



champions of change

# NEWSLETTER

2011 - Issue 3

## CHAMPIONS OF CHANGE - THE FUTURE

The current Champions of Change service is funded by NHS Nottingham City until mid September 2011. From July onwards we will be collecting all the information we have about the pilot in order to inform a report which will focus on best practice in engaging and involving people. This only gives us 3 months to complete our current plans of work. We hope that as many Champions as possible will continue to support the service in these activities.

### Champions' film

We will be making a film and will include all of the successes and the lessons we have learned as a service from September 2009 when it was first formed. We will screen the film as a part of a celebration of the service and all Champions will be invited. If you have any ideas for the film and the screening event, we are all ears. However we do need to make this a low-budget event so let's keep it cheap and cheerful! All Champions will receive their own copy of the film as a big Thank You!

### GP survey

We will be interviewing you individually about your experiences with your GP. This was the single most important subject raised by Champions in the first year of the service. You can also join in a chat room about this. Marcus Bicknell, the new GP lead for mental health is looking forward to seeing the findings and recommendations from this engagement activity.

### How you like to be involved

We will be talking to you on a one to one basis about what you think is best practice in engagement and involvement so that we can share this with other services. You can also come to a chat room about this.

### Evaluation of Champions of Change

We constantly collect feedback from network members. This will be the chance for you to summarise your experience on Champions of Change.

### NHS Consultations on Service Specifications

A number of you are getting involved in shaping the plans for mental health services provided by the community and voluntary sector in Nottingham. Champions' Community Troupe: The Community Troupe made up of volunteers and Support Champions continues to visit community venues and events to tell people how they influence services and decision makers and to reduce stigma around mental health.

### Reference Group

The Reference Group continues to meet monthly. These Champions liaise with commissioners and decision makers on behalf of our service. They also now send representation to a City Council forum that focuses on mental health and wellbeing.

### Wanted!

Bright Ideas is holding a conference about heart health in visible and non-visible black and minority ethnic groups on 8th June 2011. In the first year of the Champions Service, many people we spoke to said that they thought health should be more holistic as the link between mental and physical health is too often ignored. We want Champions to do a presentation about this at the conference. Lisa Robinson the Director of Bright Ideas will support you to do the presentation. Director of Public Health and senior people from the British Heart Foundation will be attending the conference as well as lots of people from the community. Do we have any volunteers for this?

## Beyond September 2011

Bright Ideas Nottingham is currently exploring ways of continuing Champions of Change beyond the current funded period. We will keep you informed on how we get on.



Bright Ideas Nottingham, Kemet fm and ACAF would like to send out a huge thank you to all of you who were able to make it to 'Be Inspired' the volunteer celebration on 30th March at the Council House. What a great day!

Hopefully those of you who couldn't make it will have heard us live on 97.5 Kemet fm. We would like to say thank you to all people involved in the event.

All volunteers who got up on stage and showcased their projects were absolutely fantastic and we applaud you all.

Remember Helen (the last Champions' network Coordinator)? She introduced us all to the Hyson Green flats project, with many people telling us their memories of the flats.



Lisa and Simon spoke about Champions and what a great network we have. A new Champion, Neil, read us a beautiful poem, and we were treated to a slide show of photographs by Rodney, another Champion, whilst we had lunch. Thank you both! They were a true pleasure to listen to and to look at.

**All you wonderful Champions out there, we thank you for volunteering your time for Champions of Change. You are amazing!**

# NEW CHAMPIONS' GROUP MEMBER

Lisa Jackson and Kathleen McKay attended the Refugee Women's Group at Playworks on Friday 11th March 2011.

Lisa Jackson spoke very clearly about Champions of Change in language that all were able to keep up with and understand despite there being many different languages in the room, including Farsi, Swahili and Tigrinya. (The latter we were told is the most common African language spoken in Britain.)

We used the session to start our engagement activity around GPs and mental health. Below are some comments made by the women in the group:

- "Language barriers make it hard to explain things to the doctor properly and also to be understood".
- "It is difficult for people to admit they have mental health".
- "The receptionists always ask what is up; it is not their business".
- "There is not enough time to explain and the doctors don't listen".
- "Always being given paracetamol without them checking symptoms properly".
- "I have been given the same medication from the doctor for 2 years even though it is making no difference".

Most of the women expressed that they would prefer to go straight to the hospital or NHS walk in centres rather than their doctor.

One woman said she was told from her doctor in Bestwood, that she should get child care before attending the doctor's surgery, so as she didn't take her baby in with her to the appointment.

