

from our Community Mental Health Transformation team

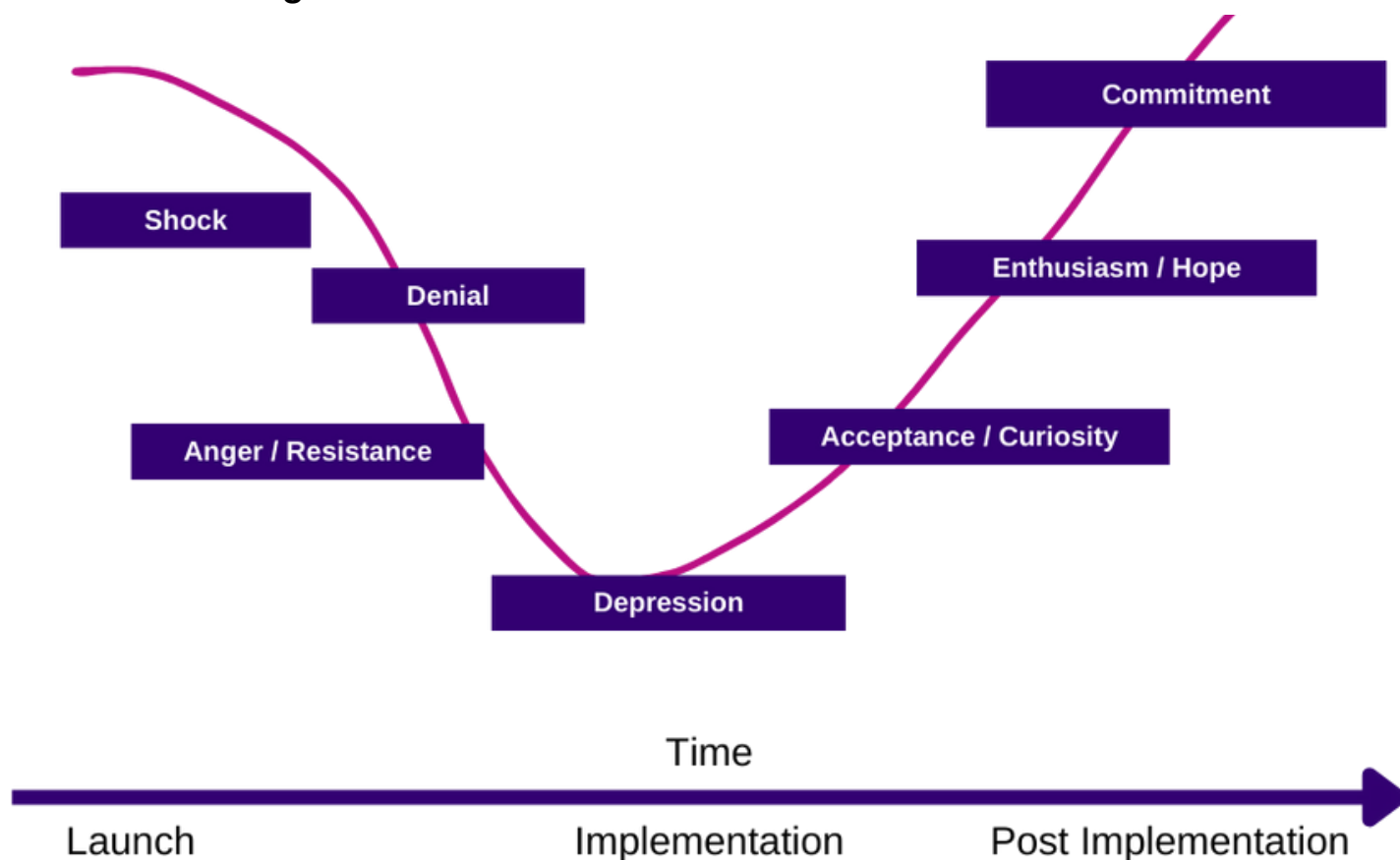
March 2024

Theme of the month: Navigating change

Navigating change in the workplace affects everyone differently, for some it can be an exciting time and for others, it can be quite challenging.

During this journey of transforming community mental health services, it's important to understand where you might be on the Change Curve so that you can understand how you're responding to this change.

What is the Change Curve?



The Change Curve details the seven stages that people go through when dealing with change.

Please note, that the transition through the Change Curve is not linear. Each experience will be individual.

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Supporting your journey through this transformation:

There are a few ways that you can support your journey through this change. Firstly, you'll need to ensure that you've accessed all of the available information, this will help to improve your understanding of the changes being made and how they will affect you and your team. Not having an understanding can prevent you from moving through the Change Curve, which could stop you from seeing any positives, causing you to feel apprehensive and anxious about any transformation.

