

Patient Round Up

2018

December 2018



Dr Elango Vijaykumar
Clinical Chair East Surrey Clinical Commissioning Group



NHS
Commissioning Alliance
(North Place)
Crawley CCG
East Surrey CCG
Horsham and Mid Sussex CCG

As we move into the festive period, I am delighted to let you know that the legal directions we had in place related to the quality of leadership at Crawley, East Surrey and Horsham and Mid Sussex CCGs have been lifted by NHS England. This positive news is recognition of the significant improvements that have been made to the governance, capability and capacity of the organisations and will mean we have more control over how we work.

NHS England have decided to continue to apply the legal directions we have in place related to the financial performance of the CCGs, which is understandable as we continue to work through the delivery of our financial recovery plan.

As you know, East Surrey CCG first had legal directions applied by NHS England in 2015, while Crawley and Horsham and Mid Sussex CCGs were placed under legal directions 12 months ago. The governance reviews that took place across all our CCGs earlier this year were published last month and we have been working hard to address the issues that these raised.

The lifting of the directions is something that should be celebrated, not just by those invested in the CCGs involved but by everyone within the Alliance. NHS England praised the improvements achieved in the leadership, governance and the increased grip on our issues and challenges and for us to achieve this just ten months after our organisations started collaborating is a significant endorsement of the positive

changes that have been made to how our organisations work together.

All the clinical chairs and the collective leadership of the CCGs recognise that this could not have been made possible without the hard work of our staff and we would like to thank them all for their ongoing commitment. We saw at a recent staff event some of the great work we do to benefit our patients and it is clear that, as we continue to improve together, we have the potential to do even more for the populations we serve.

We have made so much progress as an Alliance over the last ten months and, as we look to work closer with all CCGs across Sussex and East Surrey, we now have the opportunity to shape how we can commission more effectively across a larger area for the benefit of our patients.

We still have a way to go to get to where we want to be, particularly around our finances and we have to continue to work hard to ensure we fulfil our commitment to getting our organisations into a more financially sustainable position. We have a duty to our populations to commission services in a way that not only ensures they are meeting the needs of our patients but are also affordable and sustainable for the future. This has to remain a key focus for us and we are confident that, with the continued commitment and expertise of our staff, we will be able to carry on taking steps in the right direction on the improvement journey we are on.

We know that at this time of year not everyone is feeling full of Christmas joy. In fact, for many, Christmas can be a reflective and lonely time of the year, so this year why not spread little cheer and be a good neighbour this winter.

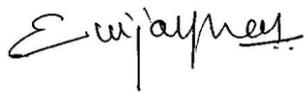
How about:

1. Swapping warming seasonal recipes with a neighbour – from winter soups to homemade stews– then make extra and share with them.
2. Inviting your neighbour round for a hot drink
3. Asking a neighbour to help you or your children make some Christmas decorations.
4. If you're off to the shops to stock up for the dark nights ahead, ask a neighbour if they need anything picking up or if they would like to join you.
5. Asking your neighbour to help make gingerbread men or mince pies with you and share.

Please remember to call in on a neighbour and see if they need anything to help

keep them warm during the winter months. And let's help everyone have the merriest Christmas possible.

With all good wishes,



Dr Elango Vijaykumar



Royal College of General Practitioners (RCGP) makes recommendations for greater self-care, social prescribing and signposting.

The Royal College of General Practitioners (RCGP) launched a report recently which reviews the 10 High Impact actions from NHS England's [Time for Care Programme](#). The report recommends support for self-care with 67% of GPs surveyed citing this as a means of helping to decrease GP workload. The RCGP also calls on the government to both facilitate social prescribing for all practices and to launch public awareness campaigns to ensure public understanding of active signposting. Read the report [here](#).



Self-Care

The Choosing Self Care for Life campaign, is about all of us making improvements our live to protect our physical health and mental wellbeing.

It's never too early or too late to begin to make small, simple changes that will enhance and protect our health now and, in the future.

