

Patient Journal



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An illustration of two women in a room. One woman, with grey hair and wearing a green top and purple skirt, is sitting on a small black stool and gesturing towards a bookshelf. The other woman, with dark hair in a bun and wearing a purple top and grey trousers, is standing and looking at an open book held in her hands. The bookshelf is black and has several compartments containing books, a potted plant, and storage boxes. The background is a soft, light orange color.

About your Patient Journal

This is your Patient Journal which has been designed to give you a better understanding of the services and people you may encounter whilst under the care of Community Services.

It is packed full of useful information and parts that can be filled out to help you remember who is involved in your care, any medication you may be taking and any upcoming appointments.

Please be aware that the Trust does not take any responsibility for the loss or damage of your Patient Journal nor the information you choose to write in it. It is important that you keep your Patient Journal safe.

Your care team

My Care Team is

.....

They are based at

.....

Their address

.....

.....

Their contact number

.....

Opening Hours

.....

Public transport routes

.....

.....

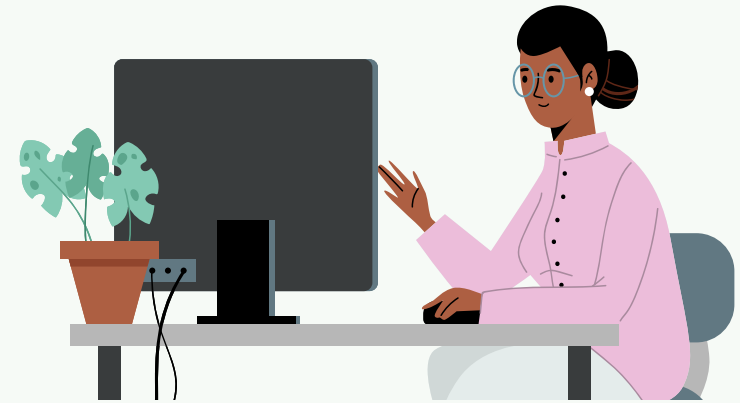
People you may encounter

Consultant Psychiatrist

A Consultant Psychiatrist is a medically qualified doctor who specialises in mental health conditions. A Consultant Psychiatrist is able to assess and diagnose mental health conditions, prescribe medication and prescribe appropriate treatment and / or therapy.

Other Doctors are other Doctors who are not Consultant Psychiatrists but who are qualified to provide you with care and have psychiatry experience.

Any Doctor you see will have the experience that is suitable for your needs. It is important to note that you may see a variety of Doctors throughout your journey but the overall responsibility for your care will always lie with the Lead Consultant of the Community Team. Whilst the Lead Consultant may not see you, they will support in the decision making process around your care and treatment.



Mental Health Nurse

A Mental Health Nurse or Community Psychiatric Nurse (CPN) is a registered, qualified nurse who specialises in supporting people who have mental health conditions. A mental health nurse can assess people and provide timely support. This can include conducting one-on-one therapy sessions, ensuring that medications are taken correctly, working with people to help them better understand their condition and conducting risk assessments.

A Mental Health Nurse may also act as your Care Coordinator if required. This means that they will coordinate your care for an arranged period of time and act as the central point of contact for professionals involved in your care.

Psychologists and Psychotherapists

Psychologists and Psychotherapists are mental health professionals who use different forms of therapy to help people learn to better cope with life and relationship issues and mental health conditions. Examples of therapy that are commonly used include talking therapy and art therapy.

Occupational Therapists

Occupational Therapists are mental health professionals who empower people to manage their mental health condition by exploring how they spend their time, understanding what's working well and the challenges they face, and then collaborating with them to create a treatment plan.

Your care plan

We're introducing a new way to help build your mental health care plan by talking about the things that matter most to you. This approach is called DIALOG+ (pronounced di-a-log-plus). It's an easy-to-use series of questions that help you to think about and describe how you are feeling and work out what areas of your life you would like to improve.

During your next review your mental healthcare practitioner may ask you to fill out the DIALOG+ form. The form is very easy to use, and it only has 11 questions. The first eight questions cover different areas of your life, and the last three are about the care and support you are receiving. Your answers to the DIALOG+ form can help us to make sure we talk about what matters most to you during your review and identify which areas of your life you would like to focus on and improve. Together we will decide on practical ways to achieve these improvements and make a difference to your wellbeing over time.



You can ask your mental health care practitioner if you are unsure about anything or would like to find out more information about DIALOG+ at any time.

Please use this QR code for more info on DIALOG+.



People involved in my care

[illegible]

My appointments

You can use this space to note down any future appointments or things you wish to discuss.

[illegible]

My medication

[illegible]



Current medication

After assessment, you may be prescribed medications by your care team. These medications will be prescribed to help lessen any symptoms you may be experiencing. It is important to discuss any medication issues or queries with your mental health team.

Taking your medication is an essential part of your overall treatment and wellbeing. For you to receive the maximum benefit of your medication you must take it as prescribed.

When being prescribed any medication it is important that you understand the following – so ask:

- Why you have been prescribed the medication?
- The effects you may experience with the medication?
- How long will you need to take the medication?
- What is the dose and how often do you need to take it?
- Are there any special storage requirements for the medication?
- Are there any side effects that you need to be aware of?