During any type of change in the workplace, it's important to ask your manager for support. They should be able to answer questions, dispel any rumours and signpost relevant information to support you and your colleagues through this process. If you've noticed that you're stuck somewhere on the Change Curve, you should discuss this with your manager so that they can help you understand the changes and help you see the benefits.

If there's anything that you need to help you through this transformation, please get in touch with the Community Mental Health Transformation Team by emailing bchft.mhtransformation@nhs.net.

Referral Pathway and Response Times Poster

We have created a poster which details referral pathways, response times and contact details for the following teams:

- Primary Care Mental Health Teams
- Community Mental Health Teams
- Talking Therapies
- The Recovery College
- Urgent Care
- Emergency Care

This poster is available for download on the [intranet](#).

Mental Health Referral Form update

We are launching a new referral form for mental health referrals. This form will be used to send referrals to the Primary Care Mental Health teams.

The form has been developed using your feedback and is currently still being reviewed. The final version of the form should be launched towards the end of April. We will send more information about this update, including a completed form to demonstrate how it should be filled out, and when to expect this change to happen.

We will share more information about this change once a launch date is confirmed. In the meantime, you can visit our [webpage](#) for further updates relating to this work.

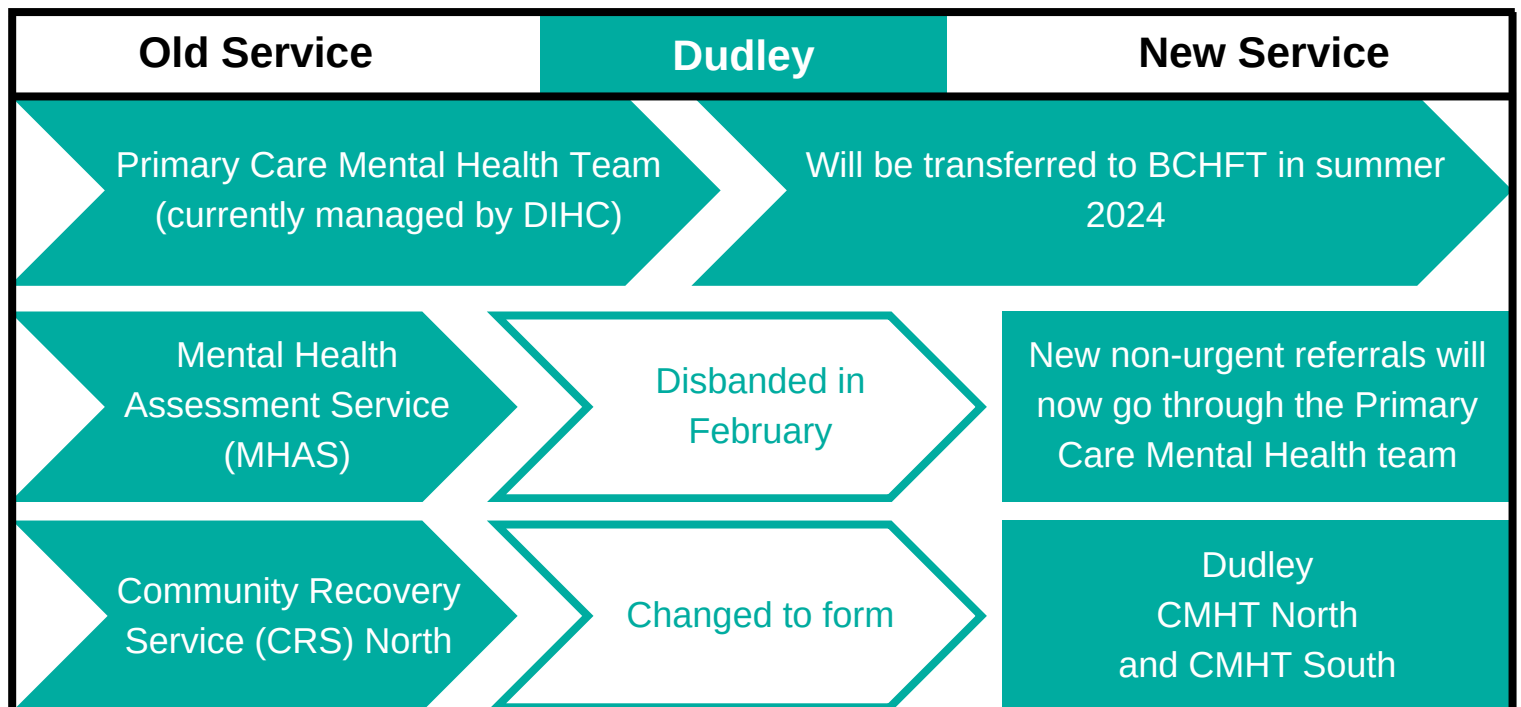
Community Transformation – what's changed so far?