Self-Care is also about being able to self-treat short term conditions when they strike such as sore throats, coughs, colds and about safely managing long term conditions. Self-Care reminds us how we can incorporate more positive health behaviours in our life to help us live as healthily as possible.

Why is self-care good for people?

Empowering people with the confidence and information to look after themselves when they can, and visit the GP only when they need to, gives people greater control of their own health and encourages healthy behaviours that help prevent ill health in the long-term.

In many cases people can take care of their minor ailments, reducing the number of GP consultations and enabling GPs to focus on caring for higher risk patients, such as those with comorbidities, the very young and elderly, managing long-term conditions and providing new services.

More cost-effective use of stretched NHS resources allows money to be spent where it's most needed and improve health outcomes. Furthermore, increased personal responsibility around healthcare helps improve people's health and wellbeing and better manage long-term conditions when they do develop. This will ultimately ensure the long-term sustainability of the NHS.

Find out more about Self-Care [online](#).



Have you tried Surrey Information Point (SIP) recently?

We are constantly developing the directory, adding new content and improved functionality. Here are some of the new changes.

New changes to SIP:

Following our last email asking for teams to send in their local directories/spread sheets of services we have been flooded with new services to add to SIP which has been amazing to increase our content on the site.

We have now added over 600 new services! To see the type of services we have added please see the list below.

If you have any more services you know of that aren't on SIP then please email them to us to be added: Info@surreyinformationpoint.org.uk

New services added

Bowls Clubs

Walking Groups

Golf

Tandridge area specific services (inc activity groups, food banks and meals on wheels)

Good neighbour schemes
Foodbanks and community meals
Tennis
Table tennis
Rotary clubs
Workers Education Association Clubs
Soroptimists
Macular Society groups
Red Cross local services
Citizens Advice
Various social and leisure clubs
Woking living well services

Services still to be added (This list continually grows but as of now)

Mental Health services from Surrey and Borders Partnership
Parkinsons services
Voluntary Action groups
Townswomen Guilds
Women's Institutes



An Introduction to Mindfulness

This short workshop will introduce you to mindfulness techniques to help relieve anxiety and stress.

This course is Free of Charge and is for clients registered with the Richmond Fellowship. Places must be booked in advance through the Richmond Fellowship.

Book today:

Contact Lucy Rowley at the Richmond fellowship Office on- 01737771282, Mobile 07770890245 or email: Lucy.Rowley@RichmondFellowship.org.uk

When: Friday 14th December **Time:** 10.00am- 1pm

Where: Tandridge Voluntary Action

The Community Hub

1st Floor Library Building

14 Gresham Road, Oxted, Surrey, RH8 0BQ

Facilitator: Angie Muscio

PHE and NHSE launch national drive to trace hepatitis C patients

Public Health England and NHS England are working to find thousands of people living with hep C, offering them new treatments that, in most cases, cure the illness.

Public Health England (PHE) and NHS England have launched a [national exercise](#) to identify and treat patients who have been previously diagnosed with hepatitis C. In recent years new, potentially curative treatments have been developed for hepatitis C, but tens of thousands of people who were diagnosed in the past may not have accessed them.

A new report, the first of its kind, by PHE shows [more than 24,500 people in England](#) have accessed new hepatitis C treatments in the last 3 years.

The new report also established that 95% of people who received and completed hepatitis C treatment have been cured of the serious and potentially life-threatening infection in the last 3 years. This is primarily due to effective new direct acting antiviral medication which became available on the NHS in 2015.

PHE is urging those who may have been at risk of contracting hepatitis C, especially if they have injected drugs, even if only once or in the past, to get tested, as often people with the infection do not have any specific symptoms until their liver has been significantly damaged. Many people do not know they have the infection, and when symptoms do occur they are often mistaken for other conditions, resulting in many people remaining undiagnosed.

