



Stop press.....stop press.....stop press....

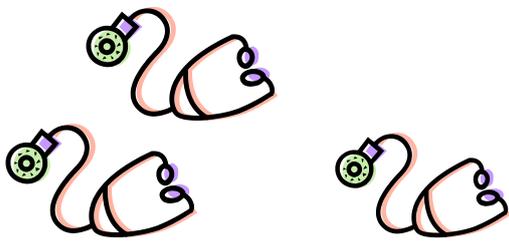
**293 Patients did not attend appointments in June-
If you are unable to attend your appointment please contact the
surgery so that slot can be allocated to another patient
Many Thanks**

MANOR PRACTICE

NEWSLETTER

SUMMER 2017





MANOR PRACTICE NEWSLETTER

Dear Patients of
Manor Practice

As you know, we held a Health Awareness Event on May 22nd. The subject was Mental Health Awareness.

Page 1: Welcome

We are happy to report it was a huge success.

Page 2: Surgery Information

Page 3: Birmingham & Solihull
Mental Health NHS
Foundation Trust
Service

Because Mental Health Awareness covers such a huge spectrum, we concentrated on Depression, Anxiety and Self-Esteem.

Page 6: Living Well Consortium

We were delighted to welcome 6 speakers - Jess Key from Birmingham Mind, Harvinder Sohal from Living Well Consortium, Sandra & John Baker from Birmingham & Solihull Mental Health NHS Foundation Trust, Mick Brown from Stonham Carers and Dr Fraser Hewett from Manor Practice.

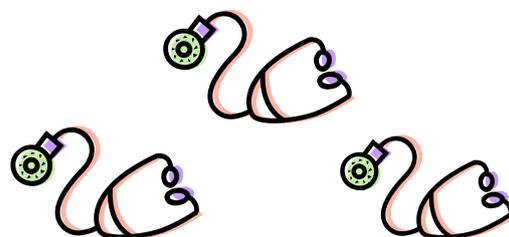
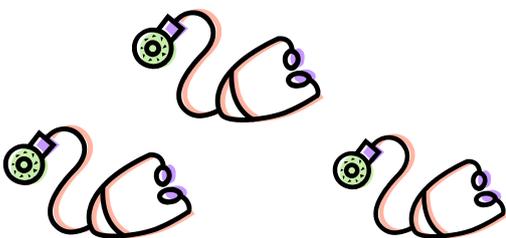
Page 7: Birmingham MIND

Page 11. Mental Health and
Wellbeing

Dr Fraser Hewett: GP Partner Manor Practice

Page 13. Stonham Home Group
Birmingham Mental
Health Carer Support
Service

Mental Health is often a subject that many find difficult to talk about and therefore this newsletter will cover all that was discussed and hopefully you will find the information interesting and useful.





THE DOCTORS

Dr Nigel Speak
 Dr Mark Forshaw
 Dr Judith Rimmer
 Dr Caroline Wall
 Dr Nim Cave
 Dr Mira Pattni (Maternity leave)
 Dr Isobel King
 Dr Fraser Hewett
 Dr Guan Chan
 Dr Ana Dasgupta (Maternity locum)
 Dr Konrad Chmiel (ST3) Dr Matthew Kain (FY2)

DID YOU KNOW



The Doctors and Nurses are happy to give telephone advice in order to give you a better and efficient response to your need.

This could be to follow up a consultation or for a new problem

If you leave your contact number at reception, with some details of your enquiry, the doctor or nurse will call you back at an appropriate time



TEST RESULTS

Patients may obtain test result information by phoning the surgery during weekdays between the hours of 11am and 4pm

James Preston: 0121 355 5473

Ashfurlong: 0121 323 2121



MINOR ILLNESS CLINIC

Manor Practice has a Nurse Practitioner who will see Patients in our minor illness clinic

The Nurse can prescribe treatment for an extensive range of minor ailments, for example all infections, acute asthma, rashes and contraception



MAKE A NOTE

GP surgery hours 8:00am to 6:30pm

Mon-Fri,

Ashfurlong only - Mon - 6:30-8:15p.m. & Saturday 8-12p.m.

GP appointments within 48 hours, nurse appointments within 48 hours

GP out of hours - between 6:30pm and 8:00am
 NHS 111 - non emergency service 24 hours
 advice or www.nhs.uk



APPOINTMENTS

You can now book appointments on the internet. If you wish to use this service you simply need to obtain a registration letter from reception and follow the simple instructions.

Appointments can be booked
 Mon-Fri 8-12:30p.m. & 1:30-6:00p.m.