We've seen lots of change internally over the past few months relating to our urgent and planned care services. Information about these changes can be found on [this document](#).

Here's everything that has changed in each area so far:

Old Service	Wolverhampton	New Service
		Primary Care Mental Health Team
Single Point of Access Team (SPA)	Disbanded in February	New non-urgent referrals will now go through the Primary Care Mental Health team
Wolverhampton Wellbeing Team	Disbanded in February	
Complex Care Team North and South	Changed to form	Wolverhampton CMHT North and CMHT South
	Sandwell	
Single Point of Referral Team (SPOR)	Disbanded in February	New non-urgent referrals will now go through the Primary Care Mental Health team
Sandwell Wellbeing Team	Disbanded in February	
Treatment Team North and South	Changed to form	Sandwell CMHT North and CMHT South

Old Service	Walsall	New Service
		Primary Care Mental Health Team
Early Access Service (EAS)	Disbanded in February	New non-urgent referrals will now go through the Primary Care Mental Health team
Community Recovery Service (CRS) South	Changed to form	Walsall CMHT North and CMHT South
Complex Care Team North and North	Changed to form	
Sandwell		
Single Point of Referral Team (SPOR)	Disbanded in February	New non-urgent referrals will now go through the Primary Care Mental Health team
Sandwell Wellbeing Team	Disbanded in February	
Treatment Team North and South	Changed to form	Sandwell CMHT North and CMHT South
Dudley and Walsall		
PT Hub	Disbanded in February	Merged to form either North or South CMHTs in specific locality



Opportunities to get involved:

Over the next 12 months, we will be focusing on developing the Complex Emotional Needs (CEN) pathway (often referred to as personality disorder), along with developing our Rehab pathway.

Information about the CEN pathway and the Rehab pathway was shared in the February edition of this [newsletter](#).

Get involved in our CEN pathway development:

We are inviting people who either have experience with working with people with Complex Emotional Needs, or people who have experience using these services.

As part of this work, we will be introducing a Digital Dynamic Support Register, Key Workers and enhanced support for women with Complex Emotional Needs.

Support our Rehab pathway development:

We are working on our therapeutic strategy to support the development of our Rehab pathway.

We are inviting people with lived experience of using rehab services to be involved in this work.



If you would like to be involved in any of the work streams supporting this transformation, please email bchft.mhtransformation@nhs.net.

How to get involved

There's still plenty of time to get involved with the community mental health transformation, and we can't do it without you! Help shape your services, no matter how big or small your contribution matters. These are some of the ways you can share your views and be involved.

Patient, service user, carer	Complete surveys 	Join a focus group 	Attend events 	Help design our services 	Review our communications 	Talk to others 
Staff member	Participate in meetings 	Share updates 	Attend events 	Help design our services 	Collect and share feedback 	Promote opportunities 
Partners including voluntary sector	Participate in meetings 	Share updates 	Attend events 	Help design our services 	Collect and share feedback 	Promote opportunities 
Community and public	Complete surveys 	Join a focus group 	Attend events 	Share updates 	Collect and share feedback 	Promote opportunities 

To find out more about these opportunities please get in touch by emailing bchft.mhtransformation@nhs.net



Help promote our opportunities for involvement.

Download and display a poster.

They are available on our website or contact us for printed copies.

blackcountryhealthcare.nhs.uk/about-us/community-mental-health-transformation

Animation: A service users journey before and after transformation

We've created an animation to help visually describe how services will change after the community mental health transformation.



This animation has been co-produced alongside a Lived Experience Consultant (LEC). Their lived experience has provided a real-life example of how someone's journey through our services would change.

The animation is available to watch on YouTube: <https://www.youtube.com/watch?v=wlgAwFYH-X0>

Alternatively, you can scan the QR code to take you directly to the video on YouTube



Find out more

Updates relating to the transformation work taking place in the Black Country are posted on our website and on social media.

Website: You can view previous newsletters, and meeting recordings along with key documents, resources and information about upcoming events.

<https://www.blackcountryhealthcare.nhs.uk/about-us/community-mental-health-transformation>

Alternatively, you can scan the QR code below to visit our website

Social media: The Trust's social media pages provide information and updates relating to the transformation.

You can follow Black Country Healthcare on Twitter and Instagram or you can like our Facebook page for updates.

Twitter: twitter.com/blackcountrynhs

Facebook: facebook.com/BlackCountryNHS/

Instagram: instagram.com/blackcountrynhs/

Get in touch

If you have any updates that you would like us to share, or if you have any suggestions or feedback, please submit them via this short survey: <https://forms.office.com/e/p7qep9Z72p>

Alternatively, if you have any questions relating to our transformation work, you can email our dedicated inbox: bchft.mhtransformation@nhs.net