



# Look Ahead

Issue 1 – March 2016

## Welcome

Welcome to Look Ahead, our new look service user bulletin. Each month Look Ahead will provide you with information and updates on key activities that are happening across our Trust, as well as service user stories and information on partner organisations who can offer you advice and support.

Please email [SeeMe@bsmhft.nhs.uk](mailto:SeeMe@bsmhft.nhs.uk) if there is something you would be interested in reading about in a future bulletin.

## What's happening?

### Sutton Coldfield CMHT moves to our Northcroft site

Our Sutton Coldfield Community Mental Health team (CMHT) will be re-locating from its current base at Patrick House to the Trust's Northcroft site in Erdington on 26 February 2016.

There will be no change to the Sutton Coldfield CMHT, which will continue to provide local services in and around Sutton Coldfield.

The team's contact number will remain the same, 0121 301 6685.

In addition, we will be opening a local satellite clinic in Sutton Coldfield Cottage Hospital in March 2016.

The Northcroft Hub will offer improved parking, and feedback from service users has influenced the design of new consultation rooms and waiting areas.

The Northcroft site is one of four 'integrated hubs' which will be created to deliver holistic care, ensuring that people are monitored on both their physical and mental health and wellbeing. BSMHFT will provide care from further Hubs in both new and existing Trust sites across Birmingham and Solihull.



### Join us to celebrate Saint Patrick's day on Sunday 13 March

The UK's biggest Irish parade and St Patrick's event takes place on Sunday 13 March.

The Positive Mental Health Group, and Trust staff are taking part as a walking group in the parade, raising awareness of mental health. The walk will be from 12 noon to 1.30pm.

There are no restrictions for entrants but the parade is approximately two miles long and walkers must agree to abide by stewards' instructions to ensure safety. If you would like to join us in the parade it would be great to see you. Please meet us before 11am opposite the Rainbow pub, to ensure we can register you.

Come and join us for the craic – and enjoy music, entertainment and dancing!

To register an interest email [mark.hillier@bsmhft.nhs.uk](mailto:mark.hillier@bsmhft.nhs.uk)

## Meeting Minds

**In Meeting Minds we ask service users some quick questions on mental health and wellbeing.**

This month, Martin, a member of Creative Support, answers our questions. Creative Support provides person centred activity-based services for people with learning disabilities, mental health and other needs.

**Can you name three things that help to keep you well?**

Medication – it works well with me and it's kept me well for 40 years. Creative Support – it gives me a routine.

My family – they keep in touch with me now I'm well. They are my history.

**What helps you to relax?**

Music. It can set a mood to keep me relaxed.

**What do you do to stay active?**

Walking keeps me active.

**What makes you laugh?**

I have a sense of humour, laughing is the best form of medicine.

For more information on Creative Support, visit [www.creativesupport.co.uk](http://www.creativesupport.co.uk) or telephone 0121 200 3188.

## Tell us your story

Please get in touch with us if you would like us to tell your story, or if you have any suggestions for articles you would like to see in Look Ahead. Email us at:

[SeeMe@bsmhft.nhs.uk](mailto:SeeMe@bsmhft.nhs.uk)

## Information and support

### Do you know what to do in a crisis?

Listening to patient feedback, we understand that service users may not always be aware of what to do when a crisis arises unexpectedly, or the usual support is not available.



In these events it is best to have a prepared plan and support contact.

We have developed a range of materials to help you, including a crisis card for your wallet/purse. Please ask your mental health professional for one or pick one up at one of our Trust sites.

#### Crisis contacts

If you have a care coordinator, such as a CPN, they are usually your first point of contact. If they are not available, then a duty CPN is offered.

### Positive Mental Health Group

This is a great meeting for networking, news and information. The next meeting takes place on Thursday, 31 March. Refreshments are served from 2.30pm and the meeting takes place from 3pm to 4.30pm. Just turn up – no need

#### Out of hours

If your crisis occurs at night or weekends, then you can call the following organisations for help:

- **SANE:** Sane run a helpline and are available to speak to people with mental health problems, 365 days a year, between 6pm and 11pm. Tel: 0300 304 7000.
- **Samaritans:** Samaritans are available to speak to anyone 24/7. Freephone: 116 123 Website: [www.samaritans.org](http://www.samaritans.org)
- **NHS 111:** A freephone advice service to call when you need urgent medical help, but it's not a life-threatening situation.
- **999:** for immediate, life-threatening emergencies.

to book. The meeting is in the Moments café space at LGBT Centre, 38-40 Holloway Circus, City Centre, B1 1EQ. The centre is next to Scala House, opposite the Radisson Hotel.



## Introducing... My Time

My Time is a social enterprise that can arrange support for service users. Support can cover finding or keeping housing, benefits, accessing health services, finding volunteering, employment, education, confidence building and support to access services in the community. Support can be offered in English, Punjabi, Somalian, Bosnian, Murpiri, Urdu, Arabic or BSL (level 1).

My Time is part of Richmond Fellowship who support those with mental health problems.

*"My Time is a really helpful agency for our diverse population in the inner city and they give a personal service."*

Ruumi Cabdulqaadir, See Me Service User Engagement Worker

My Time is based in Small Heath. They can be contacted by:  
Email: [mytimeinfo@richmondfellowship.org.uk](mailto:mytimeinfo@richmondfellowship.org.uk)  
Telephone: 0121 7664929  
Visit: [www.mytime.org.uk](http://www.mytime.org.uk)

## How to contact us

### Customer Relations

Tel: 0800 953 0045  
Text: 07985 883 509  
Fax: 0121 678 4456  
Email: [pals@bsmhft.nhs.uk](mailto:pals@bsmhft.nhs.uk)  
(Available Monday to Friday, 8am to 8pm)

### See Me

Tel: 0800 694 0212  
Email: [SeeMe@bsmhft.nhs.uk](mailto:SeeMe@bsmhft.nhs.uk)  
(Available Monday to Friday, 9am to 5pm)



### Recovery for All

Trevor Urch  
Tel: 07985 882721  
Email: [trevor.urch@bsmhft.nhs.uk](mailto:trevor.urch@bsmhft.nhs.uk)



Steve Shaw  
Tel: 07985 882506  
Email: [steve.shaw@bsmhft.nhs.uk](mailto:steve.shaw@bsmhft.nhs.uk)

Alternatively, for more information visit [www.bsmhft.nhs.uk/recovery](http://www.bsmhft.nhs.uk/recovery)

### Mental health crisis – out of hours contacts

**NHS 111** – Urgent medical help, but not life threatening.

#### Sane

Tel: 0300 304 7000.  
Available 365 days a year, between 6pm and 11pm.

#### Samaritans

Freephone: 116 123  
Available 24/7

**999** – Immediate, life-threatening emergencies.