



Look Ahead

Issue 19 – March 2018

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 bsmhft.seeme@nhs.net if there is something you would be interested in reading about in a future bulletin.

Who to call in a mental health crisis

Sometimes a mental health crisis can occur out of the blue and sometimes when your usual support network is not around. It is best to have a plan for these instances, knowing what steps to take and what support is available to you.

The first thing is knowing who to contact if you feel you are experiencing a crisis. If you have a **care co-ordinator**, such as a community psychiatric nurse (CPN), they should be your first point of contact. Please check that you have the right contact details for your care co-ordinator before you leave each appointment that you have with your care team. In their absence, you can call our switchboard on 0121 301 0000 and ask for the duty CPN who can also support you.

Between 8am and 8pm, Monday to Friday (excluding bank holidays) our **Customer Relations Team** is also available to help.



Its Patient Advice and Liaison Service offer confidential advice and support, and can help you sort out any concerns you may have about the care we provide. Contact the team on Freephone 0800 953 0045 or by email: bsmhft.customerrelations@nhs.net

Calling **NHS 111** can help if your crisis is out of hours. Depending on the situation, the NHS 111 team can connect you to a nurse (including a trained mental health nurse at evenings and weekends), or a GP, and can even arrange a face-to-face appointment if they think you need one. The NHS 111 service is staffed 24/7 by trained advisers.

Emotional support is also available from mental health charities. **SANE** have an out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness. The helpline is open every day of the year from 4:30pm to 10:30pm on 0300 304 7000.

You can also call the **Samaritans**, available for anyone to speak to, 24/7 on Freephone 116 123.

If you or anyone else is in danger, please call **999**.

Meeting Minds

David Goley is a service user, volunteer and mystery shopper.



Tell me about your Irish heritage?

My Dad is from County Wexford and my Mom was an Irish traveller. Every summer holiday, the family went back to Ireland.

What makes you proud to be in the St Patrick's Day Parade?

I love the goodwill of it all. My Dad has carried the County Wexford flag in the parade. It's gold and purple.

What do you do to relax?

I like socialising and meeting friends. I'm in a group called Greensparks*, a mental health group for people of Irish background. I also like reading and my favourite author is Samuel Beckett.

What makes you laugh?

A bit of banter and I'm lucky, I can make myself laugh and I enjoy the craic.

**Greensparks meets on the last Friday of each month at 6.30pm in the Spotted Dog Pub, 104 Warwick Street, Digbeth, B12 0NH. All are welcome.*

Tell us your story

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

Opportunities and events



St Patrick's Day Parade

On Sunday 11 March, come and join the thousands of onlookers lining Digbeth High Street to watch the St Patrick's Day Parade.

Starting at Camp Hill at 12pm, the parade is a showcase of the diverse cultures and communities of Birmingham. Located in the heart of the city's Irish Quarter, this parade is one of the biggest in the world.

Feel free to join the Positive Mental Health Group in the parade. Join the gang at 11am on the day on Digbeth High Street (near the Irish Centre) to register and then enjoy the celebrations.

For more information visit:
stpatricksbirmingham.com



International Women's Day – Open Mic Night

In celebration of International Women's Day, on Thursday 8 March, Birmingham Mind will be hosting an Open Mic Night at Café Oikos, 58 Erdington High St, Birmingham B23 6RH.

Starting at 6pm and ending late, this free evening of poetry, song and rap is open to everyone who wants to come and share their talent.

Prior to the event, the team at Birmingham Mind will be having a training/confidence building session for those taking part on the day (subject to time and availability).

If you wish to take part in the event, want to book onto the training session or need more information email: Fatema Hickson (FatemaHickson@birminghammind.org) at Birmingham Mind.



Warm homes campaign

Keeping yourself and your home warm helps you to stay well. Living in cold, damp conditions can harm your health.

The most at-risk groups are typically older people, children and those with existing long-term illnesses such as asthma, diabetes and heart disease. Energy companies can provide priority services, which can give support when it comes to your energy account. You may be eligible to register if you or someone in your household is of pensionable age, disabled, has a long term illness or if there are children under five.

For more information contact the following organisations:

- National Energy Action (Action for warm homes) www.nea.org.uk
- Citizens Advice Birmingham – Tel: 0344 477 1010
- Warmzones – Tel: 0800 0337 967
- Age UK – Tel: 0800 055 6112

New term at our Recovery College for All

29 January to
29 March 2018



To view the college prospectus and for more information visit our website: www.bsmhft.nhs.uk/rcfa. To book, call 0121 301 3992.

Positive Mental Health Group

This is a great meeting for networking, news and information. The next meetings are Tuesday 27 March and Tuesday 24 April, from 3pm to 4.30pm (refreshments served from 2.30pm). Venue: Café space at LGBT Centre, 38-40 Holloway Circus, City Centre, B1 1EQ.



Introducing... icap

icap (Immigrant Counselling and Psychotherapy) is a charity providing counselling and psychotherapy to people of Irish heritage. The organisation was founded by Teresa Gallagher in 1996, after she realised that there was a strong stigma attached to mental ill health amongst the Irish community, particularly in older Irish women and men.

icap encourages people to address their issues in a safe and non-judgemental environment and, over 20 years later, is one of the few culturally-specific counselling and psychotherapy services available to the Irish community.

For more information visit:
www.icap.org.uk



How to contact us

Customer Relations

Tel: **0800 953 0045**

Text: **07985 883 509**

Email: bsmhft.customerrelations@nhs.net

(Available Monday to Friday, 8am to 8pm. Closed on public holidays and weekends.)

See Me Team

Tel: **0800 694 0212**

Email: bsmhft.seeme@nhs.net

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

Recovery for All

Anne Pledger

Tel: **07985 883 420**

Email: anne.pledger@nhs.net

Mental health crisis – out of hours contacts

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

Sane – Tel: 0300 304 7000.

(365 days a year, 4:30pm to 10:30pm)

Samaritans

Freephone: 116 123 (Available 24/7)

999 – Immediate, life-threatening emergencies.