INTERNET PRESCRIPTIONS

You can order prescriptions On-line. After accessing the website, click on online services and register yourself for a password. When authorised please follow instructions

Birmingham and Solihull Mental Health NHS Foundation Trust.



It's estimated that one in four people in the UK will experience a mental health problem in their lifetime and this Trust was established to help those people, their families and carers. We're dedicated to raising awareness of mental health and removing the stigma that's associated with it.

Our Trust has over 50 sites that range from teams in your local community, through to inpatient hospitals and residential settings. With over 4000 dedicated staff, we're well equipped to provide you or your loved ones with the help and support you need

We are a trust with a strong reputation in research, innovation and service excellence. Although we are based in Birmingham and Solihull, our desire to share good practice has seen us create links both nationally and internationally.

We provide a wide range of inpatient, community and specialist mental health services. These services include: rehabilitation, home treatment,

community mental health services, assertive outreach, early intervention, inpatient services, day services and mental health wellbeing services. We also manage the delivery of mental healthcare in HMP Birmingham and work closely with the criminal justice system.

Many of our services are based within the local community, so that people can receive treatment in an environment they're used to, including in their own home. This means that people can continue to lead active lives in the community while receiving the support they need for their mental health issues.

Our dedicated, specialist teams work closely with patients, their carers and families to put together a plan of care which suits each individual person and offers different types of support including community, inpatient, outpatient and day services.

We provide a number of adult mental health services throughout Birmingham and Solihull. We support people in the community through outpatient facilities, acute care, day services and community teams. We also have a number of inpatient units for adults offering acute care and rehabilitation and recovery.

Our trust provides general mental health care for conditions such as depression and anxiety, and also more complex conditions such as schizophrenia. This can be through medicine, psychological therapies, or group support and activities. We also provide care and treatment for a number of specialist mental health conditions, acting as a regional or national centre for research and expertise.

For further information please look at our website - www.bsmhft.nhs.uk

Mental Health Out of Hours and Urgent Care Services



The Badger Out-Of-Hours (OOHs) GP service currently covers Birmingham, Solihull, and Walsall and normally operates 6.30pm to 8am Monday to Friday, and all day Saturday, Sunday and public holidays.

Participating members leave an answer-phone message on their practice phone or arrange a call divert when their practice is closed. This invites patients needing medical attention to ring the Badger call centre. Incoming calls are logged onto a computer system before being

put through to a clinician for assessment.

If you or your family need urgent medical attention outside of normal GP hours, Badger can help. Just call your doctors surgery as usual and follow the instructions on how to contact us.

When you telephone Badger, you will be asked for the patient's name, address and the reason for your call. A doctor or nurse will review your details and decide on the best way to treat you, which could be:

- Advice over the telephone
- An invitation to attend one of our Primary Care Centres
- Referral to a local NHS walk-in-centre
- In more urgent cases you may be referred directly to a hospital



Rapid, Assessment, Interface and Discharge (RAID)

RAID is a specialist multidisciplinary mental health service, working within the accident and emergency department of all acute hospitals in Birmingham, for people aged over 16. We work closely with other hospital psychologists and alcohol practitioners, as well as the acute hospital clinicians.

Referrals are made internally within the hospital accident and emergency department

We provide:

- advice on alcohol problems, including detoxification and referral to our 'morning after clinic' or other community agencies,
- advice on substance misuse treatment, including methadone
- maintenance, assessment of care needs of older people with mental health problems,
- early detection of mental health problems to enable rapid and appropriate intervention,
- continuity of care for people already known to mental health services,
- help with discharge planning, and general advice and support.



Street Triage

In January 2014 BSMHFT joined forces with West Midlands Police and West Midlands Ambulance Service to launch a pilot Street Triage scheme. This sees a mental health nurse, paramedic and police officer together in one

vehicle responding to 999 calls, where it's believed people need immediate mental health support.

- A Street Triage car will work from 10am until 3am seven days a week
- The service is staffed by mental health nurses, police constables, police sergeant and ambulance paramedics
- Deployed in a plain ambulance response vehicle
- Creates a vehicle able to deal with physical and mental health issues.
- Deployment under guidance of police/ambulance service control rooms

More help in an emergency:

Always call 999 if someone is seriously ill or injured, and their life is at risk.

□ **NHS 111, by dialing 111 - open 24 hours**

□ **Samaritans on Freephone 116 123 - open 24 hours**

□ **SANELINE on 0300 304 7000 - open 6pm - 11pm every day**

LIVING WELL CONSORTIUM

Call : 0121 663 1217
 Email :info@livingwell-
 consortium.com

The Living Well Consortium is a joint venture between voluntary and community organizations that consists of over 35 members



IAPT - Commissioned

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Our Services:

A Free Psychological Therapy Service for age 14+

- Delivered by 10 diverse Therapeutic and cultural approaches.
- 121 Counselling
- Culturally Sensitive support
- Guided Self Help
- Relaxation Techniques
- Telephone Counseling
- CBT
- Body Based therapies
- Creative Therapies
- Group therapy

Birmingham Cross City CCG
 Birmingham South & Central CCG
 Sandwell & West Birmingham CCG

MENTAL HEALTH & WELLBEING COMMUNITY



Unique Selling Point!



