

Patient Round Up

2019

March



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

Dear Friends,

Following on from the Big Health and Care Conversation, and reflecting on feedback, we undertook to devote a whole edition of Patient Round Up to services for older people, many of whom will have medical issues and some multiple, complex problems. Rarely are the most difficult situations just about medicine and this is no different as we get older.

Many of you will know that as well as being a working GP and Clinical Chair of East Surrey Clinical Commissioning Group, I also sit on the **Surrey Health and Wellbeing Board**. The Surrey Health and Wellbeing Board is a group of NHS commissioners, public health, social care, local councilors, Surrey Police, borough and district council and public representatives that all work together to improve the health and wellbeing of people in Surrey. It is about bringing people together, influencing and identifying areas of work that can be done better together.

The NHS, Surrey County Council, District and Borough Council's and other partners have produced a new draft [Joint Health and Wellbeing Strategy](#). It will focus on preventing poor health and wellbeing in Surrey over the next 10 years.

Residents can comment on the draft plan which aims to help people in Surrey live longer and healthier lives, have access to services when they need them and be supported to look after themselves or those they care for. You can find out more in the "Get Involved" section of this bulletin.

We have heard through our public meetings and surveys that older people's health was an important issue for you. Surrey's Health and Wellbeing Board also decided from analysis of the available evidence that this was a very important issue. Therefore, one of the board's priorities is **Improving older adults' health and well-being**.

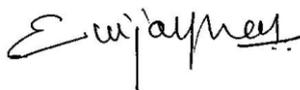
More people in Surrey are living longer. This is great news, but there are also some challenges. The growing number of older people in Surrey will have a major impact, as older people are more likely to experience disability and long-term conditions. Part of the challenge will be to make sure that the right services are in place so that older people can remain independent for as long as possible.

The number of people over 85 years old is predicted to increase significantly. People over the age of 85 often need more support from health and social care services. They are also at greatest risk of isolation and of poor, inadequately heated housing, both of which can impact on health and wellbeing and key reasons why all agencies need to work together.

So, please take time to read about some of the services available and please pass this newsletter on to as many interested people as possible. If anyone would like to be added to our mailing list and receive regular updates directly, please contact carol.rowley4@nhs.net

As always there are a number of different ways that you can have your say, please take time to have a look at the "**Get Involved**" section at the end of this newsletter, and help us to design services that truly meet our local need.

With all good wishes,



Dr Elango Vijaykumar



Health and wellbeing services for East Surrey

The Wellbeing Prescription service, which offers free health and wellbeing support to residents, has launched its new website: <https://www.wellbeingprescription.org/> where you can read success stories, find out about local services and meet the team.

Last year the Wellbeing service had their contract extended for a further three years. It is now one of the largest signposting services in the country and it's team of 14 Wellbeing Advisors already see over 4,000 people a year.

The advisors are based in GP surgeries and help residents by identifying their health and wellbeing issues, providing advice and signposting them to local services and activities.

The service is jointly run by Tandridge District Council, Reigate & Banstead Borough Council, Surrey County Council and East Surrey CCG.

88% of people who have used the Wellbeing Prescription service made a positive change to their lifestyle and 78% have visited their GP less since using the service. The advisors help people with issues such as weight management, fitness, smoking cessation, social isolation and support with depression, anxiety and more.

In addition there is Wellbeing Prescription Plus. This is the same service, but offered to high dependency patients, for example people who may already have been diagnosed with diabetes, dementia or arthritis. The Wellbeing Prescription Plus service will visit these patients in their homes to make sure they are accessing all available services to address their complex needs.

Paul Hamilton, who is a GP at Caterham Valley and the Clinical Lead for East Surrey, said: "The Wellbeing Advisors have been a huge asset at our surgery; they offer that additional care to patients and help make a huge difference to the everyday lives of residents in our community. They are filling a gap where previously there was nobody doing the work they do, helping patients and staff alike."

