

# Your health matters



Patients at the heart

Welcome to the first edition of Your Health Matters – an update on the local healthcare scene for everyone interested in a healthy East Surrey. This newsletter is created by NHS East Surrey Clinical Commissioning Group, a GP-led organisation responsible for planning and buying hospital, community and mental health services across Tandridge, Redhill, Reigate and Horley.



## Feeling under the weather?

### Find out which local health service is right for you

As winter approaches so do the headlines about the **pressure on A&E** and other health services. National data shows that around 40 per cent of people who attend A&E, leave without needing any treatment at all.

So what do you do if you, a relative or friend is injured or falls ill? Do you really know what services are nearby that can help you? A good place to start is **NHS 111**...

NHS 111 is a national telephone service for anyone who needs urgent health advice on how to deal with an illness or injury when it's not a 999 emergency. The service is free to call and available 24 hours a day, seven days a week, 365 days a year. Contact the service by dialling 1-1-1.

### Other health services that can help include

**Pharmacies** for advice on common health problems such as coughs, colds, aches and pains.

**Your GP** for a wide range of health advice and some minor surgery. Out of normal surgery hours, contact NHS 111.

**Minor Injuries Unit** at Caterham Dene Hospital is for people aged 18 and over, and open from 9am to 8pm, 7 days a week for cuts, sprains, broken bones, bites and stings, infected wounds, eye problems, sports injuries and minor burns.

**Crawley Urgent Treatment Centre** provides treatment for similar non-life threatening injuries or illnesses, 24 hours a day, 365 days a year.

**Crawley Health Centre** – offers a walk-in service led by GPs from 8am – 8pm, 365 days a year

**Mental health** – in times of crisis or distress when your GP practice is closed call: 0300 456 83 42. There is also a SMS texting facility for people who are deaf or hard of hearing: 07717 98 90 24

**East Surrey Hospital Accident and Emergency Department** is for life-threatening illnesses and injuries and is open 24 hours a day, 365 days a year. You should visit A&E or call 999 for life-threatening emergencies, such as loss of consciousness, persistent severe chest pain, breathing difficulties, severe bleedings that cannot be stopped.

### New health web app launched

During December 2014 we are launching a new web app called **Health Help Now**, to help people find the right treatment at a local health service whatever the time of day. It lists common symptoms and offers suggestions for treating them, giving details of local services including real-time opening information. Use the web app by visiting [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net) from any smartphone, tablet or computer with internet access, and save it for easy use.





## Follow the yellow card scheme for safer medicines

All medicines can cause side effects. Some may not yet be known which is why it's important for people to report them through the Yellow Card Scheme. If you experience an adverse effect to any medication you are taking, report it by picking up a yellow card from your pharmacist, your GP or [online](#).

## You said – we did



Input from patients, carers and other local groups with an interest in health, is central to East Surrey CCG's vision of developing high quality healthcare for all East Surrey residents. In every edition, we will tell you how we are using your feedback to transform local health services. Here is one example about families affected by Autistic Spectrum Disorder.

### You said...

"Families trying to get a diagnosis for their child suspected of having Autistic Spectrum Disorder are being pushed from pillar to post. Diagnosis is needed to get additional support from schools."

### We did...

Work with the lead commissioners of children's services to ensure that children in East Surrey are appropriately assessed and supported.

## New home for health commissioners



East Surrey CCG has moved to Tandridge District Council Offices in Oxted. The relocation comes as part of a move to increase efficiency savings across public services and improve how we work together with local partners.

The new contact details for the CCG are Tandridge District Council Offices, 8 Station Road, Oxted, RH8 0BT, telephone 01883 772800.

## How was it for you?

Did you find this newsletter useful? Do you like the content and style? Is there something you would like to see covered in the next edition?

The editor of Your Health Matters is Lucy Ing. Your feedback is most welcome and you can send your thoughts to [l.ing@nhs.net](mailto:l.ing@nhs.net)

NHS East Surrey CCG welcomes comments from patients about the healthcare you receive, including queries, compliments and complaints. Talk to Carol Rowley on 01883 772800 or get in touch via [our website](#).

