



Look Ahead

Issue 14 – August 2017

Welcome

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

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

What's happening?

Consultation on the future of Birmingham and Solihull Clinical Commissioning Groups

A public consultation is under way, to discuss plans for the future of the NHS Birmingham and Solihull Clinical Commissioning Groups (CCGs). NHS CCGs have responsibility for planning, paying for, and monitoring local health services and combine the expertise of GPs and NHS managers.

The CCGs in Birmingham and Solihull are consulting on possible options to change how the CCGs

operate, including the option to create one single CCG across Birmingham and Solihull.

The consultation will run until 18 August and you are invited to give your views and feedback. For more information, and to take part in the consultation, visit www.bhamcrosscityccg.nhs.uk/get-involved and click on consultations and surveys, email bsol.comms@nhs.net or call **0121 255 0551**.

CQC Inspection Report

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. They undertake inspections of all health and social care providers in England and our Trust's most recent full inspection was undertaken between 27 and 31 March 2017. The CQC's overall rating of our services, 'requires improvement', was published on 1 August 2017.

For 'caring' and 'responsive' areas of the inspection, the Trust was rated 'good' overall. In addition, community based mental health services for adults of working age, where the majority of our service

users receive their care, were rated as 'good' across all five CQC inspection areas – these being: safe, effective, caring, responsive and well-led. Six out of nine service areas were also rated as 'good' overall.

Although the CQC found many areas of good practice, they also found some areas where we did not meet the high standards that we aim to achieve. Since the inspection, work has been completed in a number of key areas to address the concerns raised.

Further details can be found by visiting the CQC's website at: www.cqc.org.uk.

Meeting Minds



In Meeting Minds we ask our service users, carers or staff members some quick questions on mental health and wellbeing.

This month, service user Sally Woodcock answers our questions. Sally has completed the Peer Support training and hopes to use it in the future.

How do you look after your wellbeing?

By getting involved and looking outward to others – I ask how they are doing. I have tried yoga too in the past and that worked for me.

How do you relax?

By being open and honest and accepting my mental illness. Then I find that people are more likely to accept me for who I am.

What's your favourite place?

I like green places, hills and scenery – down with nature.

What's your comfort food?

Italian! Pasta or spaghetti.

Tell us your story

Please get in touch with us if you would like us to tell your story. Email us: SeeMe@bsmhft.nhs.uk

Opportunities and events

Advice and support services

There are a number of resources available in Birmingham and Solihull that are specialised for our diverse communities offering advice and support services. Below are a select few that are available:



Chinese Community Centre, Birmingham (CCCB) Advice and Advocacy Service

CCCB offer free and confidential advice for the Chinese community, whether this be immigration, education, debt or basic housing advice. Other services include translation and interpretation, home visits and benefit awareness workshops. Visit www.bhamchinesecommunity.org.uk or call **0121 685 8512** for more information.



Birmingham Irish

Birmingham Irish is a charity dedicated to supporting the Irish community within Birmingham, providing quality advice and support services. They provide welfare advice, alcohol and substance misuse, family support, bereavement support, dementia care plus much more. For further information call **0121 604 6111** or visit www.birminghamirish.org.uk.



Polish Millennium House

The Polish Centre Birmingham looks to bring together Birmingham's Polish community, providing social and support groups and advice. This includes a polish advice hub, an AA group and welfare and social services advice. Read more at www.polishmillenniumhouse.org.uk.



Not on the internet?

Call us on **0121 301 1248** and we can send you some information.

Community Fun Day

Saturday 19 August 12pm-5pm at Endeavour Court,
210 Reservoir Road, Erdington, B23 6DJ.



There will be a host of exciting activities available including fun and games for all the family, interactive and creative workshops, a market place, information stalls, a refreshment barbeque and not forgetting the live performances all whilst raising awareness of mental health within communities. For more information call **0121 301 1019** or email beresford.dawkins@bsmhft.nhs.uk.

Positive Mental Health Group

This is a great meeting for networking, news and information.

The Positive Mental Health Group meetings take place on the last Tuesday of each month at the same time and location. The next meetings will be held on 29 August and 26 September. Refreshments are served from 2.30pm and the meeting takes place from 3pm to 4.30pm.

Just turn up – no need to book. The meeting is 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.



Welcoming feedback on our Trust services

We are always looking to improve our services and the experience of our service users, carers and their families. You may be asked how likely it is you would recommend our services to a friend or family member and we can use these answers to help us improve our services.

You can give feedback by using an electronic device with a member of staff, online, or simply by filling in a postcard, which each team will be able to provide.

If you do have any further feedback, please contact our Customer Relations Team on **0800 953 0045**.

How to contact us

Customer Relations

Tel: **0800 953 0045**

Text: **07985 883 509**

Email:

customerrelations@bsmhft.nhs.uk

(Available Monday to Friday, 9am to 5pm.
Closed on public holidays and weekends.)

See Me

Tel: **0800 694 0212**

Email: SeeMe@bsmhft.nhs.uk

(Available Monday to Friday, 9am to 5pm.)



Recovery for All

Steve Shaw: **07985 882 506**,
steve.shaw@bsmhft.nhs.uk

Anne Pledger: **07985 883 420**,
anne.pledger@bsmhft.nhs.uk

Alternatively, for more information visit 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, 6pm to 11pm)

Samaritans

Freephone: 116 123 (Available 24/7)

999 – Immediate, life-threatening emergencies.