Sarah Ford, East Surrey's Senior Commissioning Manager for Surrey County Council, said: "The involvement of the Wellbeing Prescription services leads to a range of positive health and wellbeing outcomes for people and a focus on prevention that helps reduce the pressure on social care and primary health services. The Wellbeing Advisors are a huge asset and do a fantastic job signposting and supporting East Surrey residents to engage with a broad range of services that can help address social, economic and health issues."

To make an appointment with a Wellbeing Advisor, contact your local GP.



What is adult social care?

Throughout our lives we like to stay independent, healthy and safe for as long as

possible. But at some point it might get a little harder to cope. That might be due to age, a health condition, disability or change in home circumstance. Whatever the reason sometimes all it takes is a little help. It might be some simple home help, or meals on wheels, visits to your home if you're lonely, transport, advice on money or assurance of feeling safe that would make a difference to your wellbeing. Or maybe you're a Carer, looking for some support or even just a break from caring.

Whatever it is adult social care information tells you about the different options available and how to get what you need to live independently in your own home.

The Adult Social Care service at Surrey County Council focuses its support on people with social care needs, within available resources, particularly:

- residents with long-term and complex needs that affect their daily life;
- people recovering from an accident or illness who need help to manage daily living tasks, or build confidence over a short period of time;
- people recovering from a mental illness;
- Carers of all ages.

<https://www.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults/staying-independent>



Annual Public Health Report (APHR)

Helen Atkinson, the Director of Public Health for Surrey published her independent annual report in November 2018. Entitled **The Health and Wellbeing of Older People in Surrey**, the report focuses on the health and wellbeing of older people in Surrey. The report illustrates the great contribution that older people make to our county and celebrates that people are living longer than ever. It highlights some of the health issues particularly associated with getting older, suggests actions people can take themselves to improve their health, and makes recommendations on what professionals and organisations should do to support them. The full report is available on Surreyi.

<https://www.surreyi.gov.uk/dataset/public-health-annual-report-2018>

“People are living longer than ever and so retirement presents a real opportunity for baby boomers to be more active than ever before. For many people it is a chance to take on

new challenges, it is certainly not the start of a slower pace of life it once was. ”

“Staying in work, volunteering or joining a community group can make sure people stay physically and mentally active for longer. The health benefits of this should not be underestimated. ”

Professor Dame Sally Davies
Chief Medical Officer of England, 2016



Surrey Information Point is a directory of care, support and wellbeing services.

<https://www.surreyinformationpoint.org.uk/>



Action for Carers Surrey is led by carers, run by an executive committee of carers and supported by professionals from Health, Social Services and the voluntary sector.

Our main aim is to raise awareness of carers' needs and concerns throughout the county and to work in partnership with statutory services such as health care and social care teams to promote how best they can serve carers within Surrey.

Action for Carers Surrey also works closely with national carers' organisations including [Carers Trust](#) and Carers UK, ensuring Carers get better access to services and support throughout the UK.

In addition we also provide a number of specialist services: information, advice, moving and handling information and advice and support on issues relating to learning and work.

OUR VISION;

To enable all unpaid carers* to have a voice and access support to improve their quality of life and wellbeing

**anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. They should not*

be confused with paid care workers.



Adult Social Care Information and Engagement Team Surrey County Council

...have produced a very helpful list of Social Care, Community Support and Health Contacts for Reigate and Banstead Borough Council and Tandridge District Councils



Reigate and
Banstead Locality Team



Tandridge-Localities-Team-Sheet-January-2020

Documents can also be downloaded by clicking on these links: [Reigate & Banstead](#) and [Tandridge](#).

Memory Cafe Reigate – be sure of a warm welcome and a cup of tea

A **FREE** memory café for local people with memory loss, alzheimer's or other dementia and their carers. If you care for someone with any kind of dementia and you would like to meet others for support, advice or just a friendly chat please join us.