Another woman who had previously spent time in a detention centre went to see her GP about her mental health and was told that she had only come in to complain about her mental health to help with her asylum.

The group were more than happy to join the Champions' network as a group and would look forward to meeting us again in the near future. Many of us have positive experiences of our GP in relation to mental health issues. If you have a more positive experience, please tell us your story. We want to hear about how GPs get it right.

# MESSAGE FROM CHARLOTTE

Charlotte Wilcockson is the NHS Nottingham City commissioning manager. She attended the last reference group meeting on March 10th to thank Champions for all their hard work and dedication and to explain how Champions can influence services in the future. She passed this message on to Champions at Be Inspired, the volunteer event on the 30th March 2011.



*"I would like to thank the Champions for their work in helping NHS Nottingham City to engage with people who have used mental health services and for helping to shape future services. The Champions have been involved in several projects including the review of third sector services, the development of quality indicators in service specifications and in the mental health Joint Strategic Needs Assessment. I look forward to working with them on future projects to ensure that the services we commission are of a high quality and meet the needs of our citizens".*

## 111 - It's NOT an emergency

The new free 111 non-emergency enquiry number will act as an alternative to dialling 999 in a non-emergency situation.

We must stress this does not replace existing health service numbers and wherever people know which number to call for the service they need, they should continue to use it.

For example, people should still call their normal GP surgery number to make routine appointments.


The trial will run for 12 months in Nottingham City and Lincolnshire before a decision is taken about rolling it out to other parts of the region.

The government service will not initially replace NHS Direct, but may do so in the longer term if successful, if so, it will be available nationwide.

The launch received blanket media coverage across the city and public and patients are being asked to 'spread the word'.


111 is free to call, even from mobiles and can provide you with information on a vast range of health services including out of hours care, community nurses, emergency dental care and late opening pharmacists.

**So if you don't think you need an ambulance or immediate attention dial 111 to be guided to the help that you need. They'll be able to give you help and advice on services in your area.**




**It's not a 999 emergency. But you need medical help fast.**

**There's now**



**number to call.**



when it's less urgent than 999

# Getting to know you

After speaking with some Champions over the past few weeks, we have decided that we should make the newsletter more about you.

So we are now going to have Champions' corner where in each issue at least 1 Champion will talk about themselves and their hobbies or interests. There is more to us than mental health. Yes that is a subject we are all passionate about, but we all have many other sides to our lives.

If you would like to be interviewed for the newsletter, please let Lisa or Simon know, or call the office and ask for Kathleen on 0115 8379 474 who will arrange a time and place for you to be interviewed.



## Champions' Corner

**Hello, my name is Don Tinsley. I'm a Champion of Change Reference Group member.**

I have had mental health for 45 years and I have had both good and bad experiences with the NHS.

I am married with 3 grown children and 2 grandchildren and I have a hobby called futurology. This hobby has kept me out of the pub for many years. It has also given me optimism about the future.

Futurology is all about analyzing the sources, patterns, and causes of change and stability in an attempt to develop foresight and to map possible futures.

One area of interest is the future of metals. Manufacturing societies require materials to make products. My interest is in where we will get these resources in the years to come. To illustrate the process of finding resources in the future I will mention only a few metals.

- The first way we can ensure we have metals in the future is by a process called substitution. In other words plumbers using plastic rather than copper pipes.
- A well known way of saving resources is recycling. For example the recycling of tin cans gives you steel, which can then be used for many other products.
- Jewelry could be made of plastics rather than metals. The choices you make now can affect the future. So the next time you buy an item of gold jewelry remember that gold might be needed for someone else's gold teeth, or the manufacture of their mobile phone.
- New supplies are being discovered all the time, but may not be adequate to meet all our needs.
- Japan has recently started mining landfill sights for metal resources. (Louise Gold, Environmental Correspondent, Telegraph, 8th October 2008)
- In the foreseeable future mining companies are likely to mine the sea bed for metals in particular gold and copper. The sea water contains metals which pump through hypothermal vents; these are like mini volcanos on the fault lines in the sea bed. The water gets pumped through and this filters the metal out of the water. (Michael McCarthy, Environmental Editor, The Independent 2nd July 2010.)

**This along with my mental health is only a small part of me as a person.**

Bright Ideas Presents...