Your care team can provide you with medication information. You can also speak with your local pharmacist or look online at www.choiceandmedication.org/bsmhft. You can also scan the QR code.

Remembering to take your medication

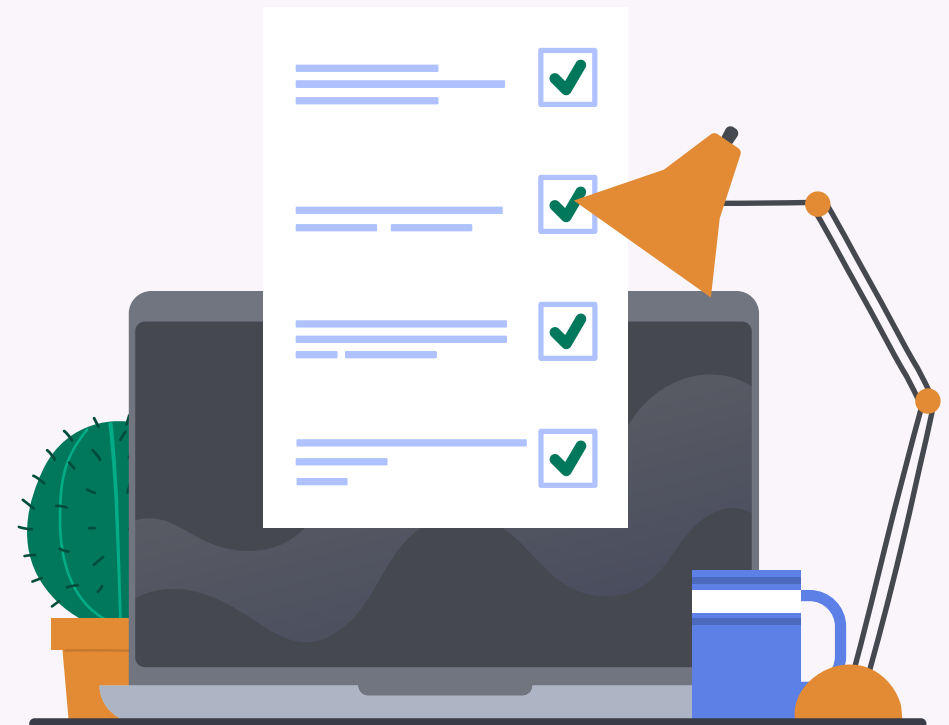
If you have trouble remembering to take your medication, you may want to try taking it with an everyday activity such as eating breakfast or brushing your teeth.

Side effects

All medications can have side effects. The severity and type of side effect differs from one person to the next. It is important that you speak with a member of your mental health team if you are concerned about side effects.

Other medication

You may also take other medications, tablets or herbal treatments. It is important that you discuss these with your mental health team so that they can prescribe safely.



Customer Relations

(PALS, Compliments & Complaints)

Being a service user of the NHS can sometimes be confusing and frustrating. At some point you may need to turn to someone for on-the-spot advice or information.

The Trust's Customer Relations Team provide confidential advice and information, helping you sort out any concerns you may have about the care you are being provided.

The Team focuses on improving the service provided to NHS service users by:

- Advising service users, carers and families.
- Providing information on Trust services.
- Listening to your compliments or concerns and helping to resolve any issues quickly.
- Supporting people to make formal NHS complaints which are investigated and responded to.

Putting you in touch with other sources of help and advice

The Customer Relations Team is available 8am–4pm, Monday–Friday (excluding public holidays).

Telephone: 0800 953 0045

Email: bsmhft.customerrelations@nhs.net



Support Services

It is important that you speak with a member of your mental health team if you are struggling with anything or feel that you may require extra support.

There are lots of different organisations, agencies and charities that can offer additional advice and support. These include:

- Advocacy
- Wellbeing
- Benefits
- Housing
- Social services



The Waiting Room is Birmingham and Solihull's directory to health, wellbeing and support services. Visit www.the-waitingroom.org or scan the QR code.

Important contacts

Service	Name of person	Contact details

Urgent help & Crisis Support

In a medical (physical or mental health) emergency you should call 999 or go to your nearest A&E department.

If you need help for a mental health crisis, want to help avoid a crisis or feel that your mental health is getting worse you can:

- Contact your mental health team (during opening hours).
- Call 111 and select the mental health option (any time).
- Text ‘Space’ to 85258 (any time).
- Call Birmingham Mind Helpline on 0800 915 9292 (9am–11pm).



Further support information can be found on the Birmingham and Solihull Mental Health NHS Foundation Trust website: www.bsmhft.nhs.uk. You can also scan the QR code.





Tips for better mental health

1. **Keep active and take regular exercise.**
2. **Have a healthy and balanced diet.**
3. **Get enough quality sleep.**
4. **Avoid drinking alcohol or only drink in moderation.**
5. **Value and respect yourself.**
6. **Talk to someone about how you are feeling.**
7. **Keep in touch with loved ones.**
8. **Have a hobby.**
9. **Don't attempt to do too much.**
10. **Don't be afraid to ask for help.**

Notes



Contact us

Visit our website, www.bsmhft.nhs.uk

Or call us on 0121 301 0000

This information has been coproduced with BSMHFT staff and people who use our services.



Birmingham and Solihull
Community Mental Health
and Wellbeing Service