Where: **Reigate Baptist Church, Sycamore Walk, Reigate RH2 7LR**

When: Runs once a month Tuesday 10.30-12pm

19th March

16th April

For more information, please contact Greg Brown, Home Instead on: 01737 529793



Fire safety for vulnerable adults

The first phase of the community safety campaign, fire safety for vulnerable adults, began on 1 February 2019. The campaign, run by Surrey Fire and Rescue Service and the Community Fire Safety Team, will raise awareness of the help and resources available to support vulnerable groups. Please encourage anyone who cares for a family member who may be vulnerable in the event of a fire, or is a Carer of someone with a sight, hearing, mobility or mental health difficulty to visit Surrey County Council's website

<https://www.surreycc.gov.uk/people-and-community/fire-and-rescue/keeping-safe-from-fire/what-to-do-before-and-after-a-fire>



Bletchingley Skills Centre

The aim of the Bletchingley Skills Centre is to offer life-long skills to disabled adults. These skills are aimed at increasing independence whilst encouraging social interaction and self-confidence in a friendly and informal environment.

Courses offered include :

- Numeracy
- Literacy
- Cookery
- Gardening
- Drama
- Crafts and
- Seated yoga.

They also have computer facilities available for students to practice their IT skills with support from staff and volunteers. They have specialist computer software available for those with a visual impairment.

They rely on the help of volunteers to run some of the courses and are always looking for new recruits. Visitors are welcome to call in during term time at the Centre in;

Stychens Lane,
Bletchingley,
Surrey,
RH1 4LL.

Contact the Centre by phone - 01883 743772 or email bletchingley.sc@btconnect.com for further information or to find out more about volunteering opportunities.

Their website is www.surreycommunity.info/bletchingley-skills-centre/



Tandridge Befriending Scheme

What is the Befriending Scheme?

The Befriending Scheme is a local service run by Tandridge Voluntary Action (TVA). Volunteers are recruited to visit local people to provide them with companionship. Befrienders usually visit for about an hour a week at a mutually convenient time.

Visits normally involve a chat and a cuppa but some befrienders are able to take their client out.

- Do you sometimes feel lonely?
- Would you like a friendly chat with someone now and again?
- Would you enjoy an occasional cup of tea or coffee with a friend?
- Would you like to go out with a companion sometimes?
- Would you like to share a hobby with someone?
- Would you like to talk things through with a friend?

To find out more about how you could benefit from a volunteer befriender please contact the Befriending Scheme Coordinator - Lucy Darlow **07796 307286**

Email: befriend@tva.org.uk



Sight for Surrey is the largest charitable organisation in Surrey working with people who are visually impaired, Deaf, hard of hearing or who have combined sight and hearing

loss. The charity has provided support to the blind and partially sighted community since 1922. Sight for Surrey is an ambitious charity offering a lifetime of support for people who are blind or partially sighted, Deaf, deafblind or hard of hearing.

Services include:

- A team of Communicator Guides who provide specialist support to people who are deafblind.
- A team of specialist Hearing Loss Advisors who can support people in managing hearing loss and ensure people are provided with the right support and guidance.
- Interpreting services to support Deaf people. British Sign Language (BSL) is the first language for many people who are profoundly Deaf.
- A team of qualified Social Workers and Deaf Community Officers.
- A strong team of volunteers befriend and support our service users.
- IT experts provide specialist technology training at all levels.
- A Resource Centre that sells low-vision and hearing loss equipment.
- A presence at hospital eye clinics to advise and support newly-diagnosed with eye disease.
- Employment programme called JobSense. The scheme provides employability mentoring and training to people with a sensory impairment.

Finally and most importantly, all staff have a real understanding of the practical and emotional aspects of living with hearing and sight loss.

Contacts

Voice Line: 01372 377701

SMS: 07860026269

Fax: 01372 360767

Email: info@sightforsurrey.org.uk

Website: <https://www.sightforsurrey.org.uk/about-us/>

Information and support for unpaid carers

Surrey County Council and the NHS have jointly produced this video to signpost unpaid carers to relevant information and advice to help support them in their role.