- ✓ Response time less than 2 weeks
- ✓ Diverse approaches used for delivery
- ✓ Higher recovery rates
- ✓ Flexibility
- ✓ Innovative
- ✓ Members of the consortiums are recognized experts

“Services Available Everyday including Evenings, Weekends on request”

BIRMINGHAM MIND



Telephone: 0121 608 8001

Email: info@birminghammind.org

**Head Office: 17 Graham Street,
Hockley, Birmingham B1 3JR**

Website: www.birminghammind.org

Birmingham Mind is the largest independent mental health charity providing services in and beyond the City of Birmingham's boundaries.

Our website shows how we are promoting wellbeing and recovery, providing high quality support and challenging the stigma of mental distress.

What We Do

Birmingham Mind provides high quality services in a variety of settings. All our services are carefully vetted by our own monitoring arrangements or external verification. We provide person centred support to enable people to be in control of their lives.

We are pleased that a number of our residential services are rated as excellent by CQC, we have achieved the top standard awarded by National Mind, and have gained PQASSO level one.

The organisation also has the Investors in People Gold Award, is a Mindful Employer and due to the overall excellence of our services we have been awarded the Charity Commission Accreditation mark.

We are by far the largest voluntary sector provider of mental health services within Birmingham and as a consequence have a vast amount of experience within the organisation.

Our vision is that people are in control of their lives and this aspiration emphasises the need to build upon peoples strengths underpinned at all times by a well established recovery approach.

Recovery Service

Birmingham Mind has a range of mental health support and recovery services that are offered within the community.

The types of services range from:

Beechcroft Recovery Centre

The Recovery Centre offers a wide variety of activities, courses,



workshops that aim to support and improve your emotional and mental wellbeing. The service offers support to promote recovery, encouraging the development of skills and the increase in quality of life.

We provide the opportunity for you to meet with people who may have had similar experiences and to develop social networks. The experienced staff team offer support in small groups, on a one-one basis and through person centered planning.

Open Afternoon:

Why not come along to our Open Afternoon every Tuesday 1.30pm - 4pm at our Beechcroft Centre in Erdington. You can meet the staff team and people who use the service, find out whats on offer and complete an application form if you decide you would like to access the service.

Beechcroft Centre

501 Slade Road
Erdington
Birmingham
B23 7JG

Tel: 0121 237 3761

City Wide Support

Wellbeing Sessions and Social Support are a chance to relax, socialise and perhaps play a game of snooker, and are offered across the city in the following locations; Erdington, Harbourne, Cotteridge, Hazelwell, Selly Oak and Longbridge.

The sessions promote Wellbeing and Recovery, offering the opportunity

for people to meet, socialise and try new things in a relaxed and informal setting.

The service can also offer advice, sign posting and support if people just want to talk about how they are feeling or any concerns they have.

Many of the services are offered evenings and weekends. An application is required to access the drop in services. All people who attend are encouraged to be actively involved in what the service offers and our long term goal is for these services to become "user-led".

Refreshments within Recovery

Sessions and Social Support:

All of the services provide drinks for a small charge.

To find out more about the Recovery Sessions and Social Support, where they are offered, whats on offer and the application process, why not come along to our open afternoon every Tuesday 1.30pm - 4pm at our Beechcroft Day Centre or telephone: 0121 237 3761 to discuss further or arrange an application meeting.

Meet the



Team

Our team work hard to deliver you a quality service that promotes wellbeing and recovery.

How to Access the Service

In order to access Birmingham Mind's Recovery Service you will need to complete an Access form, as well as an Identifying Support Needs form that will be completed.

Access Form Information:

Our services support individuals who want to support and improve their mental wellbeing. You do not need to be referred to our services through a professional (such as your GP or CPN), you don't have to have a mental health diagnosis, you don't even need to have ever accessed mental health services before.

We offer an Open Afternoon at our Beechcroft Day Center every Tuesday afternoon from 1.30-4pm.

Improving Mind Meetings

Service users can meet up with a member of the Recovery management team to feedback their experience of the service, ideas for

improvement and any issues or concerns.

