

Key contacts

Birmingham Mental Health

Carers Service

0121 380 4949

Solihull Carers Service

0121 678 4721

Carers Hub

0844 225 0680

www.choiceandmedication.org/bsmhft

www.mind.org.uk

Samaritans

0845 790 9090

VoiceAbility advocacy

0121 392 8731

Shelter housing

0808 800 4444

Support and information

PALS customer relations

Monday-Friday, 8am-8pm

Tel: 0800 953 0045

Text: 0798 588 3509

Email: pals@bsmhft.nhs.uk

PALS customer relations offer information on diagnosis, medication, side effects, local user and carer support groups.

PALS customer relations can guide you to advocacy, housing support, benefits advice and voluntary agencies.

Sign up as a member:

www.bsmhft.nhs.uk



Birmingham and Solihull 
Mental Health NHS Foundation Trust

Your Trust Card



Care co-ordinator:

Telephone number:

If they are not available, speak to a duty clinician.

Your next appointments are:

Your next care plan review:

Your care co-ordinator will offer you a printed copy of your care plan.

They can arrange talking therapies, learning, work, arts, sports and leisure activities.

If you are becoming unwell try to let your care co-ordinator know as soon as possible.

If you need an urgent mental health assessment out of hours:

- If you are currently in contact with our crisis teams, call them directly.
- Otherwise call your GP and ask for an emergency assessment.

GP telephone number:

In a medical emergency always call 999.

NHS 111 - For when you need medical help fast but it is not an emergency. **Tel: 111**
Website: www.nhs.uk

NHS Friends and Family Test

Have your say to improve care.

Our staff might ask you if you would recommend our services to your friends or family. It is your opportunity to tell us what is working well and what we can improve.

All feedback is anonymous. You can ask to take part any time and it only takes a minute to complete. Please ask a member of staff for more information or a postcard.

If you need further help or assistance, contact our **PALS customer relations team** (see details overleaf).