Dr Graham Foster, NHS England's Hepatitis C clinical chair, said:

This dramatic NHS progress in treating hepatitis C over the past few years is one of the biggest but least acknowledged NHS success stories. By investing several hundred million pounds, NHS England has helped transform the lives of thousands of people, and with fair pricing from the drug companies, the NHS has a real prospect of eliminating hepatitis C altogether.

If someone thinks they have been at-risk of catching hepatitis C, PHE recommend they get tested at their local GP practice, sexual health or community drug services. If people aren't sure about whether they are at risk, they can take a short quiz on [The Hepatitis C Trust website](#) to find out if they should get tested.



Community Cash Fund 2019 launching January...

We are pleased to announce the return of the Community Cash Fund.

This will be our 4th year running and we hope it is the biggest one yet! The aim of this fund is to help small groups start projects which improve health and wellbeing in their local community.

We will be awarding grants of up to £1,500 per successful applicant for community projects that promote Surrey's community vision for wellbeing in one or more of the following ways:

- *Everyone lives healthy, active and fulfilling lives, and makes good choices about their wellbeing.*
- *Everyone gets the health and social care support and information they need at the right time and place.*
- *Communities are welcoming and supportive, especially of those most in need, and people feel able to contribute to community life.*

Sign up to get an alert when the community cash fund launches in January, by emailing; sarah.browne@healthwatchesurrey.co.uk.

If you or anyone you know needs funding for a community project then please spread the word. To read more about the Community Cash Fund 2019 and previous winners [click here](#).



Why it's important to have the organ donation conversation

Whilst you are together at Christmas.....Make sure your family know you want to be an organ donor. Join the NHS Organ Donor Register and tell your family your

decision. Start a conversation and ask them what they want too!



Tips to start a conversation

- Try using an organ donation and transplantation news article in the media or on social media
- Share an interesting fact or statistic about organ donation, you could start with “Did you know, one person could save or improve up to nine lives by donating their organs?”
- Explain how donating your organs and tissues will improve, or even save lives.
- Tell them how you arrived at the decision to donate your organs.
- Personal stories are really powerful – refer to a real life story on our website about how organ donation has changed someone’s life can help trigger a conversation.
- Use a [common myth](#) as a prompt for discussion.
- Use an everyday situation to set the scene – these might include: the next time you sit down for a family dinner, getting life insurance/writing a will, celebrating a family anniversary or other special occasion, getting a check-up at the doctors etc.
- Ask a family member if they have joined the NHS Organ Donor Register, and if not, would they like to donate their organs when they die?

To help initiate a conversation, the following conversation starter examples might be useful:

- I’ve just seen this leaflet on organ donation. Did you know that one organ donor can save or improve the lives of up to 9 people? I’d like to be an organ donor and have joined the NHS Organ Donor Register. Do you want to be an organ donor?
- I just saw this video showing how organ donation has transformed a person’s life. It seems like a good thing to do and one day I may be able to save someone’s life. What are your thoughts on organ donation?

<https://www.nhsbt.nhs.uk/how-you-can-help/get-involved/key-messages-and-information/organ-donation-conversation/>

The gift that money cannot buy!

Many people would not be alive today if it wasn't for the generosity of our donors
Giving blood saves lives.

But it's always in high demand. Our lifesaving service is required 365 days a year, and our dedicated staff work day and night to process, test and distribute donated blood.

Every year we need around 200,000 new donors to ensure we have the right mix of blood groups to meet patient needs now and in the future.



Did you know? (great Christmas cracker fact)

Blood is made up of a number of components, including red blood cells, platelets and plasma. Each of these can be used to treat many different conditions, such as anaemia, cancer, blood disorders, and those having surgery.

<https://www.nhsbt.nhs.uk/what-we-do/blood-services/blood-donation/>



Out of Hours Services Information

You should call 111 if:

You need medical help fast, but it's not a 999 emergency.

You don't know who to call for medical help

You think you need to go to A&E or another NHS urgent care service; or.

