



Service User Bulletin

September 2015

Welcome

Welcome to our first service user bulletin. Each month this will provide regular updates for our service users, their carers and families about what is happening in the Trust and providing useful information about other organisations which can provide advice and support.

Please email SeeMe@bsmhtf.nhs.uk if there is something you would be interested in reading about in a future bulletin.

Advice on welfare benefits

With the current changes to welfare benefits you may need some support with applications, reviews or appeals. The team can help you with a visit at home to help you work everything out. You can self-refer by calling Staywarm on Freephone 0800 033 7967 or you can ask any of our staff to complete a referral form for the Benefits Advice Team at Birmingham City Council. Seek help as soon as possible – don't delay if you have received a letter you are uncertain about. For advice and support in Solihull please call the benefits team at Solihull Metropolitan Council on 0121 704 8200.

If you live in Birmingham Freshwinds can help you to find out which benefits you are entitled to by calling: 0121 415 6690. Email: FindAdvice@freshwinds.org.uk

A New Dawn for Mental Health Services in Birmingham and Solihull

Find out about our proposals to deliver hope, recovery and opportunity at our forthcoming events.

We are holding New Dawn community engagement events which are an opportunity to tell us your views on the proposed changes to our services. New Dawn is an initiative to build a new service model for adult mental health services in Birmingham and Solihull, and we are keen to work together with our staff, service users, carers and partners to bring about changes and innovations that really make a difference to services.

All our events will take place between 10am and 2pm. Please visit us at one of the following locations:

- Friday 18 September, The Gracechurch Shopping Centre, Sutton Coldfield, B72 1PA
- 1 October, Star City, 32 Watson Road, Birmingham, B7 5SA
- 8 October, Touchwood Shopping Centre, Homer Road, Solihull, B91 3GJ



New Dawn update briefing

The next New Dawn update briefing takes place on Tuesday 29 September, 10.30am-12.30pm, Uffculme Centre, 52 Queensbridge Road, Birmingham B13 8QY.

Refreshments will be available. Buses 35 and 50 run past Queensbridge Road. Free car parking is available.



New Dawn
A needs and value based model of care

Trust Annual General Meeting and Annual Members' Meeting

Come and find out more about our Trust at the Annual General Meeting (AGM) and Annual Members' Meeting which takes place on Friday 25 September from 12pm-3pm. You will also have the opportunity to find out more about our new plans for adult

mental healthcare in Birmingham and Solihull and to join a debate on 'How will we grow as a Trust, but stay local.'

This event takes place at Uffculme Centre, Queensbridge Road, Birmingham, B13 8QY.



Join our family fun day

Join us at our forthcoming family fun day. There will be a host of activities including face painting, giant inflatables, a selection of live music as well as food stalls and theatre performances. The events help us to challenge the stigma associated with mental health by reaching out to local communities.

Saturday 12 September,
12-5pm. St Mary's Church, Hobs Meadow, Hobs Moat, Solihull, B92 8PN.



Information and support

Positive Mental Health Group

This is a great meeting for networking, hearing news, gaining information, and to hear great speakers working in the mental health field. The next meeting is on Thursday 24 September from 2.30pm. Just turn up – no need to book. The meetings are in the café space at LGBT Centre, 38-40 Holloway Circus, City Centre, B1 1EQ. The centre is next to Scala House, opposite the Radisson Hotel.

Star Team

The Star Team offer a great selection of friendly local hobbies, crafts and support clubs operating across Birmingham. To find out where your local club meets, contact Alan or Margaret on 0121 303 3316. You can email pss@birmingham.gov.uk

Your feedback is important to us

At Birmingham and Solihull Mental Health Foundation Trust we aim to offer the best possible experience to our service users and this means your feedback is extremely important to us. Please fill out a Friends and

Family postcard at your next visit and tell us what you think. Postcards are available at Trust receptions, and staff will be able to help you to fill out the forms, or you can complete a form online at www.bsmhft.nhs.uk



PALS customer relations available 8am to 8pm Monday to Friday
on 0800 953 0045.

Main switchboard: 0121 301 0000
www.bsmhft.nhs.uk

Improving mental health wellbeing