Beechcroft Improving Mind Meetings

The last Saturday of every month, starting at 12 noon

Wellbeing Hub

Our new Wellbeing Hub was launched on **Tuesday 1st March 2016**

This free service, provides an access point for people requiring Wellbeing Services to maintain or improve their mental wellbeing.

What does the Wellbeing Hub offer?

Our Wellbeing Hub offers a range of information and access to community services that support emotional wellbeing.

We offer a range of workshops, groups and courses that you can sign up for and we are also able to provide information on other services in the community that might be helpful to you.

We offer workshops in...



We can also offer you an appointment to discuss your concerns in more detail before arranging access to our workshops and signposting you to other organisations.

Eligibility criteria

To access the Wellbeing Hub you will need to be...

- 18 years old or over
- Registered with a GP in Birmingham, within the CrossCity Clinical Commissioning Group boundaries
- A desire to consider different ways of improving mental health
- Experiencing stress, anxiety, depression and not under the care of specialist mental health services.

How to access the Wellbeing Hub

If you meet all of the criteria above then there are a number of ways, you can access the Wellbeing Hub

- Through a referral agent:
 - *Your GP*
 - *Health Professional,*
 - *Social Services,*
 - *NHS 111,*
- *Community Organisation*

- Self- Referral

Simply complete our [online referral form](#) or call our team on **0121 262 3555**. The Hub also accepts referrals via [email](#)

You can download the referral form here from our service

<http://birminghammind.org/wp-content/uploads/2016/02/Wellbeing-Hub-leaflet-final-V4-12.16.pdf>

Opening hours:

We are open Monday -Friday
9:00am -5:00pm.

Offering evening and weekend support by appointment only.

Where is it?

The Wellbeing Hub is located at the Beechcroft Centre, the full address is as below

Birmingham Mind Wellbeing Hub,
Beechcroft Centre, 501 Slade Road,
Erdington, Birmingham B23 7JG

Mental Health and Wellbeing

Dr Fraser Hewett: GP Partner
Manor Practice
MBChB
MSc Evolutionary Psychology
MRCGP

Happiness vs Wellbeing

1. Positive Emotions/ Pleasures

Activities that encourage positive emotions

- Bubble Bath
- Shopping
- Having a glass of wine
- Laughing
- Getting a massage

2. Engagement Flow

This is a term for the feeling one gets when completely absorbed in an activity. Time seems to stand still.

Types of activities that can encourage flow:

- Reading
- Listening to music
- Talking with friends
- Physical activity (i.e., walking, yoga, swimming)
- Hobbies

3. Meaning

Meaning is found through connecting with something that is bigger than oneself.

Examples of things that bring meaning to life:

- Work: paid or volunteer
- Being a father, child, sibling, friend
- Religion or spirituality
- Being ecologically responsible

4. Values

Values are our heart's deepest desire how we want to interact with and relate to the world, other people, and ourselves.

Examples of personal values:

- Caring
- Humour
- Responsibility

5. Relationships and Social Connectedness

- People with more social connections have better mental wellbeing (Rezac, Thompson & Hallgren, 2005).
- The interactions from relationships can be a source of distress.
- It is better to have social connections in our lives than to not have them - improves overall mental wellbeing, but not always happiness.

6. Accomplishments / Sense of Control

- Action planning and problem solving give us a sense of control
- (Coubasson et al., 2002).
- Breaking down goals, tasks, and responsibilities into smaller and more manageable portions helps us to turn bad stress into good stress.
- The confidence and sense of control that we get from managing

these difficulties then improves our resilience.

- This can become a constant feedback loop that continues to build resilience, self-esteem, self-confidence, and well-being

Happiness is not a goal... It is a by-product of a life well lived.

Eleanor Roosevelt

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LOCAL MENTAL HEALTH
RESOURCES

FOOTSTEPS
www.footsteps-counselling.co.uk

0121 308 7298

OUR PLACE COMMUNITY HUB
www.ourplacecommunityhub.org

0121 354 4080

B.A.C.P.
www.bacregister.org.uk

BANNERS GATE COUNSELLING
www.bgcounselling.co.uk

0121 354 6544

Barry Pope 07974 211656
www.suttonbrieftherapy.co.uk

B.P.S. www.bps.org.uk/bpslegacy/dcp

STONHAM HOME GROUP

BIRMINGHAM MENTAL HEALTH CARER SUPPORT SERVICE

Our Mental Health Carer Support Service offers information and advice to carers of people with mental health needs in Birmingham

Support includes:

- Information and Signposting
- One to One support with personalised support plans
- A large variety of facilitated peer support groups throughout Birmingham

We have a skilled team waiting to help.

For further information or to make a referral please contact

0300 304 5530

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by-product of a
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Eleanor Roosevelt