options will then be considered and may include group or individual treatment. If this is appropriate for you then you will be placed on a treatment waiting list. You will be contacted by phone to offer you an appointment when you get to the top of the list. We encourage you to be as flexible with your availability as possible to allow you to be seen sooner.

Your assessor will discuss with you any further contact that may be needed whilst you are on the waiting list. If you notice a change in your eating disorder symptoms please contact your assessor. Any medical concerns should be discussed with your GP. **If you require any urgent medical help, please dial 999 and ask for an ambulance.**

## Your Treatment

The clinician who sees you for treatment may be a different person to the one you have seen for assessment. You will also be under the overall care of the service's consultant psychiatrist.

The type of treatment offered by the service varies widely. Initially an online package is accessed by all patients to provide some information about eating disorders and the journey to recovery. The service offers both group and individual treatment depending on what is felt to best meet the needs of the patient. Regardless of type of treatment offered the clinician involved will discuss with the patient how long the treatment might last. For some people this is predictable – it may be a few months - whilst for others treatment may go on for much longer. This varies according to the clinical needs of each individual patient.

The clinician will work together with you to help you to overcome your eating problems. They will be the person who works with you to identify your goals

for treatment and your plan to achieve these. Your treatment will be regularly reviewed with you and any changes in your treatment will be discussed with you. Occasionally it may be appropriate to consider more intensive treatment, such as day patient or inpatient care. In this case other members of the team may see you but your therapist will continue to take responsibility for organising such additional help.

## **Friends, Families & Carers**

Getting better from an eating disorder is a highly personal experience. But having the support of your friends, families or carers can be a great benefit. Whilst they may not be involved directly in your treatment sometimes we may feel that it might be helpful to meet with them but this would be discussed with you and would not take place without your agreement.

If you feel that you would like your family, friends or an advocate to be involved in some way then you should raise this with your therapist who can then discuss with you how this can best be achieved.

This service recognises that carers have needs in their own right and that supporting someone with an eating disorder can be stressful. Meeting the needs of carers is increasingly seen as an important part of treatment and is an area of research interest nationally. The service has produced an information pack for friends, families and carers which can be accessed via the carers section of our website [www.leicestereatingdisorders.co.uk](http://www.leicestereatingdisorders.co.uk). If a paper copy of the pack is preferred this can be accessed by ringing the service on 0116 225 2557 or emailing on [lpt.admined@nhs.net](mailto:lpt.admined@nhs.net). We would encourage you to tell your friends, family or carers about this resource. There are also helpful links to other carers support and training on the website.

There is a local carers group which meets at the Bennion Centre and is run by carers. The group meets monthly and provides space for mutual support. For more information about joining these session please call on 0116 225 2557 or email on [lpt.admined@nhs.net](mailto:lpt.admined@nhs.net).

Further information and a confidential helpline for carers may be accessed via the following link: <https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/>

## **Language and Communication**

If you have any problem speaking or understanding English, or have other communication difficulties, we will endeavour to provide the services to overcome your difficulty.

Similarly if you have any special needs arising from a disability please let us know and we will try our best to accommodate you.

## **Involvement in Training and Education**

Students from a variety of healthcare backgrounds may have training placements within the service. The level of their involvement will depend on their training needs but if you have any concerns or objections these will be taken into account.

## **Confidentiality**

All staff employed within the Trust are legally required to treat patient information in a confidential manner. All healthcare records are securely stored on the Trust Electronic Patient Record system. We will ask for your consent to share your information with other relevant healthcare professionals to ensure you receive safe, effective care of a high standard.

In order to maintain high standards of clinical practice each clinician's practice is supervised. This means that their clinical work is discussed with a supervisor. Similarly if more than one member of the team is involved in your care then some information will need to be shared amongst members of the service. In addition, it will be important for your general practitioner to be kept informed about significant aspects of your treatment. You have a right to enquire about any information that may be shared in this way.

There may be very rare occasions when we are legally required to pass on information to other agencies in order to avoid significant risk to the public or to ensure that a child is protected from harm or abuse. We would seek to discuss this with you beforehand but in such circumstances we are able to disclose information without your permission. If you have any concerns please feel free to discuss them with the person you are seeing.

Details of LPT's Privacy Policy are available at <https://www.leicspart.nhs.uk/privacy-policy/>. The Trust has also produced a leaflet 'What we do with your information – privacy notice'. Please ask a member of staff if you would like a copy.

## **Access to your Health Records**

You have a right to access all health records held about you. If you would like to look at your notes you may approach any member of staff but it is usually easiest to approach the therapist responsible for your care. They will advise you how to make a formal application.

When you see your notes your therapist, or another member of the team, will be available to answer any questions or to help to explain terms you may not understand.

If there are any factual mistakes in your records you may ask us to correct them. You have the right to challenge the contents of your records.

You also have the right to request copies of letters that are written about you. If you would like to know more about this please contact the Team Secretaries 0116 225 2557 or email on [lpt.adminded@nhs.net](mailto:lpt.adminded@nhs.net) who will arrange for further information to be sent to you.

## **Care Programme Approach**

The Care Programme Approach (CPA) is a formal process that is used to co-ordinate the care of people with complex needs who may require the support of a number of different professionals or agencies.