Wednesday 6th April 2011

## An audience with John Bercow

Speaker of the House of Commons

10am-12noon, The Council House, Nottingham

- Presentation by Mr Speaker on engaging with Parliament
- Question time with the Speaker (any subject)
- Radio interview, 97.5 Kemet FM

**BRIGHT IDEAS**  
Nottingham

Supported by:



**Bright Ideas Nottingham organised an event at the Council House. The event was all about how to better engage with Parliament and the importance of accessing MPs.**

A number of Champions came to the event and some used the opportunity to talk with a local MP.



## Speaker tells students how to get their voices heard

By Sarah Firth

YOUNGSTERS from the Nottingham Academy got the chance to grill the Speaker of the House of Commons yesterday.

John Bercow visited the Council House to talk to schoolchildren and members of the voluntary and community sector about how to get involved in democracy.

Pupils from the Nottingham Academy, which is based in Sneinton and Mapperley, also asked him questions.

Pupil Mahalia Powell asked Mr Bercow what had been the most difficult Commons debate to chair.

He said: "I think the hardest was last December when there was a debate on whether to increase university tuition fees. The subject inflamed passions on both sides of the argument."

Pupil Matthew Strong asked about the tuition fee rise.

Mr Bercow said his role meant he could not have a view but he said he understood why students may feel anxious.

He said he went to university with a grant because his father's business was struggling and his family were not "monied."

He said: "Whether I would have gone to university if I had known I would end up with a very large debt at the end of it, I'm not so sure to be honest."

"I still would have probably wanted to go to university and still would have gone, but my parents who were very debt adverse would have been horrified for me."

Mr Bercow told year nine pupil Idris Nigeria, a member

of the school's Student Voice group, that he too had tried to represent his peers.

He said: "I stood for election at primary school and said I would improve school dinners. It didn't make me popular with the dinner ladies."

"I did get experience of speaking in public and that I think is very valuable in terms of self confidence for a person," he added.

The Speaker said it was vital people engaged with their MPs and raised issues of concern in their area.

He said: "Your first port of call has got to be your Member of Parliament. We are paid and expect to serve you."

Mr Bercow also said people

I stood for election at primary school and said I would improve school dinners

John Bercow

with specialist knowledge in areas such as mental health services could have the opportunity to share their expertise with committees.

His visit, organised by Nottingham's Bright Ideas which tries to improve access to services, aimed to help people engage with politics.

Nottingham South Labour MP Lilian Greenwood also answered questions.

Carole Powell, 47, a volunteer for the Hyson Green-based On The Flats project, run by the Partnership Council, said: "I now know who to contact and how, when I didn't before."



VIP visit: Student and aspiring MP Luke Wilson, 17, from Colwick, talks with Speaker of the House of Commons, John Bercow MP, at The Council House.

PHOTO: DUSTIN MICHALOVIS N00M2011S0400C002.C

## South Nottingham College vocational skills courses at the Chase Neighbourhood Centre

**When?:** Monday 16th and Tuesday 17th May 9:15 – 4:15

**Where?:** Chase Neighbourhood Centre,  
St. Ann's, Nottingham, NG3 4EZ

How to enrol and to see if you qualify for free courses: Come in to the Chase Centre and enroll at reception or call us on 0115 841 2670

## Farm Calm

Farm Calm is a new project funded by Ecominds, based at Stonebridge City Farm. We offer a range of eco-therapeutic activities to users of the mental health system. Stonebridge City Farm provides a safe and conducive environment for vulnerable people.

If you would like more details please contact [paul@stonebridgecityfarm.com](mailto:paul@stonebridgecityfarm.com)  
We are able to visit you with a presentation about the farm and this project

## Day Personal Development Course

Embrace offers a range of personal development courses and courses to help you get back into training or work.

Contact Embrace on 0115 962 4530 or 07985 433945  
[embrace001@yahoo.co.uk](mailto:embrace001@yahoo.co.uk)

# Champion's Chat Room

## Menu

Wednesday 18th May, 2011  
Amity Well Being Centre, 702 Mansfield Road Nottingham

### Appetizer

12pm Meet & Greet

Bring your lunch and join us for a drink/chit-chat with fellow Champions.  
Find out how the GP consultation is going.  
How have the Reference Group and Community Troupe been representing the network?

### Starter

12.30pm Hot Topic

GP Survey & Champions' Experiences and Concerns of the month.

### Main Course

1pm Engagement

Help plan the next Champions' consultation.  
(15minute break in between 1.00pm-2.00pm)

### Dessert

2pm Guest Speaker

Champions have said that they would like to know more information on direct payments.  
How does it work? Who qualifies? How to apply?

### Coffee

2.30pm Reflections

Refreshments and reflections.  
Review of today's session  
& plan next month's Chat Room.