You require health information or reassurance about what to do next.

If you require a doctor urgently when your surgery is closed dial 111.

Minor Injury Unit: Caterham Dene Hospital – 9am – 8pm, 7 days a week (over 18's only) - 01883 837500

Urgent Treatment Centre: Crawley Hospital – 24 hours, 7 days a week

– 01293 600300 ext. 4141 or 4142

Safe Haven (provides help and support to people who are experiencing a mental health crisis and their family members and Carers). The safe haven is located at Wingfield Resource Centre, St Annes Drive, Off Noke Drive, Redhill RH1 1AU. Open 6pm-11pm Monday-Friday, as well as weekends and bank holidays

Find a local dentist <https://www.nhs.uk/Service-Search/Dentists/LocationSearch/3>

If you have a **dental emergency** call **NHS 111**

Don't forget your pharmacy services

In the event of a life threatening emergency dial 999 and ask for 'AMBULANCE'

Remember to order enough repeat medication for Christmas and New Year

Get involved – Your opportunity to have your say



**We are consulting
on a range of
services**

If you live in Surrey, share
your views by **4 January 2019**

Surrey County Council has launched five consultations on a range of services. We want to hear the views of as many residents, partners, voluntary and community

groups as possible by Friday 4 January 2019 to help us shape those services for the future and set a sustainable budget. The consultations cover:

- Family resilience – children’s centres
- Special educational needs and disabilities
- Libraries and cultural services
- Concessionary bus travel
- Community recycling centres

To get more details on what we are proposing, you can find the consultations online at: <https://www.surreycc.gov.uk/council-and-democracy/have-your-say/consultations>

Please have your say. We would be grateful if you could spread the word to others, so that they can also give their views.



Surrey and Sussex Healthcare
NHS Trust

Surrey and Sussex Healthcare NHS Trust are seeking views on their draft Mental Health Strategy. We would be grateful if you would take the time to review our plans and give us your feedback. This consultation will end on 31st December 2018 and we will use your feedback to help shape the final version of our strategy. Once you have had an opportunity to review our draft mental health strategy;

<https://www.surreyandsussex.nhs.uk/wp-content/uploads/2018/11/SASH-DRAFT-Mental-Health-Strategy-v2-31.10.18.pdf>

Once you have read the draft please can you take the time to answer the following questions:

<https://www.surreyandsussex.nhs.uk/draft-mental-health-strategy/>

A23 Three Arch Road junction improvements

Surrey County Council has developed proposals for a scheme to improve the A23

Three Arch Road and Maple Road junction.

The junction is in an important location that connects drivers, bus users, cyclists and pedestrians to Redhill town centre to the north and Horley, Gatwick Airport and Crawley to the south. It is also used for access to East Surrey Hospital. The junction currently suffers from major congestion which causes severe queues and traffic delays, including delays to ambulances in an emergency.

www.surreycc.gov.uk/threearchroadjunction

The proposals will be on display in Reigate Town Hall reception (display boards only) between the 30 November 2018 and 6 January 2019.



Surrey County Council

Please **share the following links** widely for community responses to be made to the Surrey County Council consultations, by 4 Jan –

<https://news.surreycc.gov.uk/family-resilience-and-childrens-centres/>

<https://www.surreycc.gov.uk/council-and-democracy/have-your-say/consultations>

<https://www.surreysays.co.uk/csf/send/>

SCC consultation drop-in at Street youth centre, 8 Godstone Road, Caterham on Monday 10 Dec, 10.30-12.30pm. Please share.



**Commissioning Alliance
(North Place)**
Crawley CCG
East Surrey CCG
Horsham and Mid Sussex CCG

If you would like someone from the CCG to come along to one of your groups/meetings, talk about our work or take questions about local health services we would be very happy to oblige – just contact Carol Rowley on 01883 772800 leave a message and she will return your call as soon as possible. Alternatively email carol.rowley4@nhs.net or text 07827253111