If it seems that CPA would be helpful in your case then you will be provided with a leaflet that will explain the process to you.

## **No Smoking**

We aim to make sure that you are cared for in a clean, safe and pleasant environment. As an NHS service, we are concerned about the risks of smoking to general health both for those who smoke and for those who have to be near smokers. Leicestershire Partnership Trust is a smoke free organisation and we do not allow smoking on the hospital site. You are, however, permitted to use e-cigarettes outside in the grounds. Our staff will be able to support you with giving up smoking should you wish to do so. The Stop Smoking team can be contacted on 0116 454 4000.

## **Safeguarding**

We are committed to safeguarding the welfare of children, young people and vulnerable adults and assure you will treat all allegations of abuse seriously.

## **Evaluating the care we provide**

We also feel that it is important to continuously evaluate the existing treatments that we offer to ensure good quality care is being delivered. From time to time during your treatment you will also be asked to fill in some questionnaires. They are used by your clinician to establish progress through treatment. They also help us to evaluate your treatment and the service we are providing to ensure that high standards are maintained.

Where possible we now distribute these questionnaires online. We need an email address from you to set this up. You may have been asked for this when you rang in to book your appointment. If you weren't or you have changed your mind please get back in touch on 0116 225 2557 and we can arrange this for you.

We may also be asked you to complete some questionnaires about your experience of using the service. We encourage feedback from everybody,

both positive and negative, to help us to be better able to respond to your needs.

## **Involvement in Clinical Research**

Understanding eating disorders and the development of new and effective treatments depends on good research. We are often involved in research projects and we may ask you to help. Participation depends on your giving your informed consent and you have the right to refuse.

## **Consulting Patients about Our Service**

We feel that the views of our patients are an important way of improving and developing the services that we deliver. In order to ensure that we get feedback from patients we have invited patients to volunteer their time to join in with us in a number of different ways. If you are interested in finding out more about this please ring the numbers provided at the front of this leaflet.

## **Parking**

Free parking is available to our patients in LPT car parks ( [Link to maps - https://www.leicestereatingdisorders.co.uk/uploads/uploads/180\\_pt\\_info\\_-\\_map\\_of\\_glenfield\\_site\\_with\\_parking\\_jan\\_2025\\_-\\_jan\\_2026.pdf](https://www.leicestereatingdisorders.co.uk/uploads/uploads/180_pt_info_-_map_of_glenfield_site_with_parking_jan_2025_-_jan_2026.pdf) ). LPT car parks do however become extremely busy at peak times and you may need to find alternative parking. Additional parking is available at the front of Glenfield Hospital where a pay and display car park is located for patient use.

## **Patient Advice and Liaison Service (PALS)**

The Trust has a Patient Advice and Liaison Service (PALS) who are there to provide support and advice about services and to try to resolve any concerns people may have about their care and treatment. PALS can be contacted on 0116 2950830 (Mon-Fri 9am – 4.30pm ) or by emailing: [lpt.pals@nhs.net](mailto:lpt.pals@nhs.net), or by post, letters addressed to Freepost LPT Patient Experience

## **Complaints**

If you are worried or unhappy about any aspect of your care you can discuss it with your therapist. If you are not happy with the outcome your therapist can inform you about our Customer Services Team or advise you about the formal complaints procedure. You can make a formal complaint by writing to:

**FREEPOST LPT PATIENT EXPERIENCE**

Email: [lpt.complaints@nhs.net](mailto:lpt.complaints@nhs.net)

Tel: 0116 295 0830 (Monday – Friday 9am-4.30pm)

Online: [www.leicspart.nhs.uk/contact/feedback/](http://www.leicspart.nhs.uk/contact/feedback/)

## **Second Opinion**

If you feel you have been misdiagnosed or would like to seek a second opinion regarding your diagnosis please speak to your assessor in the first instance or contact the Team Manager on 0116 225 2557.

## **Self-Help**

B-eat provide information about eating disorders that you may find useful. They will also be able to tell you about any groups that run in your area. You can access them via their website [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk) or by writing to:

Beat  
Unit 1 Chalk Hill House, 19 Rosary Road  
Norwich, Norfolk  
NR1 1SZ

Helpline for people aged 18 and over: 0808 801 0677,  
[help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

## **Further information**

Further information about the service can be found at the Adult Eating Disorders Service website via: [www.leicestereatingdisorders.co.uk](http://www.leicestereatingdisorders.co.uk)

## **Comments and Suggestions**

We are always keen to improve the service we provide and would welcome any suggestions as to how we might do this. If you have any ideas you can tell a member of staff or put them in writing to:

Team Manager  
Leicestershire Adult Eating Disorders Service  
The Bennion Centre  
Groby Road  
Leicester  
LE3 9DZ

The Leicestershire Adult Eating Disorders Service aims to maintain high standards with regard to your treatment and care. We endeavour to promote an atmosphere of mutual respect in which both our staff and patients can work together safely and productively. We are committed to work to the principles contained in this booklet. If our ability to work to these principles is affected we will try to let you know why this is the case.

We hope you have found this information useful. Please do not hesitate to contact us if you have further questions. In addition the leaflet 'Your Guide to

the NHS' and our own Trust standards are also available, and you can access further information about the Trust on [www.leicspt.nhs.uk](http://www.leicspt.nhs.uk).

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