The video can be found on YouTube here -

<https://www.youtube.com/watch?v=5EixKTUbNN4>

Get involved – Your opportunity to have your say



Healthwatch Surrey – recruiting for volunteers

Healthwatch Surrey is currently recruiting for volunteers across Surrey to help ensure local people have a say in how health and social care services are run.

Current volunteering opportunities include:

- Community Listeners
- Community Promoters
- Community Influencers

They are looking for people who are:

- Interested in health and social care;
- Keen to ensure people in their community can have a say in how health and social care services are run;
- Outgoing, good listeners and enjoy talking to people.

You don't need experience in health or social care, as long as you have an interest and meet the criteria above you can find out more and apply

<https://www.healthwatchsurrey.co.uk/get-involved/volunteer/>



Surrey CYP IAPT Partnership Parent Carer Participation in CAMHS Day

Event being held on Wednesday 27th March, 10am (doors open 9.30) – 3.30pm, at

Guildford Baptist Church, Millmead, Guildford, GU2 4BE: 80 places available

- This event is aimed at mental health and emotional wellbeing clinicians, counsellors and support workers in Surrey working with children, young people and their families. It seeks to explore the extent to which parent carers are currently and could be/ should be/ engaged, informed and involved in assessment and therapy of their young people: and in planning, delivery and monitoring of mental health and emotional wellbeing services.
- Parent carers will give feedback on their experiences and what they think could be improved.
- A wide range of professionals will share their current practice in regard to parent carer inclusion, exploring benefits to be gained and issues to be addressed.
- Young people will give their thoughts on parental involvement.
- Planned and emerging practice changes will be presented.

Book tickets via Eventbrite: <https://www.eventbrite.com/e/parent-carers-participation-in-camhs-in-surrey-cyp-iapt-partnership-event-tickets-56409436142>

WHEELCHAIR USER ENGAGEMENT EVENT

Wednesday 17th April 2019

10:00 am – 3.00 pm

Dorking Halls, Reigate Road, Dorking, Surrey RH4 1SG

The event is aimed at all users of the Surrey Wheelchair Services and/or their Carers/families

Lunch and refreshments will be provided and there is accessible parking at the venue.

If you require more information or transport to this event please contact angie.taylor@surreycoalition.org.uk

Draft Joint Health and Wellbeing Strategy - Tell us what you think

The NHS, Surrey County Council, District and Borough Council's and other partners have

produced a new draft [Joint Health and Wellbeing Strategy](#). It will focus on preventing poor health and wellbeing in Surrey over the next 10 years.

Residents can comment on the draft plan which aims to help people in Surrey live longer and healthier lives, have access to services when they need them and be supported to look after themselves or those they care for.

Why is the strategy needed?

Working together is important due to the county's health and wellbeing challenges. Surrey's population is older than the national average and this is expected to increase. By 2030, over 22% of Surrey's residents will be aged 65 and over, and more than 30% are already living with a long term health condition.

Whilst Surrey is widely perceived as 'healthy and wealthy', it is estimated that 10,600 children and young people aged 5 to 15 have problems with mental health and over 23,000 children are living in poverty.

The draft strategy comes at a time when public services in Surrey and across the country are under growing pressure with continued funding constraints, rising expectations and increasing demand. The strategy focuses on a set of priorities for the county where we can bring together change as a partnership.

How do I give my views?

Please visit the [Surrey Says Health and Wellbeing consultation](#) to give your views on the draft Joint Health and Wellbeing Strategy and help improve the health and wellbeing of residents.

Volunteer Fair 2019 – Horley

Date/Time

Date(s) - 23rd Apr

10:00 am - 11:30 am

With your skills & experience we can achieve great things in our community.

The Volunteer Fair is for anyone interested in volunteering who wants to find out more. Come along to this informal and friendly event and meet a range of local charities and current volunteers.



If you have any comments, questions or suggestions about this newsletter or if you would like to receive regular health updates from NHS East Surrey Clinical Commissioning Group directly - please contact Carol Rowley carol.rowley4@nhs.net 07827253111

